

North America BPO Services Market Summary, Competitive Analysis and Forecast to 2027

Industry Report | 2023-09-15 | 51 pages | MarketLine

AVAILABLE LICENSES:

- Single user licence (PDF) \$350.00
- Site License (PDF) \$525.00
- Enterprisewide license (PDF) \$700.00

Report description:

North America BPO Services Market Summary, Competitive Analysis and Forecast to 2027

Summary

BPO Services in North America 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 North American BPO services market had total revenues of \$116.2 billion in 2022, representing a compound annual growth rate (CAGR) of 5% between 2017 and 2022.
- The HR outsourcing segment accounted for the market's largest proportion in 2022, with total revenues of \$37.5 billion, equivalent to 32.3% of the market's overall value.
- Factors such as the presence of a growing tech industry, lack of linguistic barriers due to English being an official language, and political stability promote the US and Canada as the key outsourcing destination.

Scope

Scotts International. EU Vat number: PL 6772247784

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

www.scotts-international.com

- Save time carrying out entry-level research by identifying the size, growth, major segments, and leading players in the bpo services market in North America
- Use the Five Forces analysis to determine the competitive intensity and therefore attractiveness of the bpo services market in North America
- 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 North America bpo services market with five year forecasts

Reasons to Buy

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

Table of Contents:

Table of Contents

1 Executive Summary

1.1. Market value

1.2. Market value forecast

1.3. Category segmentation

1.4. Geography segmentation

1.5. Market rivalry

1.6. Competitive landscape

2 Market Overview

2.1. Market definition

2.2. Market analysis

3 Market Data

3.1. Market value

4 Market Segmentation

4.1. Category segmentation

4.2. Geography segmentation

5 Market Outlook

5.1. Market value forecast

6 Five Forces Analysis

6.1. Summary

6.2. Buyer power

6.3. Supplier power

6.4. New entrants

6.5. Threat of substitutes

6.6. Degree of rivalry

7 Competitive Landscape

7.1. Who are the leading players?

7.2. What strategies do the leading players follow?

7.3. What were the most recent market developments?

8 Company Profiles

Scotts International. EU Vat number: PL 6772247784

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

www.scotts-international.com

- 8.1. Accenture plc
- 8.2. Infosys Limited
- 8.3. Genpact Ltd
- 8.4. TD SYNEX Corporation
- 9 Macroeconomic Indicators
 - 9.1. Country data
- 10 Appendix
 - 10.1. Methodology
 - 10.2. Industry associations
 - 10.3. Related MarketLine research
 - 10.4. About MarketLine

Scotts International. EU Vat number: PL 6772247784

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

www.scotts-international.com

North America BPO Services Market Summary, Competitive Analysis and Forecast to 2027

Industry Report | 2023-09-15 | 51 pages | MarketLine

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 licence (PDF)	\$350.00
	Site License (PDF)	\$525.00
	Enterprisewide license (PDF)	\$700.00
		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="2026-03-31"/>
		Signature	

Scotts International. EU Vat number: PL 6772247784

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

www.scotts-international.com

