

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

Industry Report | 2022-12-20 | 49 pages | MarketLine

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### **Report description:**

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

#### Summary

BPO Services in Germany 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 German BPO services market had total revenues of \$14,734.7 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 \$4,452.8 million, equivalent to 30.2% of the market's overall value.
- The nearshore outsourcing is popular among the German companies due to preference for local language. For functions such as customer service, a company requires agents fluent with German language, hence nearshore outsourcing is preferred by contact center services across the country, thereby driving the market growth.

#### 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 Germany
- Use the Five Forces analysis to determine the competitive intensity and therefore attractiveness of the bpo services market in Germany
- 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 Germany bpo services market with five year forecasts

#### Reasons to Buy

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

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