

# Professional Services



## Why Puerto Rico?

### Highly Qualified Workforce

- Bilingual and bicultural workers are the cornerstone of the Services industry and have driven growth in the sector over the last five years
- Services constitute over 65% of the local workforce

### Global Access

- Perfectly situated between the Americas and Europe, the Island is a great place to scale a company to global proportions
- A bilingual workforce helps you establish yourself in dual markets

### Cost-Effective Wages

- Industry wages are on average 40% lower than the U.S. national average
- Low employee turnover means you can train and keep qualified employees

### Competitive Incentives

- Puerto Rico's incentive code (Act 60) harmonized incentives that support export services, individual investors, recruiting hard-to-find professionals, and R&D

Puerto Rico's diverse economy, talented bilingual workforce, and global reach make it a top destination for the Professional Services sector. The Island has it all: financial planning firms, call centers, technical services for advanced manufacturing operations, back office support, and more. Service providers can tap into endless opportunities to succeed and grow, positioning the sector as a critical segment of the local economy, matching national and global trends.

For local providers, Puerto Rico's key strategic sectors rely heavily on technical and professional services. BioSciences, Aerospace, and Advanced Manufacturing are supported by specialized call centers, designers, architects, and engineers, amongst others. As these areas grow, so too will the demand for qualified local service providers.

For service exporters, Puerto Rico's competitive incentives encourage providers to base some or all of their operations here while reaching endless international customers. As companies around the world seek to restructure due to COVID-19, Puerto Rico's incentives program, qualified technical workforce, and robust service economy can help achieve cost-effectiveness and expand global reach.

## Ongoing Opportunities in Export Services

Puerto Rico's Incentive Code (Act 60) confers eligible service exporters and individual investors with world-class incentives

4%	0%	50%
fixed income tax rate on eligible income	tax on Capital Gains, Dividends, Interest, Crypto Gains	back in tradable tax credits on R&D expenditures
Up to 75%		
off select municipal taxes		
15 years		
standard tax exemption grant period, subject to renegotiation for an additional 15 years		
For small and medium-sized businesses and businesses in the islands of Vieques and Culebra:		
2%*	100%*	* These apply for a period of 5 years
fixed income tax rate	exemption in municipal license tax	

### Eligible Export Services Activities

- Consulting
- Legal, Tax, and Accounting
- Software as a Service
- Research & Development
- Investment Banking and Financial
- Advertising and Public Relations
- Technical Support



Puerto Rico's services sector grew 3.2% from 2018, matching a trend in the U.S. where services saw 9.4% growth and make up 35% of exports.

The Business Process Outsourcing (BPO) market alone is projected to grow by 8% over the next 7 years, with North America and tech slated to see the greatest opportunity.

# Key Opportunity for Remote Work

Individual service providers and flexible companies can take advantage of Puerto Rico's cost-effective business landscape to save valuable time and resources as they restructure due to COVID-19. And with global customers, Puerto Rico is the place to be.

## Individuals



### Digital Nomads and Remote Workers

Enjoy the lifestyle and cost of living that Puerto Rico offers. Tap into community and business networks and relax after work on the beach.



### Professional Services Exporters

If you're a contractor or consultant, base your income in Puerto Rico and take advantage of generous tax incentives that let you cut costs and work from paradise.

## Companies



### Relocation

Move your whole operation to Puerto Rico, benefit from cost-effective local talent and a work-life balance like no where else in the U.S.



### Back Office Operations

Moving some elements of your business to Puerto Rico can save you money and provide extra flexibility to your workforce and management alike.



## Success Stories

### Flexible & Integrated Technical Services (FITS, LLC)

Flexible & Integrated Technical Services offers a wide range of engineering services, including project management, process improvement, design, maintenance support, and end-to-end manufacturing support.

Flexible & Integrated Technical Services is certified by local and national organizations and serves global companies like Amgen, Johnson & Johnson, and Bacardi.

### CommSense

CommSense is a bilingual, bicultural contact center that connects companies with Spanish-speaking audiences in the U.S., tapping into a quickly growing market base for U.S. companies. They provide cost-effective customer service solutions, while taking advantage of U.S. intellectual property rights and regulatory standards.

Bilingual customer service representatives can handle global calls without having to transfer. This increases resolution, satisfaction, retention, and cost-effectiveness.



#### U.S. Jurisdiction

- Governed by U.S. Federal law
- Legal and intellectual property protections of the U.S.



#### Workforce & Talent Development

- Over 80 local universities support growing tech sectors with 60% STEM graduates
- Bilingual in English and Spanish



#### Exceptional Quality of Life

- Diverse outdoor activities from pristine beaches to dense rainforest, mountains, caves, and canyons
- Rich cultural experiences from nighttime dancing to centuries-old museums to over 50 certified historic landmarks



#### Organizational Support

- Wide variety of co-working spaces, cafés, and entrepreneurial support organizations
- 31 internet providers, three 5G networks, and two IoT networks ensure cost-effective business continuity



#### Real Estate

- Variety of co-working and shared office spaces to support your enterprise
- San Juan has the lowest cost per square foot of Class A office space compared with similar U.S. cities