

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.
- Intetecs 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

Scotts International. EU Vat number: PL 6772247784

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

www.scotts-international.com

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 SYTANDARDS	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

Scotts International. EU Vat number: PL 6772247784

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

www.scotts-international.com

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

Scotts International. EU Vat number: PL 6772247784

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

www.scotts-international.com

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

Scotts International. EU Vat number: PL 6772247784

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

www.scotts-international.com

- 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

Scotts International. EU Vat number: PL 6772247784

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

www.scotts-international.com

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="2025-06-25"/>
		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