

U.A.E. Business Process Outsourcing (BPO) Market - Industry Trends and Forecast to 2030

Market Report | 2023-02-01 | 313 pages | Data Bridge Market Research

AVAILABLE LICENSES:

- Single User License \$3500.00
- Corporate Users License \$4200.00

Report description:

U.A.E. business process outsourcing (BPO) market is projected to register a CAGR of 7.6% in the forecast period of 2022 to 2029. The new market report contains data for the historic year 2021, the base year of calculation is 2022 and the forecast period is 2023 to 2030.

Market Segmentation:

U.A.E. Business Process Outsourcing (BPO) Market, By Outsourcing Type (Offshore, Nearshore, and Onshore), Service (Voice Processing, Telemarketing Services, 3D Visualization Services, Image Edition Services, Virtual Staffing Services, and Others), Application (Talent and HR Services, Sales & Marketing, Finance & Accounting, Sourcing, Procurement & Supply Chain, Facilities & Administrations, Customer Care, Training, Product Engineering, and Others), Deployment Model (Cloud and On-Premise), Organization Size (Large Enterprises and SME's), Ownership (Captive and Third Party), Outsourcing Approach (Best-Shore, Bundled Services, Contract Based, and Fee for Service), End-User (BFSI, IT & Telecommunication, Healthcare, Manufacturing, Retail & Ecommerce, Government & Defense, Transportation & Logistics, Travel & Hospitality, Education, Energy & Utilities, and Others), Country (Abu Dhabi, Dubai, Sharjah, Umm Al-Qaiwain, Fujairah, Ajman, Ra's Al-Khaimah, and Rest of U.A.E.) Industry Trends and Forecast to 2030

Some of the major factors contributing to the growth of the business process outsourcing market are:

- Increase in need for business agility
- Increasing capacity of quality enterprise data

Market Players:

The key market players for U.A.E. business process outsourcing (BPO) market are listed below:

Scotts International. EU Vat number: PL 6772247784

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

www.scotts-international.com

- IBM Corporation
- Accenture
- Capgemini
- Infosys Limited
- Tata Consultancy Services Limited
- ADP, Inc.
- ALTECiSyS.
- AMDOCS
- Cognizant
- Concentrix Corporation
- Genapct
- HCL Technologies Limited
- IBT.
- Intetics Inc.
- NCR Corporation
- NTT DATA Corporation
- Plaxonic Technologies
- Protiviti Inc.
- Sodexo
- TTEC
- Wipro Limited

Table of Contents:

| | |
|--|----|
| TABLE OF CONTENTS | |
| 1 INTRODUCTION | 28 |
| 1.1 OBJECTIVES OF THE STUDY | 28 |
| 1.2 MARKET DEFINITION | 28 |
| 1.3 OVERVIEW OF THE U.A.E. BUSINESS PROCESS OUTSOURCING (BPO) MARKET | 28 |
| 1.4 LIMITATIONS | 30 |
| 1.5 MARKETS COVERED | 31 |
| 2 MARKET SEGMENTATION | 36 |
| 2.1 MARKETS COVERED | 36 |
| 2.2 GEOGRAPHICAL SCOPE | 37 |
| 2.3 YEARS CONSIDERED FOR THE STUDY | 37 |
| 2.4 CURRENCY AND PRICING | 37 |
| 2.5 DBMR TRIPOD DATA VALIDATION MODEL | 38 |
| 2.6 MULTIVARIATE MODELLING | 41 |
| 2.7 OUTSOURCING TYPE LIFELINE CURVE | 41 |
| 2.8 MARKET END-USER COVERAGE GRID | 42 |
| 2.9 PRIMARY INTERVIEWS WITH KEY OPINION LEADERS | 43 |
| 2.10 DBMR MARKET POSITION GRID | 44 |
| 2.11 SECONDARY SOURCES | 46 |
| 2.12 ASSUMPTIONS | 46 |
| 3 EXECUTIVE SUMMARY | 47 |
| 4 PREMIUM INSIGHTS | 50 |

| | |
|--|----|
| 4.1 DEMAND GAP ANALYSIS | 51 |
| 4.1.1 PORTER'S FIVE FORCES | 51 |
| 4.1.2 PESTEL ANALYSIS | 52 |
| 4.2 COMPANY COMPARATIVE ANALYSIS | 56 |
| 4.2.1 WIPRO LIMITED | 56 |
| 4.2.2 INFOSYS LIMITED | 56 |
| 4.2.3 COGNIZANT | 57 |
| 4.3 CONTRACT DATA OR BPO DEALS BY THE U.A.E. GOVERNMENT AND MARKET PARTICIPANTS | 58 |
| 4.4 NUMBER OF FTES/ CONTACT CENTER AGENTS IN THE U.A.E. | 59 |
| 4.5 TRANSACTION/ VOLUME DATA FOR BOTH INBOUND AND OUTBOUND CALLS IN UAE | 60 |
| 4.6 LIST OF THE UAE COMPANIES WITH CAPTIVE CONTACT CENTER OPERATIONS IN THE U.A.E. | 61 |
| 4.7 COMPANY LANDSCAPE ON U.A.E. ON AN APPLICATION BASIS | 62 |
| 4.7.1 COMPANY SHARE ANALYSIS: TALENT AND HR SERVICES | 62 |
| 4.7.2 COMPANY SHARE ANALYSIS: SALES AND MARKETING | 63 |
| 4.7.3 COMPANY SHARE ANALYSIS: FINANCE AND ACCOUNTING | 64 |
| 4.7.4 COMPANY SHARE ANALYSIS: SOURCING, PROCUREMENT, AND SUPPLY CHAIN | 65 |
| 4.7.5 COMPANY SHARE ANALYSIS: TRAINING | 66 |
| 4.7.6 COMPANY SHARE ANALYSIS: FACILITIES AND ADMINISTRATION | 67 |
| 4.7.7 COMPANY SHARE ANALYSIS: CUSTOMER CARE | 68 |
| 4.7.8 COMPANY SHARE ANALYSIS: PRODUCT ENGINEERING | 69 |
| 4.8 TECHNOLOGICAL MAP | 70 |
| 4.9 TRADITION BPO VS PLATFORM BPO | 72 |
| 4.10 REGULATORY STANDARDS | 74 |
| 5 REGIONAL SUMMARY | 75 |
| 6 MARKET OVERVIEW | 76 |
| 6.1 DRIVERS | 78 |
| 6.1.1 INCREASING NEED FOR BUSINESS AGILITY | 78 |
| 6.1.2 RISING CUSTOMER FOCUS TOWARD ENHANCED EFFICIENCY, TIME EFFECTIVENESS, AND COST-EFFICIENCY | 78 |
| 6.1.3 GROWING PREFERENCE FOR CLOUD TECHNOLOGY AND ITS SIGNIFICANCE ON PROCESS AUTOMATION | 79 |
| 6.1.4 INCREASING DEPENDENCE ON SALES AND MARKETING FOR CUSTOMER SERVICE ENHANCEMENT | 80 |
| 6.1.5 INCREASING CAPACITY OF QUALITY ENTERPRISE DATA | 80 |
| 6.2 RESTRAINTS | 81 |
| 6.2.1 GROWING CONCERNs REGARDING DATA SECURITY AND PRIVACY CONCERNs | 81 |
| 6.2.2 STRINGENT GOVERNMENT REGULATIONS | 82 |
| 6.3 OPPORTUNITIES | 83 |
| 6.3.1 FOCUS ON MULTI-WORKFLOW SCHEDULING OF BUSINESS | 83 |
| 6.3.2 EMERGENCE OF DIGITAL TECHNOLOGIES, NAMELY AI, IOT, AND CLOUD COMPUTING | 83 |
| 6.3.3 INCREASE IN THE ESTABLISHMENT OF SERVICE CENTERS IN IT SECTOR | 84 |
| 6.3.4 GROWING NUMBER OF START-UPS PARTNERING WITH BUSINESS PROCESS OUTSOURCING (BPO) | 84 |
| 6.4 CHALLENGES | 85 |
| 6.4.1 LACK OF SKILLED WORKFORCE AND HIGH ATTRITION RATE | 85 |
| 6.4.2 FREQUENT DISRUPTION AFFECTS THE OPERATIONAL EFFICIENCY OF BUSINESS PROCESS OUTSOURCING (BPO) | 86 |
| 6.4.3 INCREASE IN THE PRESENCE OF NEW ENTRANTS | 86 |
| 7 U.A.E. BUSINESS PROCESS OUTSOURCING (BPO) MARKET, BY OUTSOURCING TYPE | 87 |
| 7.1 OVERVIEW | 88 |
| 7.2 OFFSHORE | 89 |
| 7.3 ONSHORE | 89 |

| | |
|--|-----|
| 7.4 NEARSHORE | 90 |
| 8 U.A.E. BUSINESS PROCESS OUTSOURCING (BPO) MARKET, BY SERVICE | 91 |
| 8.1 OVERVIEW | 92 |
| 8.2 VOICE PROCESSING | 93 |
| 8.2.1 INBOUND | 94 |
| 8.2.2 OUTBOUND | 94 |
| 8.2.3 SURVEY AND MARKET RESEARCH | 94 |
| 8.3 TELEMARKETING SERVICES | 94 |
| 8.4 IMAGE EDITING SERVICES | 95 |
| 8.5 VIRTUAL STAFFING SERVICES | 95 |
| 8.6 3D VISUALIZATION SERVICES | 95 |
| 8.6.1 3D ANIMATION | 96 |
| 8.6.2 CAD MODELING | 96 |
| 8.6.3 3D ILLUSTRATION | 96 |
| 8.6.4 3D DEVELOPMENT | 96 |
| 8.6.5 OTHERS | 97 |
| 8.7 OTHERS | 97 |
| 9 U.A.E. BUSINESS PROCESS OUTSOURCING (BPO) MARKET, BY APPLICATION | 98 |
| 9.1 OVERVIEW | 99 |
| 9.2 CUSTOMER CARE | 100 |
| 9.3 FINANCE & ACCOUNTING | 101 |
| 9.3.1 RECORD TO REPORT | 101 |
| 9.3.2 PROCURE TO PAY | 101 |
| 9.3.3 FP&A, ORDER TO CASH | 101 |
| 9.4 TALENT AND HR SERVICES | 102 |
| 9.4.1 EMPLOYEE AND HR OPERATIONS | 102 |
| 9.4.1.1 PAYROLL AND PENSION | 103 |
| 9.4.1.2 EMPLOYEE SERVICES | 103 |
| 9.4.1.3 GOVERNMENT RELATION SERVICES | 103 |
| 9.4.1.4 WORKFORCE DATA ADMINISTRATION | 103 |
| 9.4.1.5 MASTER DATA ADMINISTRATION | 103 |
| 9.4.2 TALENT ACQUISITION AND DEVELOPMENT | 103 |
| 9.4.2.1 TALENT DEVELOPMENT | 104 |
| 9.4.2.1.1 ORGANISATION AND CHANGE MANAGEMENT | 104 |
| 9.4.2.1.2 COMPETENCY AND DEVELOPMENT MANAGEMENT | 104 |
| 9.4.2.1.3 LEARNING CONTENT DEVELOPMENT | 105 |
| 9.4.2.1.4 CURRICULUM AND CAMPAIGN DESIGN | 105 |
| 9.4.2.1.5 COLLABORATION AND KNOWLEDGE MANAGEMENT | 105 |
| 9.4.2.1.6 COMPENSATION PLANNING | 105 |
| 9.4.2.2 TALENT ACQUISITION | 105 |
| 9.4.2.2.1 WORKFORCE PLANNING | 106 |
| 9.4.2.2.2 CANDIDATE SOURCING SCREENING AND SELECTION | 106 |
| 9.4.2.2.3 NEW JOINER OFFER AND ONBOARDING | 106 |
| 9.4.2.2.4 HIRING CLEARANCES | 106 |
| 9.4.2.2.5 RELOCATION ASSISTANCE, INTER COMPANY AND GLOBAL MOBILITY | 106 |
| 9.5 SALES AND MARKETING | 106 |
| 9.6 SOURCING, PROCUREMENT & SUPPLY CHAIN | 107 |

| | |
|--|-----|
| 9.6.1 PROCUREMENT ADMIN SUPPORT | 107 |
| 9.6.2 PROCUREMENT CONSULTING | 107 |
| 9.7 FACILITIES AND ADMINISTRATION | 108 |
| 9.8 PRODUCT ENGINEERING | 108 |
| 9.9 TRAINING | 109 |
| 9.10 OTHERS | 109 |
| 10 U.A.E. BUSINESS PROCESS OUTSOURCING (BPO) MARKET, BY DEPLOYMENT MODE | 110 |
| 10.1 OVERVIEW | 111 |
| 10.2 CLOUD | 112 |
| 10.3 ON PREMISE | 113 |
| 11 U.A.E. BUSINESS PROCESS OUTSOURCING (BPO) MARKET, BY ORGANIZATION SIZE | 114 |
| 11.1 OVERVIEW | 115 |
| 11.2 LARGE ENTERPRISES | 116 |
| 11.3 SMES | 116 |
| 12 U.A.E. BUSINESS PROCESS OUTSOURCING (BPO) MARKET, BY OWNERSHIP | 117 |
| 12.1 OVERVIEW | 118 |
| 12.2 CAPTIVE | 119 |
| 12.3 THIRD PARTY | 119 |
| 13 U.A.E. BUSINESS PROCESS OUTSOURCING (BPO) MARKET, BY OUTSOURCING APPROACH | 120 |
| 13.1 OVERVIEW | 121 |
| 13.2 CONTRACT BASED | 122 |
| 13.3 BUNDLED SERVICES | 122 |
| 13.4 BEST-SHORE | 123 |
| 13.5 FEE FOR SERVICE | 123 |
| 14 U.A.E. BUSINESS PROCESS OUTSOURCING (BPO) MARKET, BY END USER | 124 |
| 14.1 OVERVIEW | 125 |
| 14.2 IT & TELECOMMUNICATION | 126 |
| 14.2.1 CUSTOMER CARE | 127 |
| 14.2.2 FINANCE & ACCOUNTING | 127 |
| 14.2.3 TALENT AND HR SERVICES | 127 |
| 14.2.4 SALES AND MARKETING | 127 |
| 14.2.5 SOURCING, PROCUREMENT & SUPPLY CHAIN | 127 |
| 14.2.6 FACILITIES & ADMINISTRATION | 127 |
| 14.2.7 PRODUCT ENGINEERING | 128 |
| 14.2.8 TRAINING | 128 |
| 14.2.9 OTHERS | 128 |
| 14.3 MANUFACTURING | 128 |
| 14.3.1 CUSTOMER CARE | 129 |
| 14.3.2 FINANCE & ACCOUNTING | 129 |
| 14.3.3 TALENT AND HR SERVICES | 129 |
| 14.3.4 SALES AND MARKETING | 129 |
| 14.3.5 SOURCING, PROCUREMENT & SUPPLY CHAIN | 129 |
| 14.3.6 FACILITIES & ADMINISTRATION | 130 |
| 14.3.7 PRODUCT ENGINEERING | 130 |
| 14.3.8 TRAINING | 130 |
| 14.3.9 OTHERS | 130 |
| 14.4 BFSI | 130 |

| | |
|---|-----|
| 14.4.1 CUSTOMER CARE | 131 |
| 14.4.2 FINANCE & ACCOUNTING | 131 |
| 14.4.3 TALENT AND HR SERVICES | 131 |
| 14.4.4 SALES AND MARKETING | 131 |
| 14.4.5 SOURCING, PROCUREMENT & SUPPLY CHAIN | 131 |
| 14.4.6 FACILITIES & ADMINISTRATION | 131 |
| 14.4.7 PRODUCT ENGINEERING | 132 |
| 14.4.8 TRAINING | 132 |
| 14.4.9 OTHERS | 132 |
| 14.5 GOVERNMENT & DEFENSE | 132 |
| 14.5.1 CUSTOMER CARE | 133 |
| 14.5.2 FINANCE & ACCOUNTING | 133 |
| 14.5.3 TALENT AND HR SERVICES | 133 |
| 14.5.4 SALES AND MARKETING | 133 |
| 14.5.5 SOURCING, PROCUREMENT & SUPPLY CHAIN | 133 |
| 14.5.6 FACILITIES & ADMINISTRATION | 133 |
| 14.5.7 PRODUCT ENGINEERING | 134 |
| 14.5.8 TRAINING | 134 |
| 14.5.9 OTHERS | 134 |
| 14.6 TRANSPORTATION AND LOGISTICS | 134 |
| 14.6.1 CUSTOMER CARE | 135 |
| 14.6.2 FINANCE & ACCOUNTING | 135 |
| 14.6.3 TALENT AND HR SERVICES | 135 |
| 14.6.4 SALES AND MARKETING | 135 |
| 14.6.5 SOURCING, PROCUREMENT & SUPPLY CHAIN | 135 |
| 14.6.6 FACILITIES AND ADMINISTRATION | 135 |
| 14.6.7 PRODUCT ENGINEERING | 136 |
| 14.6.8 TRAINING | 136 |
| 14.6.9 OTHERS | 136 |
| 14.7 RETAIL & E-COMMERCE | 136 |
| 14.7.1 CUSTOMER CARE | 137 |
| 14.7.2 FINANCE & ACCOUNTING | 137 |
| 14.7.3 TALENT AND HR SERVICES | 137 |
| 14.7.4 SALES AND MARKETING | 137 |
| 14.7.5 SOURCING, PROCUREMENT & SUPPLY CHAIN | 137 |
| 14.7.6 FACILITIES AND ADMINISTRATION | 137 |
| 14.7.7 PRODUCT ENGINEERING | 138 |
| 14.7.8 TRAINING | 138 |
| 14.7.9 OTHERS | 138 |
| 14.8 TRAVEL AND HOSPITALITY | 138 |
| 14.8.1 CUSTOMER CARE | 139 |
| 14.8.2 FINANCE & ACCOUNTING | 139 |
| 14.8.3 TALENT AND HR SERVICES | 139 |
| 14.8.4 SALES AND MARKETING | 139 |
| 14.8.5 SOURCING, PROCUREMENT & SUPPLY CHAIN | 139 |
| 14.8.6 FACILITIES AND ADMINISTRATION | 139 |
| 14.8.7 PRODUCT ENGINEERING | 140 |

| | |
|---|-----|
| 14.8.8 TRAINING | 140 |
| 14.8.9 OTHERS | 140 |
| 14.9 HEALTHCARE | 140 |
| 14.9.1 CUSTOMER CARE | 141 |
| 14.9.2 FINANCE & ACCOUNTING | 141 |
| 14.9.3 TALENT AND HR SERVICES | 141 |
| 14.9.4 SALES AND MARKETING | 141 |
| 14.9.5 SOURCING, PROCUREMENT & SUPPLY CHAIN | 141 |
| 14.9.6 FACILITIES AND ADMINISTRATION | 141 |
| 14.9.7 PRODUCT ENGINEERING | 142 |
| 14.9.8 TRAINING | 142 |
| 14.9.9 OTHERS | 142 |
| 14.10 ENERGY AND UTILITIES | 142 |
| 14.10.1 CUSTOMER CARE | 143 |
| 14.10.2 FINANCE & ACCOUNTING | 143 |
| 14.10.3 TALENT AND HR SERVICES | 143 |
| 14.10.4 SALES AND MARKETING | 143 |
| 14.10.5 SOURCING, PROCUREMENT & SUPPLY CHAIN | 143 |
| 14.10.6 FACILITIES AND ADMINISTRATION | 143 |
| 14.10.7 PRODUCT ENGINEERING | 144 |
| 14.10.8 TRAINING | 144 |
| 14.10.9 OTHERS | 144 |
| 14.11 EDUCATION | 144 |
| 14.11.1 CUSTOMER CARE | 145 |
| 14.11.2 FINANCE & ACCOUNTING | 145 |
| 14.11.3 TALENT AND HR SERVICES | 145 |
| 14.11.4 SALES AND MARKETING | 145 |
| 14.11.5 SOURCING, PROCUREMENT & SUPPLY CHAIN | 145 |
| 14.11.6 FACILITIES AND ADMINISTRATION | 145 |
| 14.11.7 PRODUCT ENGINEERING | 146 |
| 14.11.8 TRAINING | 146 |
| 14.11.9 OTHERS | 146 |
| 14.12 OTHERS | 146 |
| 15 U.A.E. BUSINESS PROCESS OUTSOURCING (BPO) MARKET | 147 |
| 15.1 U.A.E. | 147 |
| 15.1.1 DUBAI | 158 |
| 15.1.2 ABU DHABI | 169 |
| 15.1.3 SHARJAH | 180 |
| 15.1.4 AJMAN | 191 |
| 15.1.5 UMM AL-QUWAIN | 202 |
| 15.1.6 FUJAIRAH | 213 |
| 15.1.7 RA'S AL-KHAIMAH | 224 |
| 15.1.8 REST OF U.A.E. | 235 |

U.A.E. Business Process Outsourcing (BPO) Market - Industry Trends and Forecast to 2030

Market Report | 2023-02-01 | 313 pages | Data Bridge Market Research

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 License | \$3500.00 |
| | Corporate Users License | \$4200.00 |
| | | 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* | <input type="text"/> | Phone* | <input type="text"/> |
| First Name* | <input type="text"/> | Last Name* | <input type="text"/> |
| Job title* | <input type="text"/> | | |
| Company Name* | <input type="text"/> | EU Vat / Tax ID / NIP number* | <input type="text"/> |
| Address* | <input type="text"/> | City* | <input type="text"/> |
| Zip Code* | <input type="text"/> | Country* | <input type="text"/> |
| | | Date | <input type="text" value="2026-02-18"/> |
| | | Signature | <input type="text"/> |

Scotts International. EU Vat number: PL 6772247784

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

www.scotts-international.com