

NA Business Process Outsourcing (BPO) Market - Industry Trends and Forecast to 2030

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Report description:

North America Business Process Outsourcing (BPO) market is projected to register a CAGR of 8.3% in the forecast period of 2023 to 2030. The new market report contains data for the historic year 2022, the base year of calculation is 2022, and the forecast period is 2023 to 2030.

Market Segmentation:

North America Business Process Outsourcing (BPO) Market, By Outsourcing Type (Offshore, Nearshore, Onshore), Application (Customer Care, Finance and Accounting, Talent and HR Services, Sales and Marketing, Sourcing, Procurement and Supply Chain, Facilities and Administration, Product Engineering, Training, Others), Deployment Mode (On-Premise, Cloud), Organization Size (Large Enterprises, SMEs), Ownership (Captive, Third Party), Outsourcing Approach (Best-Shore, Bundled Services, Contract Based, Fee For Service), End-User (BFSI, IT & Telecom, Healthcare, Manufacturing, Retail & E-commerce, Government & Defense, Transportation & Logistics, Travel & Hospitality, Education, Energy & Utilities, and Others), Country (U.S., Canada, and Mexico)
Industry Trends and Forecast to 2030

Some of the major factors contributing to the growth of the market are:

- Instead of buying IT equipment and hiring more employees to do different tasks, BPO can outsource the tasks to a service provider, reducing or even eliminating overhead costs
- Transferring non-core processes to a BPO company gives the organization more time to focus on its main business activities
- If an organization decides to enter an overseas market, some activities that require local market knowledge, national law expertise, or fluency in a foreign language can be assigned to a BPO company.

Market Players

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Some of the major players operating in the North America Business Process Outsourcing (BPO) market are:

- Cognizant
- Accenture
- IBM Corporation
- Capgemini
- Infosys Limited
- Concentrix Corporation
- NTT DATA Corporation
- Genpact
- Conduent, Inc.
- ADP, Inc.
- HCL Technologies Limited
- Wipro Limited
- Tata Consultancy Services Limited
- NCR Corporation
- Sodexo
- Amdocs
- ExlService Holdings, Inc.
- CBRE
- Tech Mahindra Limited
- TTEC
- WNS (Holdings) Ltd.
- SunTec Web Services Pvt. Ltd.
- Invensis Technologies Pvt Ltd
- Unity Communications
- Intetecs Inc.
- eNoah
- Plaxonic Technologies
- Octopus Tech
- Trinitier
- Helpware
- Aidey
- Intersa
- Bukit BPO by BC
- CPM International
- Xterna

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