

It's not what's next in  
**professional  
services,  
it's where.**

➞ **Puerto Rico**

**Invest Puerto Rico** is a non-profit organization whose goal is to attract new businesses and facilitate high-value investments in Puerto Rico to promote economic development & market growth.

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# A Premier Hub for the Professional Services Sector

**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. These factors, combined with a robust and secure technology framework and federally regulated intellectual property protection, have attracted multinationals like Kevane Grant Thornton, Price Waterhouse Cooper, Ernst & Young, DLA Piper, BOLD, Deloitte, and other high-profile companies that call Puerto Rico home.

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. As these areas grow, so 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.

## Key Opportunity for Remote Work

Average Annual Salary Comparison

	Income Tax Rate	Admin Services	HR Managers	Media & Comm	Customer Service	Compliance Officers
PR	4%	\$75K	\$74k	\$28K	\$23.6K	\$52K
FL	5.50%	\$108K	\$128K	\$47K	\$38.8K	\$70K
NY	7.25%	\$146.8K	\$190K	\$86K	\$47.8K	\$87K
TX	8%	\$110.7K	\$136.8K	\$82K	\$38.5K	\$73K
MA	8%	\$144K	\$171K	\$66.7K	\$48.6K	\$87.7K
CA	8.84%	\$118.7K	\$170K	\$152K	\$47K	\$87.7K
NC	9.50%	\$108.6K	\$134K	\$63.8K	\$38.8K	\$71K

# Why Puerto Rico?

## Highly Qualified Workforce

- Bilingual and bicultural workers
- From 2021 to 2022, the sector grew by 19,000+ jobs
- Professional Services make up over 65% of the local workforce

## Global Access

- Strategically located between the Americas and Europe
- Eastern Standard Time, no Daylight Savings, ensures consistent communication

## Cost-Effective Wages

- Industry wages are 30% lower than the U.S. average
- Low employee turnover for retaining trained employees

## Competitive Incentives

- Act 60 supports export services, investors, hard-to-find professionals, and R&D

## Operational Advantages

- Governed by U.S. law and IP protection
- 80+ universities with 2,500 STEM post-grads annually
- Robust infrastructure with 31 internet providers, and 5G networks

## Real Estate

- Affordable Class A office space and a variety of co-working options

# Success Stories

## Amazon Web Services

Amazon Web Services (AWS) opened its office in San Juan in 2022 to support the rapid adoption of cloud computing in the Americas. "The decision to open an AWS office in San Juan speaks to the growing customer demand, the broad talent pool here, and our investment to support cloud adoption on the island. We are excited to work with more Puerto Rican companies to help them drive innovation within their organizations while maintaining industry-leading standards for reliability, privacy, and security," said Marcos Grilanda, head of the multi-country organization for commercial sales at AWS.

## Carelon Global Solutions

Carelon Global Solutions operates a bilingual (Spanish & English) call center in Puerto Rico, providing clear and precise answers to customer queries. Their goal is to transform how healthcare works through digital platforms and tools that make healthcare processes connected, integrated, simple, and seamless.

# Puerto Rico



## The Most Competitive Tax Incentives in the U.S.

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

### Eligible Export Services Activities under Act 60:

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



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