

Canada BPO Services Market Summary, Competitive Analysis and Forecast to 2027

Industry Report | 2023-09-15 | 56 pages | MarketLine

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Report description:

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Summary

BPO Services in Canada industry profile provides top-line qualitative and quantitative summary information including: market share, market size (value 2017-22, and forecast to 2027). 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 Canadian BPO services market had total revenues of \$8.3 billion in 2022, representing a compound annual growth rate (CAGR) of 6% between 2017 and 2022.
- The vertical-specific BPO segment accounted for the market's largest proportion in 2022, with total revenues of \$2.3 billion, equivalent to 28.2% of the market's overall value.
- Factors such as the presence of a skilled and experienced workforce, growing tech industry, lack of linguistic barriers due to English being an official language, and political stability promote the country as the key outsourcing destination.

Scope

- Save time carrying out entry-level research by identifying the size, growth, major segments, and leading players in the bpo services market in Canada

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

Reasons to Buy

- What was the size of the Canada bpo services market by value in 2022?
- What will be the size of the Canada bpo services market in 2027?
- What factors are affecting the strength of competition in the Canada bpo services market?
- How has the market performed over the last five years?
- Who are the top competitors in Canada's bpo services market?

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