

BPO Services in Germany

Industry Report | 2024-10-24 | 48 pages | MarketLine

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Report description:

BPO Services in Germany

Summary

BPO Services in Germany industry profile provides top-line qualitative and quantitative summary information including: market share, market size (value and volume 2018-23, and forecast to 2028). The profile also contains descriptions of the leading players including key financial metrics and analysis of competitive pressures within the market.

Key Highlights

- Business Process Outsourcing (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, finance & accounting, human resources, knowledge process outsourcing, procurement, and vertical-specific processes. The total value of the market represents the demand for the service coming from a particular country.
- The German BPO services market recorded revenues of \$11.1 billion in 2023, representing a compound annual growth rate (CAGR) of 5.5% between 2018 and 2023.
- The vertical-specific BPO segment accounted for the market's largest proportion in 2023, with total revenues of \$2.9 billion, equivalent to 26.5% of the market's overall value.
- Germany has a skilled labor shortage in many industries, particularly IT and digital services. This shortage is forcing businesses to outsource non-essential functions, allowing them to focus on key capabilities while using BPO services to handle regular work like data processing, customer support, and finance.

Scope

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

Reasons to Buy

- What was the size of the Germany bpo services market by value in 2023?
- What will be the size of the Germany bpo services market in 2028?
- What factors are affecting the strength of competition in the Germany bpo services market?
- How has the market performed over the last five years?
- Who are the top competitors in Germany's bpo services market?

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