

## **Thailand Business Process Outsourcing (BPO) Market - Industry Trends and Forecast to 2030**

Market Report | 2023-03-01 | 176 pages | Data Bridge Market Research

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### **Report description:**

Thailand Business Process Outsourcing (BPO) Market is projected to register a CAGR of 7.1% 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:

Thailand Business Process Outsourcing (BPO) Market, By Location (Offshore, Nearshore, Onshore), Services (Voice Processing, Telemarketing Services, 3D Visualization Services, Image Editing Services, Virtual Staffing Services, and Others) 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 (Thailand) 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.
- BPO companies are experienced in different fields and perform at the highest level.

### Market Players

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

- Accenture
- Infosys Limited
- Capgemini
- IBM Corporation
- Cognizant
- Wipro Limited
- Genpact
- HCL Technologies Limited
- NCR Corporation
- Amdocs
- ExlService Holdings, Inc.
- CBRE
- Tech Mahindra Limited
- TTEC
- Unity Communications
- Octopus Tech
- Concentrix Corporation
- CGI Inc.

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