

## **India BPO Services Market Summary, Competitive Analysis and Forecast to 2027**

Industry Report | 2023-09-15 | 50 pages | MarketLine

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### **Report description:**

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

#### Summary

BPO Services in India industry profile provides top-line qualitative and quantitative summary information including: 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 Indian BPO services market had total revenues of \$12.1 billion in 2022, representing a compound annual growth rate (CAGR) of 7.4% between 2017 and 2022.
- The vertical-specific BPO segment accounted for the market's largest proportion in 2022, with total revenues of \$3.1 billion, equivalent to 25.5% of the market's overall value.
- Factors that are driving the Indian BPO services market include competitive salary levels (lower as compared to several countries such as the US, and European countries), training centers & institutions for BPO jobs, strong foothold of Indian software companies.

#### Scope

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

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services market in India

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

#### Reasons to Buy

- What was the size of the India bpo services market by value in 2022?
- What will be the size of the India bpo services market in 2027?
- What factors are affecting the strength of competition in the India bpo services market?
- How has the market performed over the last five years?
- What are the main segments that make up India's bpo services market?

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