Global Business-Process-as-a-Service - Market Share Analysis, Industry Trends & Statistics, Growth Forecasts (2025 - 2030)

Market Report | 2025-04-28 | 120 pages | Mordor Intelligence

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Report description:

The Global Business-Process-as-a-Service Market is expected to register a CAGR of 10.89% during the forecast period.

Key Highlights
- Business-process-as-a-service (BPaaS) has mostly grown as a cost-effective way for businesses to improve their services and focus on their core strengths while outsourcing other functions like finance and accounting, supply chain management, and other common services. Most everyday utilities have some backend BPaaS solution powering them. For instance, Paypal uses BPaaS for its internet payment system and business services for loans and accounts. Also, Microsoft Skype VoIP uses BpaaS as its connection platform while making calls.
- Over the years, customer tastes have changed because of how digital companies have changed the economy. This has led to more people wanting a seamless experience. This importance has also spread to the business-to-business (B2B) sector, where companies are starting to expect the same level of service as consumer brands. Thereby, it has enabled the business to constantly improve its operational efficiency and effectiveness by adopting solutions such as BPaaS.
- Business process management is becoming more popular around the world at a fast rate. This is because new technologies like artificial intelligence, machine learning, and other intelligence solutions are helping to create new, more advanced BPM platforms and technologies.
- The rise in the amount of data being made is a chance for businesses in all fields to make money. Yet businesses often need to work on exploiting these opportunities owing to their complexity. However, driven by technological advancements, BPaaS represents an emerging model for companies to manage the day's flow efficiently and at a lower cost.

Concerns about data security and compliance have become a problem in the business processes market. Businesses are cautious about the BPaaS market because of the risk of data loss and security risks. This makes the market less useful. To protect clients' privacy and security, strict laws and rules should be put in place. For example, Dropbox, a BPaaS company, had a security breach that let hackers see the personal information of about 68 million users.

Business Process as a Service (BPaaS) Market Trends

Reduction of Operational Costs and Productivity Improvement to Drive the Market

- Business-process-as-a-service (BPaaS) gives clients access to executable business processes over the internet. More and more companies around the world are using it. One of the main reasons why businesses should use BPaaS is that it can help them switch from capital expenditures (CAPEX) to operational costs (OPEX) to help them grow in a changing environment. It allows firms to substitute the hefty outlay for more flexible operational expenses, thereby decreasing the overall operating costs compared to conventional methods.
- Companies also used the BPaaS solution because it gave them more mobility because they could access it from anywhere. This solution lets businesses grow much faster without having to spend a lot of money on infrastructure, while also making them more productive. With BPaaS, companies could also use their resources to do the core activities of the business, which would help managers set priorities and work more efficiently.
- The BPaaS market is expected to grow because the market for business process management is growing quickly and companies around the world are always improving their IT infrastructures. For example, the financial services sector has to keep coming up with new ideas because it has to deal with a lot of problems. These problems include regulations like the General Data Protection Regulation and the Second Payment Services Directive, as well as the fact that younger people tend to choose service providers with interactive platforms.Many players in an industry have switched to SaaS and BPaaS solutions, which let them change and digitize their operations and make them more productive and efficient.
- Most of the time, BPaaS providers offer all services through cloud computing and the global internet services network. This includes platform services like PaaS, IaaS, and SaaS. By using several of these platform services, BPaaS improves the operational effectiveness of all industries and lowers their regular operating costs. For example, BPaaS in credit card transactions includes managing the customer database, keeping track of payment transfer data, and storing all client data by storing all the data in the cloud and lowering the operating cost of data storage.
- The risk of a data breach can be a significant restraint for the rapidly expanding Business Process as a Service (BPaaS) market. Top management is cautious about the BPaaS market because of the risk of losing data and security concerns. This makes the market less effective. There should be strict laws and rules to protect the privacy and security of client data as much as possible. For example, Dropbox, which is a BPaaS, had a security breach that let hackers see the personal information of about 68 million users.

North America is Expected to Hold a Major Share

- During the forecast period, the North American region is expected to have the largest market share. This is because many small and large end-user organizations are moving toward using technology to improve business processes.
- To take advantage of this chance, there have been a number of partnerships, mergers, and purchases in the area.The main reason for these investments has been the constant development of new technologies and deployment options that have made it possible to use huge volumes that were once thought to be too big for commercial use.
- Also, there are efforts to create a cost-effective infrastructure and make the systems more flexible so that they can work in the modern business world.This, along with the growing use of BPaaS solutions in industries like healthcare, telecom, BFSI, transportation and logistics, retail, and utilities, is driving market growth in the region.

- During the forecast period, the United States market segment that was studied is expected to grow because there is a lot of good infrastructure, a lot of global financial institutions, and more IoT devices and internet users.
- Small businesses are the backbone of the United States economy, as they have recently created around two-thirds of new jobs. Owing to the more substantial sales growth, improved profitability, and positive hiring trends, the SMEs are expected to increase during the forecast period, directly pushing the BPaaS market forward.

Business Process as a Service (BPaaS) Industry Overview

The business process as a-service market is moderately competitive, with many small and large players. The market appears to be mildly concentrated. The key strategies the major players adopt are product innovation and mergers and acquisitions to expand their reach and stay ahead of the competition. Some major players are IBM Corporation, Cognizant Technology Solutions Corporation, Fujitsu, Oracle, and TATA Consultancy Services Limited.

In October 2022, Tata Consultancy Services Limited launched a new collaboration with Microsoft. The partnership aims to leverage its deep domain knowledge in industrial control systems to create new AI-powered autonomous solutions on the Microsoft Azure Cloud using Project Bonsai, a low-code, secure, and compliant AI platform. TCS will use the low-code platform to speed up the development of these cutting-edge, self-driving solutions that can sense and respond in real time, optimizing equipment and processes.

In September 2022, IBM acquired Dialexa to speed up digital innovation. Dialexa is a United States-based digital product engineering services firm. Dialexa's consulting services for digital product engineering will improve IBM's hybrid cloud and AI capabilities. The acquisition is anticipated to broaden IBM's product engineering knowledge and enable it to provide clients with end-to-end digital transformation services.

Fujitsu launched Fujitsu Computing as a Service (CaaS) in April 2022 to speed up digital transformation (DX) and give customers around the world more power by giving them access to some of the most advanced computing technologies in the world through the cloud. The new services have begun with "Fujitsu Cloud Service HPC," which uses technology from the world's fastest supercomputer, Fugaku.

In April 2022, Wipro signed a final agreement to buy Rizing Intermediate Holdings, Inc. (Rizing), which would make Wipro a powerhouse in SAP consulting. The goal of the purchase is to combine Wipro's global reach with Rizing's in-depth knowledge of the industry and strategic SAP consulting skills. Following the purchase, Rizing will become a Wipro company, with Maiolo in charge.

Additional Benefits:

- The market estimate (ME) sheet in Excel format
- 3 months of analyst support

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