

BPO Services Market Summary, Competitive Analysis and Forecast, 2017-2026 (Global Almanac)

Industry Report | 2023-01-20 | 565 pages | MarketLine

AVAILABLE LICENSES:

- Single user licence (PDF) \$2995.00
- Site License (PDF) \$5990.00
- Enterprisewide license (PDF) \$8985.00

Report description:

BPO Services Market Summary, Competitive Analysis and Forecast, 2017-2026 (Global Almanac)

Summary

Global BPO Services industry profile provides top-line qualitative and quantitative summary information including: Market size (value 2017-21, and forecast to 2026). The profile also contains descriptions of the leading players including key financial metrics and analysis of competitive pressures within the Market.

Key Highlights

- BPO services include revenues generated both from signed deals that remain under contract and the annual revenues associated with new contracts signed within a particular calendar year. The services include the outsourcing of functions such as customer relationship management, knowledge process outsourcing, finance & accounting, human resources, procurement, and vertical-specific processes. The total value of the market represents the demand for the service coming from a particular country.
- CRM BPO services typically include consumer direct services, contact center outsourcing (which includes customer care, sales and marketing, and technical product support), collection services, and claims & warranty services.
- Knowledge process outsourcing (KPO) services include research and analytics services such as competitive analysis, quantitative research & analytics, risk management & analytics, strategy & business development research, financial research, and legal process outsourcing (LPO).
- Finance & accounting BPO covers operations relating to financial support functions, such as accounts payable and receivable, general ledger, payment processing, invoice, purchase order management & processing, receipt & reconciliation, and management reporting.
- HR outsourcing services include benefits administration, payroll services, recruitment outsourcing, relocation and assignment

Scotts International. EU Vat number: PL 6772247784

tel. 0048 603 394 346 e-mail: support@scotts-international.com

www.scotts-international.com

services, workforce administration & development services / talent management, and performance management.

- Procurement BPO covers the outsourcing of key procurement processes including sourcing support and administration, contract management, demand management, supplier relationship management, and performance reporting.
- Vertical-specific BPO covers the outsourcing of services that require domain expertise. Vertical-specific BPO includes a range of processes such as insurance and annuities policy administration, claims and transaction processing, credit card analytics for banks and insurers, patient administration, medical coding, clinical research, and drug discovery & development for healthcare providers and pharmaceuticals.
- All market data and forecasts are represented in nominal terms (i.e., without adjustment for inflation) and all currency conversions used in the creation of this report have been calculated using constant 2021 annual average exchange rates.
- Forecast figures presented in this report are calculated using crisis scenarios for the market. The length of the pandemic and restrictions introduced by various countries are still difficult to predict. Many governments had introduced the national lockdowns and temporarily banned sales of products that are deemed "non-essential". As the length of the pandemic and its impact on this market is not certain, the data used in this report has been modeled taking forecast impacts on national economics into consideration.
- The global BPO services market had total revenues of \$279,753.9 million in 2021, representing a compound annual growth rate (CAGR) of 5.7% between 2016 and 2021.
- The HR outsourcing segment was the market's most lucrative in 2021, with total revenues of \$76,300.8 million, equivalent to 27.3% of the market's overall value.
- Global BPO services market is growing significantly in recent years owing to the rising organizational focus on increasing flexibility, improving efficiency, minimizing capital and operating expenditure and improving service quality.

Scope

- Save time carrying out entry-level research by identifying the size, growth, major segments, and leading players in the global bpo services Market
- Use the Five Forces analysis to determine the competitive intensity and therefore attractiveness of the global bpo services Market
- Leading company profiles reveal details of key bpo services Market players' global operations and financial performance
- Add weight to presentations and pitches by understanding the future growth prospects of the global bpo services Market with five year forecasts

Reasons to Buy

- What was the size of the global bpo services Market by value in 2021?
- What will be the size of the global bpo services Market in 2026?
- What factors are affecting the strength of competition in the global bpo services Market?
- How has the Market performed over the last five years?
- What are the main segments that make up the global bpo services Market?

Table of Contents:

Table of Contents

1 EXECUTIVE SUMMARY

- 1.1. Market value
- 1.2. Market value forecast
- 1.3. Category segmentation
- 1.4. Geography segmentation
- 1.5. Competitive Landscape

Scotts International. EU Vat number: PL 6772247784

tel. 0048 603 394 346 e-mail: support@scotts-international.com

www.scotts-international.com

- 2 Introduction
 - 2.1. What is this report about?
 - 2.2. Who is the target reader?
 - 2.3. How to use this report
 - 2.4. Definitions
- 3 Global BPO Services
 - 3.1. Market Overview
 - 3.2. Market Data
 - 3.3. Market Segmentation
 - 3.4. Market outlook
 - 3.5. Five forces analysis
- 4 Macroeconomic Indicators
 - 4.1. Country data
- 5 BPO Services in Asia-Pacific
 - 5.1. Market Overview
 - 5.2. Market Data
 - 5.3. Market Segmentation
 - 5.4. Market outlook
 - 5.5. Five forces analysis
- 6 BPO Services in Europe
 - 6.1. Market Overview
 - 6.2. Market Data
 - 6.3. Market Segmentation
 - 6.4. Market outlook
 - 6.5. Five forces analysis
- 7 Macroeconomic Indicators
 - 7.1. Country data
- 8 BPO Services in France
 - 8.1. Market Overview
 - 8.2. Market Data
 - 8.3. Market Segmentation
 - 8.4. Market outlook
 - 8.5. Five forces analysis
- 9 Macroeconomic Indicators
 - 9.1. Country data
- 10 BPO Services in Germany
 - 10.1. Market Overview
 - 10.2. Market Data
 - 10.3. Market Segmentation
 - 10.4. Market outlook
 - 10.5. Five forces analysis
- 11 Macroeconomic Indicators
 - 11.1. Country data
- 12 BPO Services in Australia
 - 12.1. Market Overview
 - 12.2. Market Data
 - 12.3. Market Segmentation

Scotts International. EU Vat number: PL 6772247784

tel. 0048 603 394 346 e-mail: support@scotts-international.com

www.scotts-international.com

- 12.4. Market outlook
- 12.5. Five forces analysis
- 13 Macroeconomic Indicators
 - 13.1. Country data
- 14 BPO Services in Brazil
 - 14.1. Market Overview
 - 14.2. Market Data
 - 14.3. Market Segmentation
 - 14.4. Market outlook
 - 14.5. Five forces analysis
- 15 Macroeconomic Indicators
 - 15.1. Country data
- 16 BPO Services in Canada
 - 16.1. Market Overview
 - 16.2. Market Data
 - 16.3. Market Segmentation
 - 16.4. Market outlook
 - 16.5. Five forces analysis
- 17 Macroeconomic Indicators
 - 17.1. Country data
- 18 BPO Services in China
 - 18.1. Market Overview
 - 18.2. Market Data
 - 18.3. Market Segmentation
 - 18.4. Market outlook
 - 18.5. Five forces analysis
- 19 Macroeconomic Indicators
 - 19.1. Country data
- 20 BPO Services in India
 - 20.1. Market Overview
 - 20.2. Market Data
 - 20.3. Market Segmentation
 - 20.4. Market outlook
 - 20.5. Five forces analysis
- 21 Macroeconomic Indicators
 - 21.1. Country data
- 22 BPO Services in Indonesia
 - 22.1. Market Overview
 - 22.2. Market Data
 - 22.3. Market Segmentation
 - 22.4. Market outlook
 - 22.5. Five forces analysis
- 23 Macroeconomic Indicators
 - 23.1. Country data
- 24 BPO Services in Italy
 - 24.1. Market Overview
 - 24.2. Market Data

Scotts International. EU Vat number: PL 6772247784

tel. 0048 603 394 346 e-mail: support@scotts-international.com

www.scotts-international.com

- 24.3. Market Segmentation
- 24.4. Market outlook
- 24.5. Five forces analysis
- 25 Macroeconomic Indicators
- 25.1. Country data
- 26 BPO Services in Japan
- 26.1. Market Overview
- 26.2. Market Data
- 26.3. Market Segmentation
- 26.4. Market outlook
- 26.5. Five forces analysis
- 27 Macroeconomic Indicators
- 27.1. Country data
- 28 BPO Services in Mexico
- 28.1. Market Overview
- 28.2. Market Data
- 28.3. Market Segmentation
- 28.4. Market outlook
- 28.5. Five forces analysis
- 29 Macroeconomic Indicators
- 29.1. Country data
- 30 BPO Services in The Netherlands
- 30.1. Market Overview
- 30.2. Market Data
- 30.3. Market Segmentation
- 30.4. Market outlook
- 30.5. Five forces analysis
- 31 Macroeconomic Indicators
- 31.1. Country data
- 32 BPO Services in North America
- 32.1. Market Overview
- 32.2. Market Data
- 32.3. Market Segmentation
- 32.4. Market outlook
- 32.5. Five forces analysis
- 33 BPO Services in Russia
- 33.1. Market Overview
- 33.2. Market Data
- 33.3. Market Segmentation
- 33.4. Market outlook
- 33.5. Five forces analysis
- 34 Macroeconomic Indicators
- 34.1. Country data
- 35 BPO Services in Scandinavia
- 35.1. Market Overview
- 35.2. Market Data
- 35.3. Market Segmentation

Scotts International. EU Vat number: PL 6772247784

tel. 0048 603 394 346 e-mail: support@scotts-international.com

www.scotts-international.com

35.4. Market outlook
35.5. Five forces analysis
36 BPO Services in Singapore
36.1. Market Overview
36.2. Market Data
36.3. Market Segmentation
36.4. Market outlook
36.5. Five forces analysis
37 Macroeconomic Indicators
37.1. Country data
38 BPO Services in South Africa
38.1. Market Overview
38.2. Market Data
38.3. Market Segmentation
38.4. Market outlook
38.5. Five forces analysis
39 Macroeconomic Indicators
39.1. Country data
40 BPO Services in South Korea
40.1. Market Overview
40.2. Market Data
40.3. Market Segmentation
40.4. Market outlook
40.5. Five forces analysis
41 Macroeconomic Indicators
41.1. Country data
42 BPO Services in Spain
42.1. Market Overview
42.2. Market Data
42.3. Market Segmentation
42.4. Market outlook
42.5. Five forces analysis
43 Macroeconomic Indicators
43.1. Country data
44 BPO Services in Turkey
44.1. Market Overview
44.2. Market Data
44.3. Market Segmentation
44.4. Market outlook
44.5. Five forces analysis
45 Macroeconomic Indicators
45.1. Country data
46 BPO Services in The United Kingdom
46.1. Market Overview
46.2. Market Data
46.3. Market Segmentation
46.4. Market outlook

Scotts International. EU Vat number: PL 6772247784

tel. 0048 603 394 346 e-mail: support@scotts-international.com

www.scotts-international.com

| | |
|--|--|
| 46.5. Five forces analysis | |
| 47 Macroeconomic Indicators | |
| 47.1. Country data | |
| 48 BPO Services in The United States | |
| 48.1. Market Overview | |
| 48.2. Market Data | |
| 48.3. Market Segmentation | |
| 48.4. Market outlook | |
| 48.5. Five forces analysis | |
| 49 Macroeconomic Indicators | |
| 49.1. Country data | |
| 50 Company Profiles | |
| 50.1. Bertelsmann SE & Co. KGaA | |
| 50.2. Infosys Limited | |
| 50.3. Genpact Ltd | |
| 50.4. CGI Group Inc. | |
| 50.5. Wipro Ltd | |
| 50.6. TMF Group B.V. | |
| 50.7. HCL Technologies Limited | |
| 50.8. NCR Corp | |
| 50.9. Accenture plc | |
| 50.10. Teleperformance SE | |
| 50.11. BDO Unicon AO | |
| 50.12. Sutherland Global Services Inc | |
| 50.13. Capgemini SE | |
| 50.14. Indra Sistemas, S.A. | |
| 50.15. Atento S.A. | |
| 50.16. ISS AS | |
| 50.17. TTEC Holdings Inc. | |
| 50.18. Capita plc | |
| 50.19. Cognizant Technology Solutions Corp | |
| 50.20. SYNnex Corporation | |
| 51 Appendix | |
| 51.1. Methodology | |
| 51.2. About MarketLine | |

BPO Services Market Summary, Competitive Analysis and Forecast, 2017-2026 (Global Almanac)

Industry Report | 2023-01-20 | 565 pages | MarketLine

To place an Order with Scotts International:

- ☐ - Print this form
- ☐ - Complete the relevant blank fields and sign
- ☐ - Send as a scanned email to support@scotts-international.com

ORDER FORM:

| Select license | License | Price |
|----------------|------------------------------|-----------|
| | Single user licence (PDF) | \$2995.00 |
| | Site License (PDF) | \$5990.00 |
| | Enterprisewide license (PDF) | \$8985.00 |
| | | VAT |
| | | Total |

*Please circle the relevant license option. For any questions please contact support@scotts-international.com or 0048 603 394 346.

☐ ** VAT will be added at 23% for Polish based companies, individuals and EU based companies who are unable to provide a valid EU Vat Numbers.

| | | | |
|---------------|--|-------------------------------|------------|
| Email* | | Phone* | |
| First Name* | | Last Name* | |
| Job title* | | | |
| Company Name* | | EU Vat / Tax ID / NIP number* | |
| Address* | | City* | |
| Zip Code* | | Country* | |
| | | Date | 2025-05-06 |
| | | Signature | |

Scotts International. EU Vat number: PL 6772247784

tel. 0048 603 394 346 e-mail: support@scotts-international.com

www.scotts-international.com



Scotts International. EU Vat number: PL 6772247784

tel. 0048 603 394 346 e-mail: support@scotts-international.com
www.scotts-international.com