

Zagada Annual Caribbean Nearshore BPO Economic Development Impact

ZAGADA BARBADOS ECONOMIC DEVELOPMENT IMPACT	NUMBER OF AGENTS JOBS CREATED	Annual Direct US\$ GDP IMPACT	Annual Indirect US\$ Direct GDP wIMPACT	Total Annual US\$ GDP IMPACT
KM² - Transactel - A Guatemalan Company registered in Barbados	1,200	30,000,000	78,000,000	108,000,000

ZAGADA SAMPLE CLIENT COMPANY ADVISORY TRANSACTIONS	NUMBER OF AGENTS JOBS CREATED	Annual Direct US\$ GDP IMPACT	Annual Indirect US\$ Direct GDP IMPACT	Total Annual US\$ GDP IMPACT
KM² - An Atlanta BPO	4,000	100,000,000	260,000,000	360,000,000
eServices Group - Jamaica	4,500	112,500,000	292,500,000	405,000,000
Island Outsourcers/iTelBPO	500	12,500,000	32,500,000	45,000,000
Transactel - Guatemala/Canada	9,000	225,000,000	585,000,000	810,000,000
Transactel - U.S	250	6,250,000	16,250,000	22,500,000
Star Contact - Panama/US	2,500	62,500,000	162,500,000	225,000,000
GE Money - U.S/Mexico	6,500	162,500,000	422,500,000	585,000,000
Intelligent - Nicaragua	800	20,000,000	52,000,000	72,000,000
Accedo Technologies	1800	45,000,000	117,000,000	162,000,000
Emergia	4,000	100,000,000	260,000,000	360,000,000
Overdrive Rakuten	150	3,750,000	9,750,000	13,500,000
Qualfon	4,500	112,500,000	292,500,000	405,000,000
UNO	900	22,500,000	58,500,000	81,000,000
Total Zagada Caribbean Deal Effect	39,400	985,000,000	2,561,000,000	3,546,000,000

ZAGADA SAMPLE CLIENT COMPANY ADVISORY TRANSACTIONS	TRANSACTION SUMMARY	ZAGADA'S ROLE
KM² - An Atlanta BPO	KM2 acquires St.Luucian based, Helen IT and expanded to Grenada, Barbados, DR, Honduras and Colombia.	Company target and expansion advisory support (www.km2solutions.com).
eServices Group - Jamaica	Acquired by ACS/Xerox for US\$85 million.	Case studied eServices Group in reports, engaged CEO in high-level growth positioning strategy. Company now fully integrated into Xerox (www.Xerox.com)
Island Outsourcers/iTelBPO	Launch of new firm and U.S expansion	Advised Yoni Epstein - IO's CEO on BD Plan design and execution prior to exiting as head of Sandals Resort Director of Customer Care. Company is now a member of Zagada Exchange (ZAX).
Transactel - Guatemala/ Canada	Majority acquisition and major contract secured by Telus International.	Facilitated service provider selection, which lead to doubling company from 3,800 to 8,000 workers and a majority investment stake (www.transactel.net).
Transactel - U.S	JP Morgan Chase (formerly Wamu) contracts for Panama back office deal	Facilitated a multi-million dollar contract, resulting in Transactel expanding to Panama. Assisted closure of deal involving 15 competing vendors.
Star Contact - Panama/US	Company acquired by NCO group	Supported Al Salas - CEO of Cyprus Capital - the seller's advisory company with research , intelligence and market insights. Al Salas is now VP at Alliance Bernstein.
GE Money - U.S/Mexico	Mexico/Guatemala Expansion and subsequent sale to Genpact	Advised on market/location analysis on Mexico. Expansion advisory into Central America (Guatemala) and subsequent selection and sale of unit to Genpact (www.Genpact.com)
Intelligent - Nicaragua	Acquired by Syntel/Concentrix	Advised CEO and Senior management on business development plan design and preparation for a strategic partnership and acquisition.
Accedo Technologies	BD growth and expansion support	Advised and partnered firm in internationalizing its service to the U.S. (www.moodstudio.net).
Emergia	IFC - World Bank private sector arm invests US\$6 in firm BPO-IT firm	Advised bank on sector and research support on sector and US\$6 investment in firm.
Overdrive Rakuten	Company was purchased by Japan's Rakuten for US\$470M. Brough Overdrive into Jamaica.	After the .Com crashed, advised CEO on expanding to Jamaica to lower ebook tagging production cost.
Qualfon	Negotiated company's entry into Guyana through the purchase of Atlantic Telenetwork's call center.	Played critical role in driving contract growth into Guyana, which now makes company the number one private employer in Guyana.
UNO	Facilitated contract growth.	Selected company into our ZAX unit to accelerate growth
Total Zagada Caribbean Deal Effect		