MEA Business Process Outsourcing (BPO) Market - Industry Trends and Forecast to 2030

Market Report | 2023-01-01 | 289 pages | Data Bridge Market Research

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Report description:

MEA Business Process Outsourcing (BPO) Market is projected to register a CAGR of 7.1% in the forecast period of 2023 to 2030. The new market report contains data for the historic year 2022, the base year of calculation is 2022, and the forecast period is 2023 to 2030

Market Segmentation:

MEA Business Process Outsourcing (BPO) Market is segmented into by Outsourcing Type (Offshore, Nearshore, Onshore), by Application (Customer Care, Finance and Accounting, Human Resource, Sales and Marketing, Procurement and Supply Chain, Facilities and Administration, Product Engineering, Training, Others), by Deployment Mode (On-Premise, Cloud), by Organization Size (Large Enterprises, SMES), by location (Onsite, Offsite, Offshore), by Outsourcing Approach (Best-Shore, Bundled Services, Contract Based, Fee For Service), by End-User(BFSI, IT & telecom, healthcare, manufacturing, retail & ecommerce, government & defense, transportation & logistics, travel & hospitality, education, energy & utilities, and others). Each of the segment is further sub-segmented by application into Human Resource, Sales and Marketing, Finance & Accounting, Procurement and Supply Chain, Facilities and Administrations, Customer Care, Training, Producty Engineering, Country (UAE, Saudi Arabia, South Africa, Egypt, Israel, Rest of Middle East and Africa) Industry Trends and Forecast to 2030.
Some of the major factors contributing to the growth of the market are:

- Instead of buying IT equipment and hiring more employees to do different tasks, BPO can outsource the tasks to a service provider, reducing or even eliminating overhead costs
- Transferring non-core processes to a BPO company gives the organization more time to focus on its main business activities
- If an organization decides to enter an overseas market, some activities that require local market knowledge, national law expertise, or fluency in a foreign language can be assigned to a BPO company
- BPO companies are experienced in different fields and perform at the highest level

Market Players

Some of the major players operating in the market are:

- Cognizant
- Accenture
- IBM Corporation
- Capgemini
- Infosys Limited
- Concentrix Corporation
- NTT DATA Corporation
- Genpact
- Conduent, Inc.
- ADP, Inc.
- HCL Technologies Limited
- Wipro Limited
- Tata Consultancy Services Limited
- NCR Corporation
- Sodexo
- Amdocs

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