

BPO Services in South Africa

Industry Report | 2024-10-24 | 47 pages | MarketLine

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Report description:

BPO Services in South Africa

Summary

BPO Services in South Africa 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 South African BPO services market recorded revenues of \$2.7 billion in 2023, representing a compound annual growth rate (CAGR) of 4.9% between 2018 and 2023.
- The vertical-specific BPO segment accounted for the market's largest proportion in 2023, with total revenues of \$0.7 billion, equivalent to 26.9% of the market's overall value.
- South Africa has competitive rates for BPO services compared to other nations, making it an appealing place for businesses trying to cut costs.

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 South Africa

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

Reasons to Buy

- What was the size of the South Africa bpo services market by value in 2023?
- What will be the size of the South Africa bpo services market in 2028?
- What factors are affecting the strength of competition in the South Africa bpo services market?
- How has the market performed over the last five years?
- What are the main segments that make up South Africa'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?

8 Company Profiles

8.1. HCL Technologies Ltd

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- 8.2. Wipro Ltd
- 8.3. Genpact Ltd
- 8.4. TMF Group B.V.
- 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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