

SHARED SERVICES CENTERS

Unlocking strategic advantages in Latin America

In today's highly competitive business environment, organizations are constantly looking for ways to operate more efficiently, reduce costs, and scale effectively. That's one of the key reasons Shared Service Centers (SSCs) continue to gain momentum across Latin America.

Beyond operational efficiency, SSCs help organizations centralize critical business functions, optimize resources, and create greater consistency across regions and departments. By leveraging standardized processes, integrated technologies, and cross-functional collaboration, SSCs can deliver higher-quality services while improving scalability and operational performance.

For organizations navigating talent shortages, rapid growth, or evolving business demands, SSCs also provide access to specialized expertise and operational best practices across multiple functions.

Today, SSCs commonly support areas such as:

- Human Resources
- Finance & Accounting
- Information Technology
- Supply Chain
- Customer Support
- Other front and back office operations

According to recent industry research¹, 48% of shared services organizations are actively moving from traditional transactional back-office activities toward core business support, while another **35%** are considering this shift.



SSC functional focus areas²

- 90% Finance
- 54% Human Resources
- 35% Information Technology

Top SSC locations in Latin America

- São Paulo, Brazil
- Buenos Aires, Argentina
- Bogotá, Colombia
- Mexico City, Mexico
- San José, Costa Rica

Identifying top talent in Latin America

As Shared Service Centers continue expanding across Latin America, attracting and retaining qualified talent has become increasingly competitive.

Today, nearly half of organizations have adopted location-agnostic recruiting strategies, with **27%** recruiting globally and **21%** recruiting regionally¹ to access broader talent pools and identify professionals aligned with business goals and operational requirements.

What skills are SSCs prioritizing in Latin America?

As SSC operations become more technology-driven and globally integrated, organizations are increasingly prioritizing professionals with both technical and strategic capabilities.

Most in-demand skills¹

- Generative AI – 48%
- Robotic Process Automation (RPA) – 43%
- Artificial Intelligence – 40%
- Analytics Tools – 31%
- Process Mining – 24%
- Business Process Management (BPM) – 23%
- Workflow Management / Automation – 21%

English proficiency also remains a critical skill for SSC professionals supporting regional and global operations.

New standards for shared services

The global shift toward remote and hybrid work has significantly transformed how organizations approach shared services strategies.

As distributed work models become the norm, many companies are reassessing where and how they build SSC operations. Businesses are increasingly moving away from expensive operational hubs and exploring more cost-effective, talent-rich destinations.

As a result, Latin America has become an increasingly attractive region for nearshoring and shared services expansion.

Countries such as Costa Rica, Mexico, Colombia, Argentina, and Brazil continue attracting global organizations seeking:

- Skilled talent pools
- Competitive operational costs
- Language capabilities
- Similar time zones and cultural alignment with North America
- Stronger operational agility

In fact, Mexico has risen to become one of the top three preferred GBS locations globally, driven by technology and talent availability, scalability, and competitive cost.

This growing demand is helping position Latin America as an important hub for SSC and GBS growth, with **58%** of organizations planning to increase their GBS footprint over the next three years².

48%

of shared services organizations

are actively moving from traditional transactional back-office activities toward core business support¹

Hiring the right talent for Shared Service Centers

The future of Shared Service Centers in Latin America remains highly promising.

As SSCs continue expanding in both scale and complexity, organizations will need to focus on more than operational efficiency alone. Building trust, strengthening collaboration, and attracting highly qualified professionals will become increasingly critical for long-term success.

Successful SSC environments depend on:

- Transparency
- Strong communication
- Shared business goals
- Operational consistency
- Trusted teams

That's why hiring the right talent is essential.

Background screening plays a critical role in helping organizations build secure, reliable, and high-performing teams – especially in environments that handle sensitive information, financial operations, customer data, and global business processes.

At First Advantage, our combination of global expertise, local market knowledge, and advanced technology enables organizations to hire with greater confidence and efficiency.

From employment and education verification to criminal background checks and drug screening, we help organizations across Latin America mitigate hiring risks and build trusted workforces.



Know your people™

Learn how First Advantage can support your Shared Service Center operations in Latin America.

¹SSON Research & Analytics – State of Shared Services- <https://www.celonis.com/insights/reports/2025-sson-market>

²Deloitte – Global Shared Services Survey-<https://www.deloitte.com/us/en/services/consulting/services/shared-services-survey.html>



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