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The BPO industry and secondary cities in the Philippines

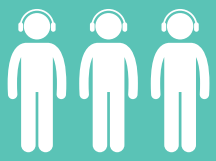
The business process outsourcing (BPO) industry is a major employer in the Philippines.

The industry is increasingly looking for space in secondary cities, such as Angeles, Dumaguete, and Puerto Princesa, where land costs are lower and there is a fresh supply of young English-speaking workers.

We spoke with Filipino billionaire entrepreneur Edgar Sia last year about his CityMall project and plans to build 100 urban malls by 2020 in the country's many secondary cities. The fact that BPO companies are expanding into secondary cities is a reason for Sia's optimism as those new BPO centres will help drive jobs and income growth outside Greater Manila.

THE BPO INDUSTRY AND SECONDARY CITIES IN THE PHILIPPINES

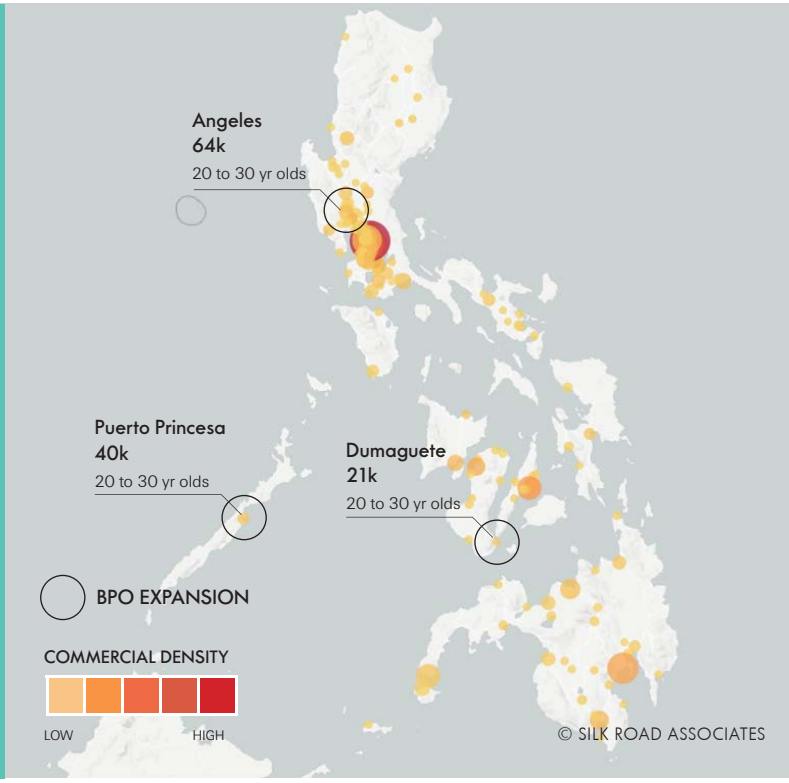
Cities such as Angeles, Dumaguete, and Puerto Princesa are among the more popular locations for BPO companies looking to relocate out of Graeter Manila



PHILIPPINES

18 million

20 to 30 year olds



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Silk Road Associates provides data-driven strategic advisory and business intelligence to Fortune 500 multinationals and leading Asia-based companies, helping our clients compete and lead in Asia's fast moving markets.

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