

inspired to be *the best*

 Teleperformance

The opportunities and threats that
**nearshoring will be facing
in the present international
environment** and the competitive
advantages **of Portugal.**

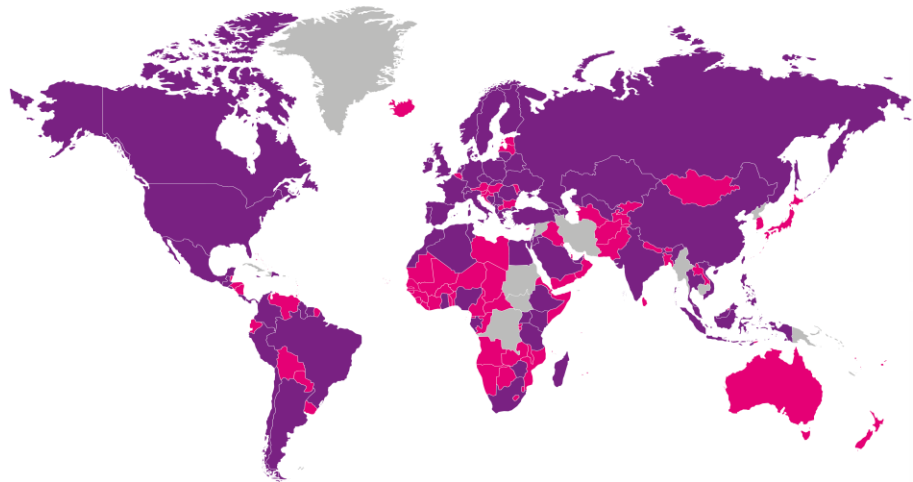
Mariana Ramos
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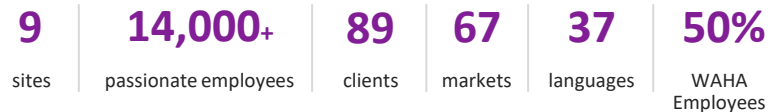
Overview

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Portugal Overview



Global Overview



Leader in digitally Integrated Business Services & CX



Customer Experience



Back-Office Services



Knowledge Services

Threats



Potential Rise in Labor Costs

Certain nearshore destinations may also increase, reducing the cost benefits.



Competition for Talent

The demand for qualified professionals in those regions may rise, potentially leading to talent shortages and increased labor costs.



Economic and Political Stability

Political unrest, economic downturns, or changes in government policies, can impact operations and business continuity.



Threats



Intellectual Property Protection

Concerns around security and safeguarding of sensitive information and proprietary knowledge.



Language and Cultural Challenges

Companies need to account for cultural variations and invest in cross-cultural training and communication tools to bridge potential gaps.



Opportunities



Proximity and Time Zone

Better collaboration, easier communication, and reduced travel costs.



Cost Savings

Overall cost advantage due to reduced travel expenses, shorter supply chains, and potentially lower cultural and language barriers.



Cultural Compatibility

Better alignment and understanding between teams, smoother cooperation and minimize potential conflicts.



Talent Pool

Access to a diverse talent pool of specialist skills and expertise



The attraction to Portugal



Proximity

Close to major markets and is in the same time zone as many European countries, making communication and travel more efficient and less expensive.



Cultural Compatibility

Its Western European culture makes it easier to adapt to and communicate with.



Skilled Workforce

Portugal has a highly skilled workforce and a high percentage of English-speaking workers.



The attraction to Portugal



Competitive Costs

The lower cost of living makes it a cost-effective option for companies to conduct business.



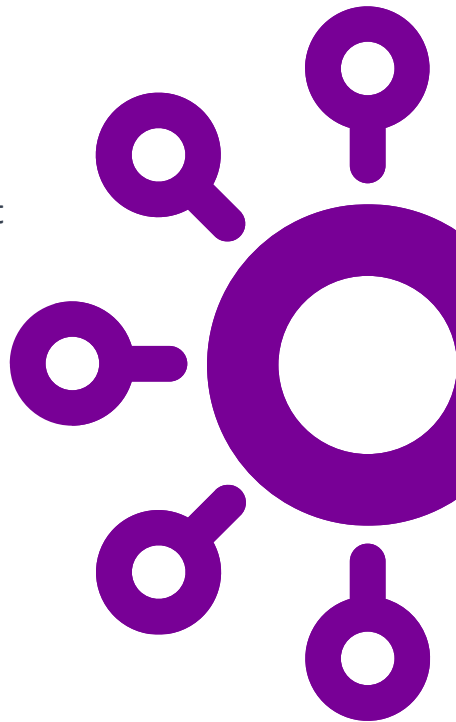
Government Support

It offers tax incentives and other benefits for foreign companies that invest in Portuguese businesses.



Stable Political Environment

Helps in building trust and confidence among foreign investors.



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