



“Next-wave” Location Profile – Santiago, Chile

Locations Insider™ (LI)

Market Report – June 2018: Complimentary Abstract / Table of Contents

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- Benchmarking | Pricing, delivery model, skill portfolio
- Peer analysis | Scope, sourcing models, locations
- Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

This report provides perspectives on key aspects of the global sourcing market in Santiago

Santiago | Quick snapshot



Santiago | Risk profile (page 1 of 2)

Stable business environment; however safety and security is a risk due to potential exposure to natural disasters

Parameter	Everest Group rating	Comments
Safety and security	■	<ul style="list-style-type: none"> Ranked 22nd out of 171 countries in the World Risk Report 2017, it is among the top 15 countries with the highest exposition, significant concerns around potential of high exposure to natural disasters, particularly earthquakes One of the lowest crime rates in the LATAM region with relatively less incidents of violent crime; pickpocketing and petty thefts are quite common in Santiago Nationwide protests are common in Chile, with Santiago being the primary center, evidence of peaceful protests taking a violent turn, affecting flow of operations
Regulations and ease of doing business	■	<ul style="list-style-type: none"> Chile is ranked 26th out of 180 countries in Corruption Perceptions Index 2017 compiled by Transparency International indicating low levels of corruption and a largely transparent regulatory system The Intellectual Property Rights (IPR) scenario in Chile has improved significantly in the last five years; Chile is a signatory to major international Intellectual Property agreements Ranked 55th out of 190 countries in the World Bank's Ease of Doing Business Index 2018; Chile stands 2nd in the LATAM region after Mexico According to the 2018 Index of Economic Freedom of the U.S.-based Heritage Foundation Wall Street Journal, Chile stands at 20th position out of 180 countries, indicating high level of economic freedom

Source: Everest Group (2018); EIU; WEF Global Competitiveness Report; WEF Networked readiness Index, World Bank



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10

Research calendar – Locations Insider™

Published
 Planned
 Current release

Flagship Locations Insider™ reports

Release date

"Next-wave" Location Profiles – Medellín, Colombia	November 2017
"Next-wave" Location Profiles – Chengdu, China	January 2018
"Next-wave" Location Profiles – Atlanta, United States	January 2018
"Next-wave" Location Profiles – Manchester, United Kingdom	February 2018
Global Locations Annual Report 2018: Service Delivery Portfolios in a Disrupted World	June 2018
"Next-wave" Location Profile – Timisoara, Romania	June 2018
"Next-wave" Location Profiles – Santiago, Chile	June 2018
"Next-wave" Location Profiles – Johannesburg, South Africa	Q2 2018

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Additional research references

The following documents are recommended for additional insight into the topic covered in this report. The recommended documents either provide additional details or complementary content that may be of interest:

1. **Global Locations Annual Report 2018: Service Delivery Portfolios in a Disrupted World | Key Trends Shaping the Landscape** ([EGR-2018-37-R-2646](#)); 2018. The global services locations landscape continued to witness growth in 2017 in terms of revenue, headcount, and new center set-up activity; however, the growth rate was lower than that in the previous year given macroeconomic slowdown, increased trade protectionism, and uncertainties in legal/regulatory landscape across the world. This report takes a stance with respect to the changes taking place in this market and opportunities for growth in the future.
2. **“Next-wave” Location Profile – Monterrey, Mexico** ([EGR-2018-37-R-2640](#)); 2018. This report analyzes Monterrey and offers perspectives on global sourcing profile of Belfast, key opportunities, drivers, and challenges, along with an overview of talent availability, operating costs, and environment risks
3. **“Next-wave” Location Profile – Medellin, Colombia** ([EGR-2017-2-LP-2417](#)); 2017. This report analyzes Medellin and offers perspectives on global sourcing profile of Krakow, key opportunities, drivers, and challenges, along with an overview of talent availability, operating costs, and environment risks

For more information on this and other researches published by Everest Group, please contact us:

Aditi Goenka, Senior Analyst – Global Sourcing:

aditi.goenka@everestgrp.com

Website: www.everestgrp.com | Phone: +1-214-451-3000 | Email: info@everestgrp.com



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Dallas (Headquarters)

info@everestgrp.com
+1-214-451-3000

Bangalore

india@everestgrp.com
+91 806-781-9999

Delhi

india@everestgrp.com
+91-124-496-1000

London

unitedkingdom@everestgrp.com
+44-207-129-1318

New York

info@everestgrp.com
+1-646-805-4000

Toronto

canada@everestgrp.com
+1-416-388-6765

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