

PHILIPPINES vs. INDIA THE KING OF OUTSOURCING

Despite their apparent differences, these two countries share the most impressive records on outsourcing. But who's really better in outsourcing?

2014 Top Outsourcing Destinations

Number of Cities included in Thalons

8

(Manila, Cebu City, Davao City, Santa Rosa City, Bacolod City, Iloilo City, Baguio City, and Metro Clark)

13

(Bangalore, Mumbai, Delhi, Chennai, Hyderabad, Pune, Chandigarh, Kolkata, Coimbatore, Jaipur, Bhubaneswar, Ahmedabad, and Thiruvananthapuram)

Adult Literacy Rate

95.4
(2008)



62.8
(2006)



Source: UNESCO, 2013

Source: UNESCO, 2013

Culture, Education, and Influence



US



UK

English Proficiency

World's **BEST** country in Business English proficiency

Source: Global English Corporation, 2013

Moderate Proficiency;
EF English Proficiency Index Score (2014):

53.54

(Ranked 25th among 63 countries)

Source: www.ef.com

Communication

(Mastery of language and accent)

Employees in Philippine call centers speak **ENGLISH FLUENTLY** with a neutral accent which is what customers look for

Source: ASSOCHAM

INDIANS LACK THE NEUTRAL ACCENT. Their dialect affects the way they speak English

Source: www.globalpost.com

Government Support

The PH govt provides **TRAINING** for BPO applicants, grants subsidies, and awards investors a number of benefits, such as tax holidays and exemptions.

Source: www.asiabriefing.com

Indian govt to offer **50% CAPITAL SUBSIDY** to set up rural BPOs in the country in the next 2-3 years.

Source: Business Standard (2015)

Current Gains and Losses (2014)

IBPAP: IT -BPO sector in the Philippines posted **18.7 REVENUE** growth in 2014.

Source: Inquirer.net

ASSOCHAM Study: India was losing **70 PERCENT** incremental voice and call center business to foreign competition in 2014.

Source: www.economicstimes.com

Employability of Graduates, %

(ASSOCHAM estimates, 2015)

30%



10%



Human Capital Index ranking

71.24;
Ranks 46
out of 124 countries

(World Economic Forum, 2015)

57.62;
Ranks 100
out of 124 countries

(World Economic Forum, 2015)

Employment Projection

Job OPENINGS!

BPO industry is projected to generate **1.3M NEW JOBS** with 17% annual growth in 2016.

Source: IBPAP

By 2020, analysts expect India's IT-BPO sector to create **10M** direct employment and **20M** indirect employment

Source: www.nasscom.in

WE ARE HIRING