



HP Costa Rica Global Delivery Center Overview

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ITO Manager



Costa Rica, San Jose HPS Global Delivery Center



Site Profile & Capability Summary (4/2006)

Site Codes: PGJ01, PGJ02, PGJ03. Address: Parque Empresarial Forum, EDIF H, Santa Ana, San Jose, Costa Rica.

- **Scope: Foundation, Application, ITO, BPO services: One of HPS' Global Delivery Centers for English language support with 24x7 and "follow the sun" options for internal and global trade business.**
- **Resources: total workforce is about 2000 (1700 HP). New business and transition of current delivery from US/Latin America are driving a very aggressive expansion, with the total workforce expected to reach 5,000 in 2007. The workforce in Costa Rica is one of the most cost-effective in the Americas.**
- **2 DS3 Pipes (Houston and Atlanta). Upgrade to 2 OC3 Lines in progress.**
- **All systems attached to UPS (PC's, Telecomm and Network). Multiple Power Generators**



Key Contacts

Foundation Services Manager: James McAnally

ITO Manager – Greg Betz

Application Services Manager – Francisco Alba

BPO Manager – Evan Owen



Costa Rica Profile

General Overview



Overview

Costa Rica is home to the oldest and most established democracy in Latin America

- 4 million population, 15-29 years old: 27%
- Total work force: 1.6 million
- \$15 billion economy
- 6% of GDP Invested in education
- Literacy rates currently exceed 95%.
- Advanced telecommunications infrastructure

San Jose

- Capital and primary air hub of Costa Rica
- Ranked #1 among Latin American cities EIU quality of life survey
- US companies with large presence include HP, Procter & Gamble , Intel, Coca-Cola & Firestone

Advantages

- Costa Rica offers a stable economy with a large English speaking population
- Highly educated workforce with improving technical skills
- The lowest bilingual labor costs in the Americas.
- Advanced telecommunications infrastructure among Latin American locations.
- Free trade zone benefits among best in Latin America

Site overview

History:-

- Site established by P&G in Aug 99 as part of their shared services strategy.
- May 03, P&G and HP signed \$3B outsourcing deal, enabling P&G to focus on their core business.
- ITO started operations in Aug 03.
 - 123 employees transferred to HP in Costa Rica.
- BPO started operations in Aug 04.
 - 45 employees transferred to HP in Costa Rica.

•* As per Dials



Why Costa Rica?

1. Albuquerque, NM

2. B. Aires, Arg

3. Calgary, AB

4. Caracas, Vz

5. Cayman Islands

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24. Mexico City

29. Panama, Panama

35. San Juan, PR

36. San José, CR

37. Santiago, Chile

38. Tampa, FL



- Site Study from September 1998 to June 1999
- 42 cities were analyzed in the Americas

Why Costa Rica?



Key Factors Considered

- * Social, Political and economic Stability
- * Total Operation Cost
- * Population's level of education (bilingual capabilities)
- * Government support
- * Time Zone
- * Distance to other countries

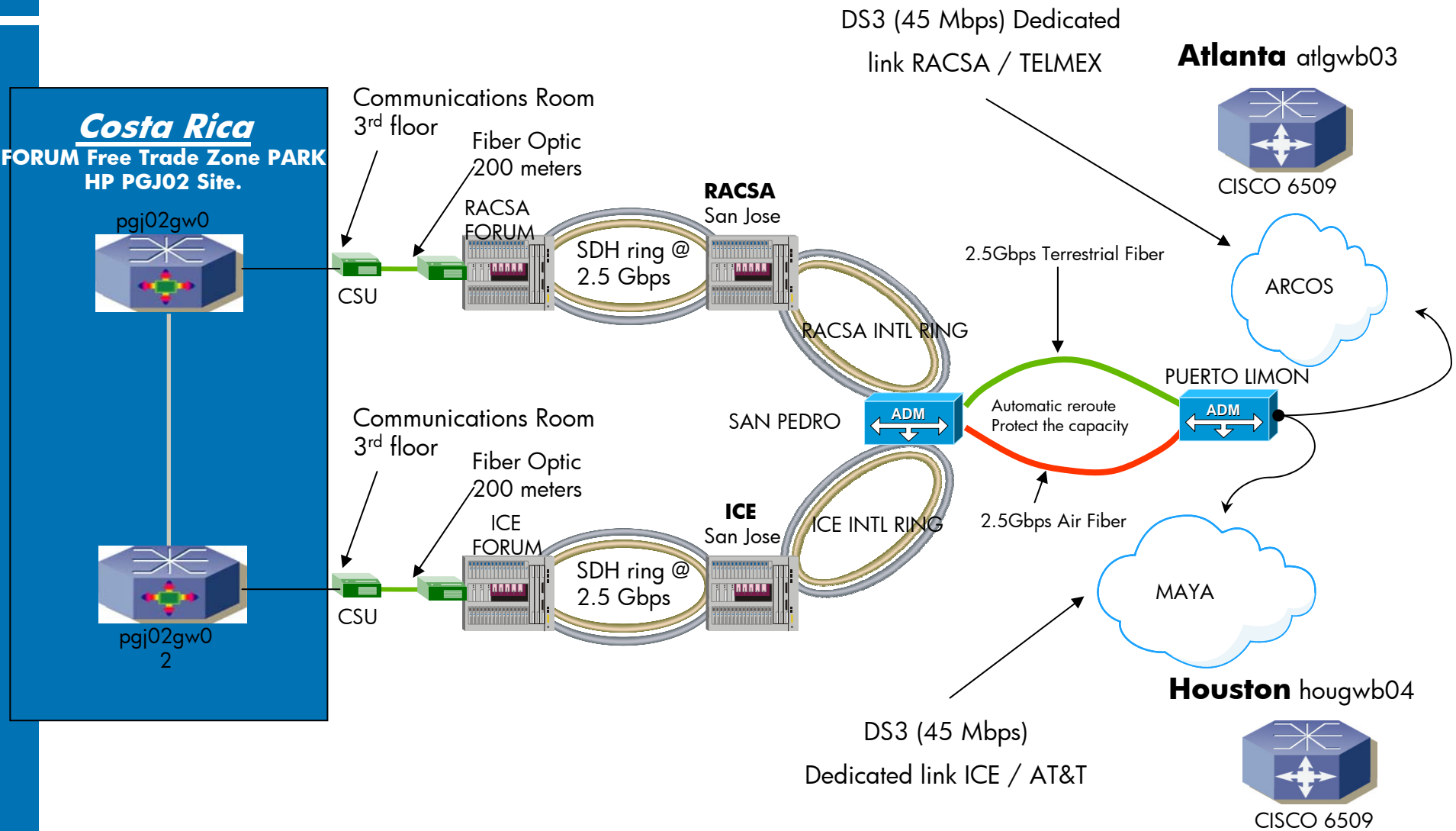
Global Delivery Center Costa Rica Voice & Data/Rews



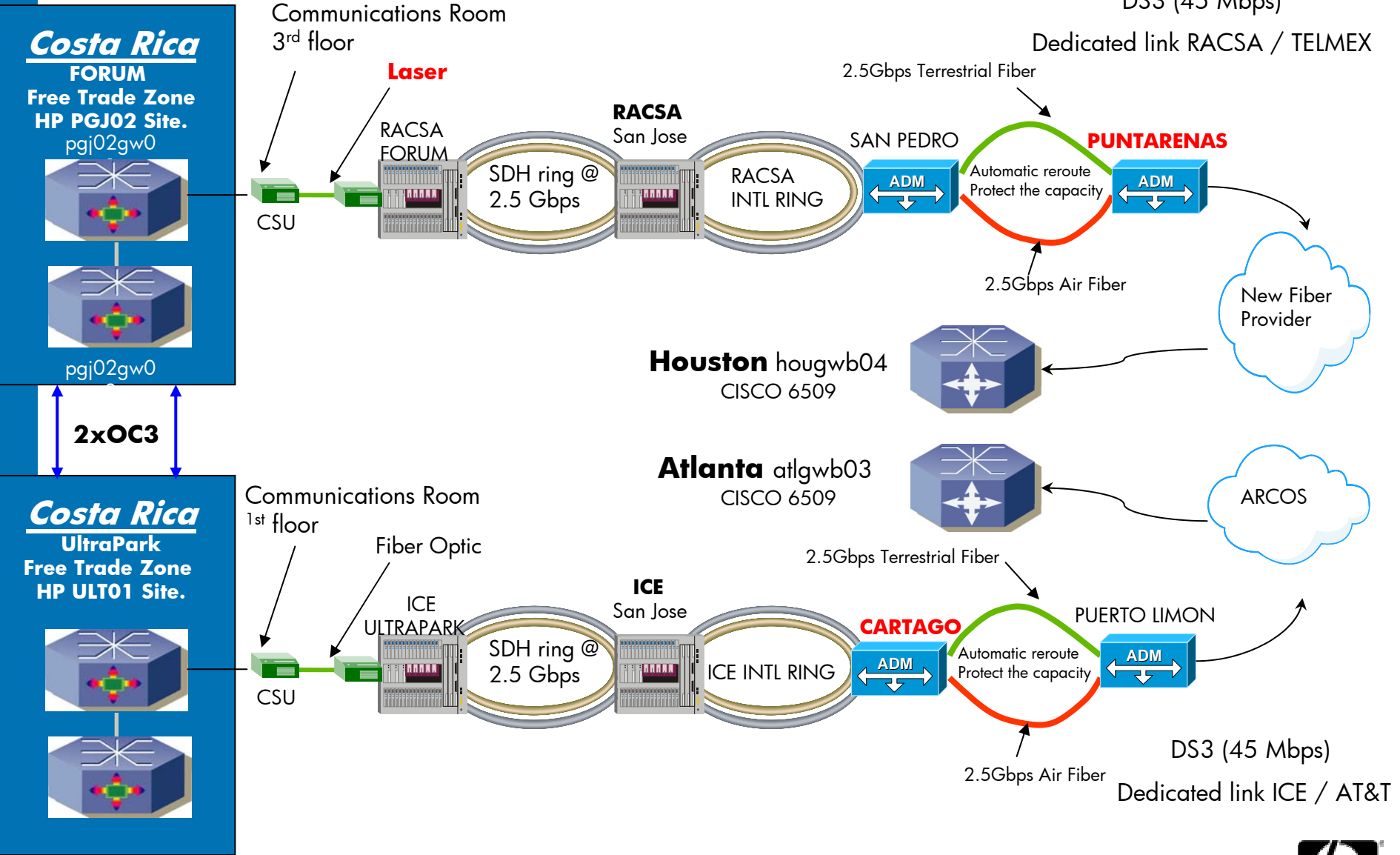
Submarine optic fiber route



Costa Rica Current Network Solution



Costa Rica Future Network Solution



Thanks

