SITA

SURINAME INVESTMENT & TRADE AGENCY

2026

# INVEST IN SURINAME

## Business services and BPO

# BUSINESS SERVICES AND BPO INVESTMENT OPPORTUNITY

**Suriname combines multilingual talent, nearshore connectivity, competitive operating costs, and expanding digital infrastructure to support scalable business services and outsourcing investment**

## WHAT DOES SURINAME OFFER INVESTORS?

Located on the northern coast of South America, Suriname provides investors with a differentiated nearshore platform for multilingual business services, customer support, and digital operations serving European and North American markets.

The country combines native Dutch language capability, a young and scalable workforce, competitive operating costs, and expanding digital infrastructure.

Supported by a rapidly growing outsourcing ecosystem, international connectivity, and government-backed digital transformation initiatives, Suriname offers opportunities across BPO, shared services, and digital delivery.




### Established outsourcing ecosystem

**+3,000**
New service delivery seats created between 2023-2025

**50%**
Of total service exports are from business and digital services

**US$ 211 million**
Total services exports

**+ 22%**
Growth in exports between 2020-2024

### Young, multilingual workforce

**€1.80 – €5.00**
Typical entry-level and mid-level contact center wage range

**96%**
Of providers offer both English and Dutch language services

**7,000 +**
Employed across BPO and ICT

### Nearshore and cost-competitive

**Up to 8x lower**
Employment costs than Dutch onshore operations

**Real-time overlap**
with North American and European working hours

**Largest Dutch speaking workforce**
outside of Europe

### Digital infrastructure & connectivity

**2 commercial data centre facilities**

**Deep Blue One cable**
25 Tbps international submarine cable launched in 2024

**National Digital Strategy 2023–2030**
supports the expansion of digital infrastructure, broadband connectivity, e-government services, and cybersecurity

# ESTABLISHED OUTSOURCING ECOSYSTEM

**Suriname's outsourcing ecosystem is rapidly scaling, supported by multilingual talent, expanding delivery capacity, and growing international demand for nearshore business services**

## SCALING OUTSOURCING DESTINATION

Suriname has established itself as a trusted partner for business services and BPO delivery, with strong Dutch and English language capabilities and a culture of service excellence.

Supported by a young, multilingual workforce and modern facilities, Suriname continues to attract international operators and service brands across Europe, the Caribbean and North America.

## SECTOR HIGHLIGHTS

**4th**
Largest exporter of business services in the Caribbean

**11%**
Telecommunications, computer, & information services share of service exports

**40%**
Business services share of service exports

**8%**
Of Caribbean business services exports

## BUSINESS SERVICES EXPORT GROWTH (US$ millions)

**20%**
Average annual growth between 2020 and 2024




## SERVICE DELIVERY CAPABILITIES

### Customer experience services

Inbound and outbound support, omnichannel operations, and technical support

custom connect · wengage · ENGINE · Norsou 360 · concentrix · Vanad interactions · Contact Care · YOURCE · clientmind · CALLFACTORY · Teleperformance

### Shared services and business support

Finance, billing, administration, employment, claims processing, and HR support

BDO · Atlas Professionals · Guyana Payroll Solutions inc. · airswift · EY · Grant Thornton

### Digital and IT-enabled services

Software development, cloud support, QA/testing, and web development

BNETS · atasur · pbs · CHS · QUALOGY CARIBBEAN · UCC · TEKZYS

# YOUNG, MULTILINGUAL WORKFORCE

**Suriname combines a young, multilingual workforce with cost-competitive operations, creating the ideal environment for scalable business services and digital delivery**

## SCALABLE, YOUNG, MULTILINGUAL WORKFORCE

**5,300** **Full time BPO employees**

**6,774** **Service delivery seats in 2025**

**3,000+** **New seats** created between 2023-2025

**27** **Active outsourcing operators**

**96 %** Of providers offer both **English and Dutch** language **services**

**2,000+** **ICT employees**

**29** **Average age** of the Surinamese workforce, among the youngest in the Americas region

**10,000** **Potential workforce** for the BPO sector is still estimated to scale up based on Teleperformance analysis

**15-25%** Employee **turnover rate considerably lower** than the industry average of 30-45%

### MULTILINGUAL TALENT PIPELINE

Suriname's universities, ICT institutes, and private training providers support a growing multilingual workforce pipeline for customer support, shared services, and digital operation.

SMART SURINAME BUSINESS ACADEMY · FHR Institute for Higher Education · PTC POLYTECHNIC COLLEGE SURINAME UNIVERSITY OF APPLIED SCIENCES · Anton de Kom Universiteit van Suriname · IMKB Instituut voor Midden- en Klein Bedrijf · iMiT Institute of Management & Information Technology · University of Applied Sciences and Technology Suriname

### Up to 8 times lower costs than Dutch onshore operations

| Suriname | Netherlands |
|---|---|
| **€2.80–3.00/hour** | **€20–25/hour** |
| Estimated all-in employment cost | Estimated all-in employment cost |

## INCREASE PROFIT MARGINS WITH SURINAME'S COST COMPETITIVE WORKFORCE

**Competitive wage costs**

**€1.80–€5.00 per hour**

Typical entry-level and mid-level contact center wage range

**Average monthly salary**

**€340 per month**

Average monthly salary in Suriname (varies by role and experience)

**Competitive employer taxes**

**6% Employer social contributions** in Suriname

**Competitive payroll costs**

**12-18% Total payout burden** in Suriname

# MARKET ACCESS AND DELIVERY MODEL

**Suriname's nearshore location, multilingual capabilities, and competitive operating environment support scalable business services delivery to European and North American markets**

## WHY SURINAME FOR OUTSOURCING?

### Nearshore time zone

4-5 hours behind the Central European time zone
1-2 hours ahead of the US East Coast
4-5 hours ahead of the US Pacific coast

### Dutch language specialisation

One of the few Dutch-speaking countries outside of Europe, with strong cultural affinity with the Netherlands and Belgium

### Export-ready ecosystem

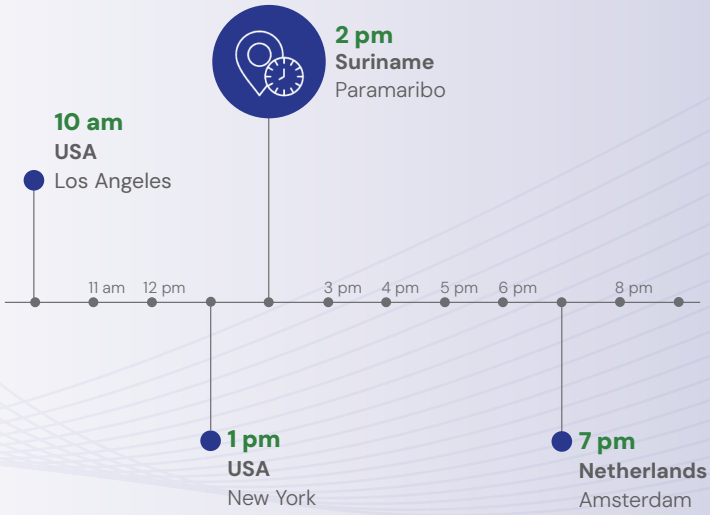
Established operators already support international brands across customer support, back-office, and digital services for European and North American markets

### Suriname working hours overlap with major markets

Night shifts are widespread in Suriname's business services sector to accommodate timezone differences

## NEARSHORE CONNECTIVITY TO EUROPE & NORTH AMERICA

**Time example Summer:**
**Paramaribo | Suriname – Time zone UTC -3**




| | | | |
|---|---|---|---|
| Los Angeles | UTC -7 \| -8 | - 4 hours | - 5 hours |
| New York | UTC -4 \| -5 | - 1 hours | - 2 hours |
| Amsterdam | UTC +2 \| +1 | + 5 hours | + 4 hours |

## OPERATING COST ADVANTAGE

**US$0.12-0.14 per kWh**

Average commercial and industrial electricity rates in Suriname

**US$10-25 per m² per month**

Average office space rental rate in Suriname

**Competitive exchange rate**

1$ = ~ 37 SRD
1€ = ~ 43 SRD
*exchange rates as of June 2026

# DIGITAL INFRASTRUCTURE AND CONNECTIVITY

**Expanding digital infrastructure, international fiber connectivity, and government-backed digital transformation initiatives support scalable business services and ICT operations in Suriname**

## DIGITAL CONNECTIVITY

### 78.4% internet penetration

Supporting digital service delivery and online operations

### 943,000 mobile connections

Supporting high levels of digital and mobile connectivity

### 4G/LTE coverage across urban areas

### 2 commercial data centers

Operated by Datasur in Paramaribo Supporting hosting, colocation, and digital operations

### ICT Development Index: 83.8

## INTERNATIONAL FIBER AND SUBMARINE CABLE CONNECTIVITY

### First country to join Caribbean Gateway

The initiative Caribbean Gateway submarine cable is connecting Suriname to Trinidad and Tobago regional networks

### SG-SCS submarine cable

Connecting Suriname to Trinidad and Tobago regional networks

### Deep Blue One cable

25 Tbps international submarine cable launched in 2024, providing capacity equivalent to approximately 200x Suriname's current national data demand and supporting future BPO and ICT scalability

## GOVERNMENT SUPPORT AND DIGITAL ECOSYSTEM DEVELOPMENT

### National Digital Strategy 2023–2030

Suriname's National Digital Strategy 2023–2030 supports the expansion of digital infrastructure, broadband connectivity, e-government services, and cybersecurity to strengthen the country's business environment and support scalable ICT and business services operations.

- 95% Broadband coverage target by 2030
- 80% Ministries using centralised data center services
- 70% Penetration of e-government services by 2030
- 75% Rural broadband coverage target
- 25% Government departments fully digitised by 2027
- 350,000+ e-ID cards distributed

# INVESTMENT OPPORTUNITIES

**Suriname's multilingual workforce, nearshore location, and competitive operating environment support investment opportunities across shared services, outsourcing, and digital operations**

## SHARED SERVICES CENTRES



### Finance and business process operations

Establish multilingual finance, payroll, accounting, and administrative support centres serving European and North American markets



### HR and employee support services

Develop regional HR support, recruitment processing, onboarding, and workforce administration operations leveraging Suriname's scalable multilingual workforce



### Claims processing and back-office support

Expand insurance, billing, customer administration, and claims-processing operations

## BPO AND KPO FACILITIES



### Multilingual customer support centres

Develop Dutch, English, Spanish and Portuguese-language customer service, technical support, and omnichannel contact centre operations for international markets



### Knowledge process outsourcing operations

Establish market research, data analytics, business intelligence, and information management operations supported by Suriname's growing ICT ecosystem



### Nearshore outsourcing delivery hubs

Develop scalable nearshore outsourcing centres leveraging Suriname's real-time market overlap with Europe and North America

## ITO AND SOFTWARE DEVELOPMENT CENTRES



### Software development and QA/testing

Expand software engineering, application testing, and digital product support operations leveraging Suriname's growing ICT talent base



### Cloud support and managed ICT services

Develop cloud operations, digital infrastructure support, and managed service operations supported by expanding fiber connectivity infrastructure



### Digital operations and IT-enabled services

Establish cybersecurity, digital workflow, remote operations, and enterprise support service centres for international clients

# How can we help you?

**SITA is dedicated to providing free, structured support services for international investors looking to establish operations in Suriname's target industries**

# Why work with SITA?

1. **One stop entry point for foreign investors:**
   SITA acts as the national trade and investment promotion agency and serves to help investors navigate bureaucratic, regulatory and administrative procedures required to establish in Suriname

2. **Tailored investor facilitation support:**
   SITA helps investors identify business opportunities, understand regulatory frameworks, and connect with relevant government ministries and local partners

3. **Incentive access and support:**
   Suriname offers several incentives for foreign investors and offers dedicated support to navigate the application process

4. **Sector expertise:**
   Dedicated sector expertise across priority sectors offering information and facilitation tailored to direct sector opportunities

5. **Aftercare and partnership development:**
   SITA supports expansion, organises investment promotion events, and liase with international firms, helping build partnerships on the investment and supply-chain side

# Ready to invest in Suriname? Get in touch!

Contact SITA to discuss your requirements and facilitate your investment project


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