

BPO Services in Indonesia

Industry Report | 2024-10-24 | 45 pages | MarketLine

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Report description:

BPO Services in Indonesia

Summary

BPO Services in Indonesia industry profile provides top-line qualitative and quantitative summary information including: market size (value 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 Indonesian BPO services market recorded revenues of \$2.9 billion in 2023, representing a compound annual growth rate (CAGR) of 8.1% between 2018 and 2023.
- The hr outsourcing segment accounted for the market's largest proportion in 2023, with total revenues of \$0.7 billion, equivalent to 24.9% of the market's overall value.
- In 2023, Indonesia accounted for a share of 2.8% of the Asia-Pacific BPO services market.

Scope

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

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

Reasons to Buy

- What was the size of the Indonesia bpo services market by value in 2023?
- What will be the size of the Indonesia bpo services market in 2028?
- What factors are affecting the strength of competition in the Indonesia bpo services market?
- How has the market performed over the last five years?
- What are the main segments that make up Indonesia'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 are the strengths of leading players?
 - 7.4. What are the recent market developments?
- 8 Company Profiles
 - 8.1. Wipro Ltd

- 8.2. ISS AS
- 8.3. TMF Group B.V.
- 8.4. In.Corp Global Pte Ltd
- 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

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