

The Premier Nearshore Destination

SAN JOSÉ, COSTA RICA

Known as an outsourcing giant in Latin America, Costa Rica has become a significant site among ClearSource's global operations. The country's strategic location and cultural ties with the US have empowered our Costa Rican teams to provide exceptional services to many of our leading clients since March 2022. These services include customer service, back-office operations, technical support, and custom solutions.

Why Consider the Costa Rica as Your Next Onshore Solution

SEAMLESS OPERATIONS

24/7

Flexible Working Hours

ENGLISH PROFICIENCY

38th

In 2023, Costa Rica was ranked 38th out of 113 countries on the EF English Proficiency Index (EPI)

COLLEGE GRADS

15K

More than 15,000 new professionals graduate from state universities each year and enter the labor market.

COST SAVINGS

60%

Lower labor costs compared to many western countries

ATTRITION RATE

6%

Less than the 8-12% rate in the BPO industry

SOLUTIONS OFFERED

Customer Support

(Tier 1, 2, 3, and 4)

(Helpline, Dealer Services, Claims Processing, Escalation, Health & Dental)

Technical Support

Back Office Solutions

Data Management & Processing

Custom Solutions

Language Proficiency

A Proficient, Bilingual Workforce: Businesses looking to outsource in Costa Rica can leverage the country's linguistic capabilities in Spanish and English, enabling Costa Rican agents to serve a multilingual consumer market effectively.

Effective Communicators: Costa Rica is an ideal nearshoring site because of its cultural ties with the US. Our Costa Rica operations know how to connect with your consumers just as well (if not better) as an in-house team—at a fraction of the cost.

Costa Rica is a top English-speaking country in Central America and the second most proficient in the language among Latin American countries. The country is a popular tourist destination, and English proficiency is a desired skill among those in the service and tourism sectors.

English proficiency may vary depending on the area. Major cities like San Jose, Heredia, and Alajuela are home to most of the population's English speakers. Many English speakers live in coastal tourist hubs like Guanacaste, Puntarenas, and Limón, where many of Costa Rica's beach towns and luxury resorts reside.

Costa Rica has government-funded programs like the Alliance for Bilingualism (ABi) to improve its citizens' English proficiency. Established in 2018, the ABi aims to get students from lower-income areas to reach a B2+ level in English proficiency.

Industry Expertise

A Robust, Educated Talent Pool: Outsourcing to Costa Rica will give your business access to a talent pool of industry professionals capable of meeting global standards. The country boasts a robust and bilingual workforce possessing the technical and language skills necessary to thrive in several critical industries.

Diversified Expertise: Costa Rica's roster of talents is well-equipped to serve multiple key business sectors. Its leading industries include Business Process Outsourcing (BPO), information technology (IT), health sciences, manufacturing, eco-tourism, and agriculture.

Since 2010, the country has produced approximately 4,000 engineering graduates every year. They often come from highly esteemed academic institutions specializing in computer science and technology, including the University of Costa Rica, the Technological Institute of Costa Rica (TEC), and the INCAE Business School.

Outsourcing Performance

Cost-Efficient Expansion: Outsourcing in Costa Rica has become a popular expansion site for BPOs because of the skilled labor force and cost savings it provides. These benefits have made the country one of Latin America's most robust call center and BPO markets.

Major BPO players have established operations in several of the country's business hubs and commercial districts, all with facilities compliant with international standards like the PCI, SOC II, ISO, and HIPAA.

Operational Requirements

An Exceptional Nearshore Partner: Costa Rica has established itself as a critical player in the outsourcing space. The country's proximity to the US makes it an ideal location for outsourcing operations.

Maximized Collaboration: Its 8-hour overlap with US business hours allows real-time coordination for both parties. Furthermore, Costa Ricans' high English proficiency and cultural alignment with the US improve team communication and alignment.

Costa Rica is also known to be one of the most peaceful countries in the world. Its economic stability ensures a business environment where companies can thrive. Its free zone regime provides tax incentives and exceptions to multinational companies, which has attracted multiple business leaders to the country.

Costa Rica's capital city, San Jose, is the site of several regional outsourcing operations. In addition to its Greater Metropolitan Area, Costa Rica is home to key business districts, technology parks, and free trade zones such as the America Free Zone and Ultrapark.

