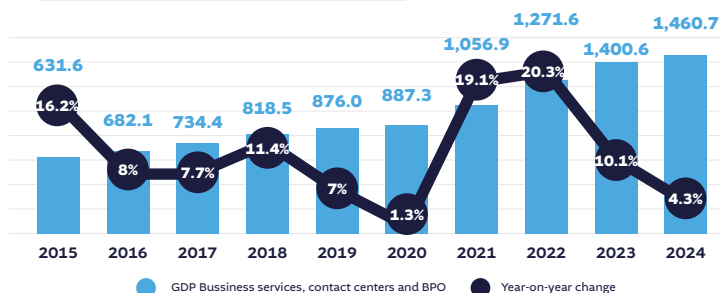


SECTOR PROFILE

BUSINESS SERVICES, CONTACT CENTERS AND BPO

Business services, contact centers and BPO sector¹
within the Gross Domestic Product (GDP)

Figures in millions of US\$



¹ For the calculation of the Gross Domestic Product of the business services, contact centers and BPO sector, activities AE085 - call center activities; AE086 - other administrative and office support service activities were used.



The sector has shown sustained growth, going from 631.6 million USD in 2015 to US\$ 1.4 billion in 2024.

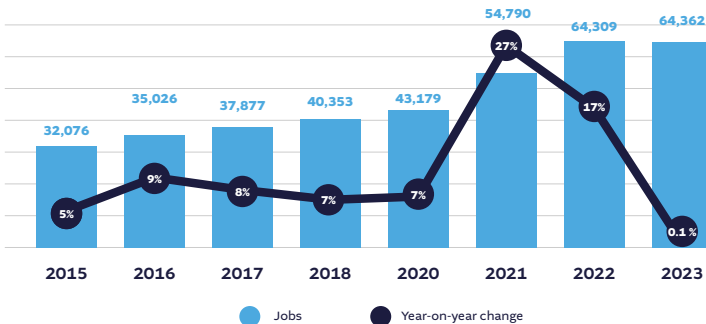


In 2023, the sector surpassed US\$ 1.4 billion for the first time, consolidating itself as a services engine in Guatemala.



The real compound annual growth rate (CAGR) of the sector between 2015 and 2024 was 7.5%, reflecting solid and sustained performance throughout the decade.

Jobs² generated by the business services, contact centers and BPO sector



² For the calculation of jobs in the business services, contact centers and BPO sector, activities AE085 - call center activities; AE086 - other administrative and office support service activities were used.



The sector generated 32,076 jobs in 2015 and reached 64,362 in 2023, doubling its size in less than a decade.



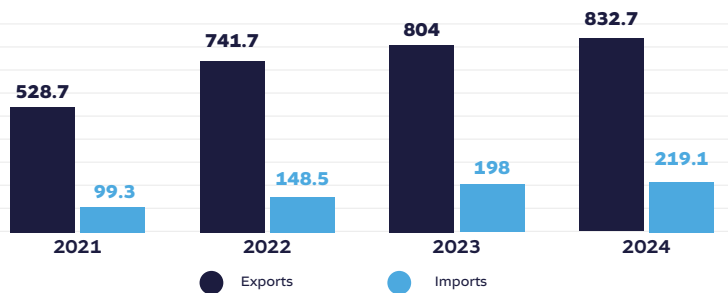
The compound annual growth rate (CAGR) of jobs between 2015 and 2023 was 9.1%, reflecting solid and sustained performance.



Income generated from jobs in 2023 reached USD 768.4 million, with a compound annual growth rate (CAGR) from 2013 to 2023 of 10.4%

Foreign trade³ of the business services, contact centers and BPO sector

Figures in millions of US\$



³ For the calculation of foreign trade in the business services, contact centers and BPO sector, the economic activity of professional, consultancy, technical, research and development and other services from the Bank of Guatemala's balance of services was used.



In 2022, exports reached a maximum of 741.7 million USD, driven by a notable year-over-year growth of 40.3%.



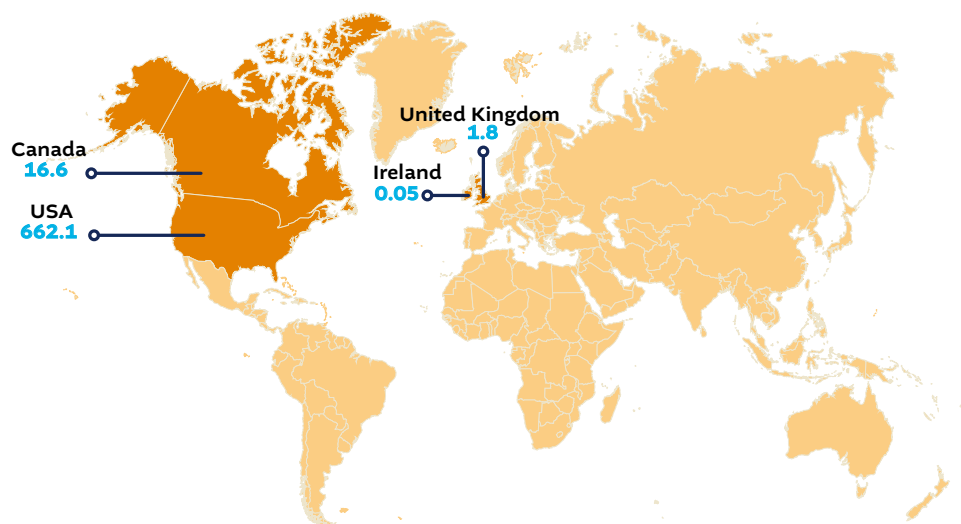
The compound annual growth rate (CAGR) of exports between 2015 and 2024 was 17.2%, consolidating the sector as a key driver of Guatemala's exportable services offer.



For 2024, the sector's trade balance is positive, with exports exceeding imports, representing a surplus of USD 613.6 million

Main Export Destinations from Guatemala for September 2023

Figures in millions of US\$



Own elaboration with data from Agexport's Contact Center & BPO commission