

## **Indonesia BPO Services Market Summary, Competitive Analysis and Forecast, 2017-2026**

Industry Report | 2022-12-20 | 43 pages | MarketLine

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### **Report description:**

Indonesia BPO Services Market Summary, Competitive Analysis and Forecast, 2017-2026

#### Summary

BPO Services in Indonesia industry profile provides top-line qualitative and quantitative summary information including: market size (value and volume 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.
- The Indonesian BPO services market had total revenues of \$1,624.3 million in 2021, representing a compound annual growth rate (CAGR) of 5.6% between 2016 and 2021.
- The vertical-specific BPO segment was the market's most lucrative in 2021, with total revenues of \$420.3 million, equivalent to 25.9% of the market's overall value.
- Indonesia is one of the fastest growing internet economies which is expected to turn the country as one of the attractive destinations for outsourcing.

#### Scope

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- Save time carrying out entry-level research by identifying the size, growth, and leading players in the bpo services market in Indonesia
- Use the Five Forces analysis to determine the competitive intensity and therefore attractiveness of the bpo services market in Indonesia
- 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 Indonesia bpo services market with five year forecasts by both value and volume

#### Reasons to Buy

- What was the size of the Indonesia bpo services market by value in 2021?
- What will be the size of the Indonesia bpo services market in 2026?
- What factors are affecting the strength of competition in the Indonesia bpo services market?
- How has the market performed over the last five years?
- How large is Indonesia's bpo services market in relation to its regional counterparts?

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