
BPO Industry in Jamaica: How can Modern Power help?

Sector Profile

The BPO sector is among the highest performing industries in Jamaica with an estimated expenditure of USD 323 million in 2016 alone. Based on reports completed by JAMPRO, the BPO sector has also accounted for the highest employment growth rate of any sector in the last decade by creating over 22,000 jobs across the island. Through the availability of resources and employment, the BPO sector has significantly influenced the overall development of the Jamaican economy.

Since 2011, we have targeted this industry and seen where we can add optimal value in project management, planning, support, and execution of ICT Infrastructure Solutions for BPO companies island-wide.

Quick Facts

- Approximately 55 companies offer call centre and BPO services in Jamaica.
- BPO companies are a combination of consumers and providers, and are both locally and internationally owned.
- Majority of the BPO companies are physically located in Montego Bay, Kingston and Portmore, while Mandeville is at the forefront of emerging locations.
- A variety of industries including telecoms, banking, insurance, customer service and healthcare are being serviced from Jamaica by BPO companies.
- Other services offered by BPO companies include technical support, gaming, finance and accounting.

Challenges faced

- Growing need for reliable solutions such as back-up power, cooling, structured cabling and maintenance of ICT Infrastructure.
- Customers may change the needs or requirements frequently.
- The constant need for scalable solutions as it relates to IT infrastructure.
- The availability of suitable space that will offer the best return on investment.
- Limited reliable and experienced service providers.
- Staffing particularly agents and support staff.

- Quick and timely response with resources and support as required to aid in rectification of emergencies within the ICT Infrastructure applications (example UPS and Cooling failures, data and electrical cabling repairs and installation, environmental and power monitoring)

Our Solution

- MPCT, as one of the largest infrastructure specialists provides solutions for BPO's through:
 - UPS Sales, Installation, Repairs and Maintenance
 - Data and Fibre Communication Cabling
 - Power and Environmental Monitoring
 - Power Analysis and Energy Audit
 - Electrical Installation and Analysis
 - Precision/IT Cooling
 - UPS, Solar and Telecomms Batteries
 - Computer Room Design and Construction
 - Raised Access Flooring
 - Thermal Imaging and Reporting
- As technology changes, the footprint of critical infrastructure changes accordingly. We are delighted to say our suppliers/manufacturers are aware of the varying trends and are constantly developing safe and cutting edge technological solutions to suit our local and international clients.
- We are one of three elite partners in the region for Schneider Electric the largest IT infrastructure company in the world, as well as the authorized distributors for Stulz cooling solutions, Newlink Cabling Systems, AVTECH environment monitoring solutions and Infosec UPS Systems.
- With our highly experienced, factory trained and certified technical team, you can rest assured that we understand and stand ready to implement all your ICT Infrastructural solutions.
- We also offer guidance and turnkey management and implementation for non-ICT related solutions such as electrical installation, fire alarm, detection and suppression, lighting, fittings, furniture and construction which are typically required for the successful completion of BPO projects.
- We have implemented ICT solutions for BPO companies accumulatively over 10,000 seats in our local market, which include organizations such as Hinduja Global Solutions, Xerox now Conduent, Sutherland Global Services and 24-7 Intouch.
- We provide timely island-wide response to conditions that can cause damage to critical equipment thereby saving you additional expenditure and creating more uptime.