

BPO Services in the United Kingdom

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

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Report description:

BPO Services in the United Kingdom

Summary

BPO Services in the United Kingdom 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 UK BPO services market recorded revenues of \$14.2 billion in 2023, representing a compound annual growth rate (CAGR) of 4.9% between 2018 and 2023.
- The HR outsourcing segment accounted for the market's largest proportion in 2023, with total revenues of \$3.7 billion, equivalent to 25.9% of the market's overall value.
- The integration of artificial intelligence (AI) and automation has proved essential for improving operational efficiency in the UK BPO services market. These technologies enable businesses to streamline activities, eliminate human error, and cut operational expenses.

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 the United Kingdom
- Use the Five Forces analysis to determine the competitive intensity and therefore attractiveness of the bpo services market in the United Kingdom
- 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 United Kingdom bpo services market with five year forecasts by both value and volume

Reasons to Buy

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

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