

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

Industry Report | 2022-12-20 | 51 pages | MarketLine

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Report description:

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Summary

BPO Services in Australia 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.
- The Australian BPO services market had total revenues of \$5,721.4 million in 2021, representing a compound annual growth rate (CAGR) of 5.2% between 2016 and 2021.
- The HR outsourcing segment was the market's most lucrative in 2021, with total revenues of \$1,927.8 million, equivalent to 33.7% of the market's overall value.
- Australia is currently grappling with shortage of skilled workforce which is propelling the demand for outsourcing business processes to support business growth and gain competitive edge in the market.

Scope

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

Reasons to Buy

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

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