

## **Professional Services Automation - Market Share Analysis, Industry Trends & Statistics, Growth Forecasts (2025 - 2030)**

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### **Report description:**

The Professional Services Automation Market size is estimated at USD 15.42 billion in 2025, and is expected to reach USD 59.71 billion by 2030, at a CAGR of 31.1% during the forecast period (2025-2030).

Paper-based invoices that are manual & physical pose several challenges for recipients looking to quickly and effectively process them.

### **Key Highlights**

- The market has witnessed several solution innovations, aiding in the market growth. For instance, VOGSY, the only PSA solution built on Google's G Suite, offers business process support and integration across the core processes of professional services organizations. It is built on a single, accessible platform and supports employees across all departments. VOGSY's most significant differentiator is that it created a simple yet sophisticated PSA solution that engages users to do more.
- Cloud-based deployment types are expected to have significant growth in the accounts receivable automation market during the forecast period due to their unprecedented deployment flexibility, scalability, enhanced collaboration, cost-efficiency benefits, and global availability. Several vendors in the market are providing payment collection solutions through the public and private cloud, and solutions are available in various subscriptions and pay-per-use models.
- COVID-19 had a global impact and, in turn, severely influenced businesses and governments in a deeply negative way at the starting phase. The implications for auditing, accounting, and other financial processes were severely affected. Later the industry and its vendors saw a significant boost due to their innovations and advancement, which were the market's needs at the time. And excellent growth is expected in the future of the market of Professional Services Automation.

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## Professional Services Automation (PSA) Market Trends

### BFSI Holds a Dominant Position in Professional Services Automation Market

- Automation in the banking industry helps financial institutions simplify their operations, minimizing the operation costs and optimizing their credit collection process by automating the repetitive and time-taking backend tasks. It also helps the industry evolve, eliminate redundant processes, and improve the credibility of financial institutions. It further allows the institutions to deploy their valuable resources to various other critical value-added projects and tasks where the involvement of humans is inevitable.
- Services automation is widely adopted in the BFSI sector as it automates transactional tasks at scale, such as processing invoices, data entry, reporting, cash collection, credit collection, payment to vendors, and many more. Recently, ICBC launched the convenience of renewing personal ICBC insurance policies online for its customer in British Columbia, which will enable them to have the option to renew their policy using their computer, tablet, or mobile device.
- Moreover, according to New York Fed, Consumers in the United States had over USD 16 trillion in debt as of the second quarter of 2022. In addition, they stated that most of that debt was home mortgages, at approximately USD 10.4 trillion and Student loan debt was the second largest component, totaling approximately USD 1.59 trillion.

### North American Holds a Dominant Share of Professional Services Automation Market

- North America occupies a significant share of the market. North America's regional market includes the majority of industry technology leaders. These leaders are actively operating towards the progress of existing technologies and the growth of innovative market offerings. Greater demand is experienced owing to the quickly aging workforce in the region, and automation facilitates smooth management and effective allocation of available resources.
- North America's regional growth can further be attributed to the accelerated sprawl in the service industry and advancing technological developments. The regional organizations have also embraced inorganic growth strategies to encourage global presence.
- Furthermore, the region's two advanced economies, the US and Canada, are investing in emerging technologies and have developed IT infrastructure facilities. The US is a significant shareholder in this region, owing to the presence of leading market players giving professional service automation software and services, such as Autotask Corporation, and FinancialForce.com, among others.
- Moreover, North America is a hub for major BFSI companies like JP Morgan Chase, Visa, Mastercard, and Bank of America, which contribute a lot towards the market of Professional Services Automation and drive the market.

### Professional Services Automation (PSA) Industry Overview

The professional services automation market is semi-consolidated. Professional services firms are currently confronted with challenges such as a shortage of knowledgeable and experienced resources, robust market environments, spin-offs from mergers and acquisitions, and increasingly refined and sophisticated clients. At the same time, decision-makers and best executives are becoming more informed of PSA solutions' benefits and their role in making firms more competitive and profitable. Some of the key developments in the market are:

- October 2022 - Infor announced the expansion of its India operations by opening a new development center (DC) in Hitech City,

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Hyderabad. In addition, the company stated that the new multi-story state-of-the-art development center is spread over 350,000 square feet with a capacity for 3,500 employees. Moreover, this investment will allow Infor to pioneer digital technologies such as cloud, mobility, data analytics, artificial intelligence, and IoT to deliver new industry-specific features and functions specialized for industries.

- May 2022 - Mavenlink and Kimble Applications announced the launch of Kantata, formed through the successful merger and integration of the two companies. The companies stated that Kantata was created to accelerate the development and delivery of the most comprehensive range of vertical SaaS solutions purpose-built that helps professional services organizations to optimize and elevate operational performance for building thriving businesses.

Additional Benefits:

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

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