

BPO Services Global Industry Almanac 2020-2029

Industry Report | 2025-11-24 | 585 pages | MarketLine

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Report description:

BPO Services Global Industry Almanac 2020-2029

Summary

Global BPO Services industry profile provides top-line qualitative and quantitative summary information including: Market size (value, and forecast to 2029). 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.
- Customer Relationship Management (CRM) BPO services include consumer direct services, contact center outsourcing (which includes customer care, sales and marketing, and technical product support), collection services, and claim and warranty services.
- Finance and Accounting BPO services cover operations relating to financial support functions, such as accounts payable and receivable, general ledger, payment processing, invoice, purchase order management and processing, receipt and reconciliation, and management reporting.
- Human Resources BPO services include benefits administration, payroll services, recruitment outsourcing, relocation and assignment services, workforce administration and development services/talent management, and performance management.
- Knowledge Process Outsourcing (KPO) services include research and analytics services such as competitive analysis, quantitative research and analytics, risk management and analytics, strategy and business development research, financial research, and legal process outsourcing (LPO).

- Procurement BPO services cover the outsourcing of key procurement processes, including sourcing support and administration, contract management, demand management, supplier relationship management, and performance reporting.
- Vertical-specific BPO services include the outsourcing of services that require domain expertise. Vertical-specific BPO includes a range of processes such as insurance and annuities policy administration, claims and transaction processing, credit card analytics for banks and insurers, patient administration, medical coding, clinical research, and drug discovery and development for healthcare providers and pharmaceuticals.
- All market data and forecasts are based on nominal prices, and all currency conversions used in the creation of this report have been calculated using yearly average exchange rates. The USD values may show a declining trend for a few countries, such as Argentina, Turkey, Nigeria, Egypt, and Russia. This is primarily because of the impact of exchange rates considered.
- The global BPO services market recorded revenues of \$340.9 billion in 2024, representing a compound annual growth rate (CAGR) of 5% between 2019 and 2024.
- The vertical-specific BPO segment accounted for the market's largest proportion in 2024, with total revenues of \$94 billion, equivalent to 27.6% of the market's overall value.
- In 2024, North America accounted for the largest share of 39.5% in the European BPO services market, followed by Asia-Pacific with 32.2% share and Europe with 22.2% share.

Scope

- Save time carrying out entry-level research by identifying the size, growth, major segments, and leading players in the global bpo services Market
- Use the Five Forces analysis to determine the competitive intensity and therefore attractiveness of the global bpo services Market
- 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 global bpo services Market with five year forecasts
- Macroeconomic indicators provide insight into general trends within the Asia-Pacific economy

Reasons to Buy

- What was the size of the global bpo services Market by value in 2024?
- What will be the size of the global bpo services Market in 2029?
- What factors are affecting the strength of competition in the global bpo services Market?
- How has the Market performed over the last five years?
- What are the main segments that make up the global 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. Competitive landscape
- 2 Introduction
 - 2.1. What is this report about?
 - 2.2. Who is the target reader?
 - 2.3. How to use this report

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2.4. Definitions
3 Global BPO Services
3.1. Market Overview
3.2. Market Data
3.3. Market Segmentation
3.4. Market outlook
3.5. Five forces analysis
4 Macroeconomic Indicators
4.1. Country data
5 BPO Services in Asia-Pacific
5.1. Market Overview
5.2. Market Data
5.3. Market Segmentation
5.4. Market outlook
5.5. Five forces analysis
6 BPO Services in Europe
6.1. Market Overview
6.2. Market Data
6.3. Market Segmentation
6.4. Market outlook
6.5. Five forces analysis
7 Macroeconomic Indicators
7.1. Country data
8 BPO Services in France
8.1. Market Overview
8.2. Market Data
8.3. Market Segmentation
8.4. Market outlook
8.5. Five forces analysis
9 Macroeconomic Indicators
9.1. Country data
10 BPO Services in Germany
10.1. Market Overview
10.2. Market Data
10.3. Market Segmentation
10.4. Market outlook
10.5. Five forces analysis
11 Macroeconomic Indicators
11.1. Country data
12 BPO Services in Australia
12.1. Market Overview
12.2. Market Data
12.3. Market Segmentation
12.4. Market outlook
12.5. Five forces analysis
13 Macroeconomic Indicators
13.1. Country data

- 14 BPO Services in Brazil
 - 14.1. Market Overview
 - 14.2. Market Data
 - 14.3. Market Segmentation
 - 14.4. Market outlook
 - 14.5. Five forces analysis
- 15 Macroeconomic Indicators
 - 15.1. Country data
- 16 BPO Services in Canada
 - 16.1. Market Overview
 - 16.2. Market Data
 - 16.3. Market Segmentation
 - 16.4. Market outlook
 - 16.5. Five forces analysis
- 17 Macroeconomic Indicators
 - 17.1. Country data
- 18 BPO Services in China
 - 18.1. Market Overview
 - 18.2. Market Data
 - 18.3. Market Segmentation
 - 18.4. Market outlook
 - 18.5. Five forces analysis
- 19 Macroeconomic Indicators
 - 19.1. Country data
- 20 BPO Services in India
 - 20.1. Market Overview
 - 20.2. Market Data
 - 20.3. Market Segmentation
 - 20.4. Market outlook
 - 20.5. Five forces analysis
- 21 Macroeconomic Indicators
 - 21.1. Country data
- 22 BPO Services in Indonesia
 - 22.1. Market Overview
 - 22.2. Market Data
 - 22.3. Market Segmentation
 - 22.4. Market outlook
 - 22.5. Five forces analysis
- 23 Macroeconomic Indicators
 - 23.1. Country data
- 24 BPO Services in Italy
 - 24.1. Market Overview
 - 24.2. Market Data
 - 24.3. Market Segmentation
 - 24.4. Market outlook
 - 24.5. Five forces analysis
- 25 Macroeconomic Indicators

- 25.1. Country data
- 26 BPO Services in Japan
 - 26.1. Market Overview
 - 26.2. Market Data
 - 26.3. Market Segmentation
 - 26.4. Market outlook
 - 26.5. Five forces analysis
- 27 Macroeconomic Indicators
 - 27.1. Country data
- 28 BPO Services in Mexico
 - 28.1. Market Overview
 - 28.2. Market Data
 - 28.3. Market Segmentation
 - 28.4. Market outlook
 - 28.5. Five forces analysis
- 29 Macroeconomic Indicators
 - 29.1. Country data
- 30 BPO Services in The Netherlands
 - 30.1. Market Overview
 - 30.2. Market Data
 - 30.3. Market Segmentation
 - 30.4. Market outlook
 - 30.5. Five forces analysis
- 31 Macroeconomic Indicators
 - 31.1. Country data
- 32 BPO Services in North America
 - 32.1. Market Overview
 - 32.2. Market Data
 - 32.3. Market Segmentation
 - 32.4. Market outlook
 - 32.5. Five forces analysis
- 33 BPO Services in Russia
 - 33.1. Market Overview
 - 33.2. Market Data
 - 33.3. Market Segmentation
 - 33.4. Market outlook
 - 33.5. Five forces analysis
- 34 Macroeconomic Indicators
 - 34.1. Country data
- 35 BPO Services in Scandinavia
 - 35.1. Market Overview
 - 35.2. Market Data
 - 35.3. Market Segmentation
 - 35.4. Market outlook
 - 35.5. Five forces analysis
- 36 BPO Services in Singapore
 - 36.1. Market Overview

- 36.2. Market Data
- 36.3. Market Segmentation
- 36.4. Market outlook
- 36.5. Five forces analysis
- 37 Macroeconomic Indicators
 - 37.1. Country data
- 38 BPO Services in South Africa
 - 38.1. Market Overview
 - 38.2. Market Data
 - 38.3. Market Segmentation
 - 38.4. Market outlook
 - 38.5. Five forces analysis
- 39 Macroeconomic Indicators
 - 39.1. Country data
- 40 BPO Services in South Korea
 - 40.1. Market Overview
 - 40.2. Market Data
 - 40.3. Market Segmentation
 - 40.4. Market outlook
 - 40.5. Five forces analysis
- 41 Macroeconomic Indicators
 - 41.1. Country data
- 42 BPO Services in Spain
 - 42.1. Market Overview
 - 42.2. Market Data
 - 42.3. Market Segmentation
 - 42.4. Market outlook
 - 42.5. Five forces analysis
- 43 Macroeconomic Indicators
 - 43.1. Country data
- 44 BPO Services in Turkey
 - 44.1. Market Overview
 - 44.2. Market Data
 - 44.3. Market Segmentation
 - 44.4. Market outlook
 - 44.5. Five forces analysis
- 45 Macroeconomic Indicators
 - 45.1. Country data
- 46 BPO Services in The United Kingdom
 - 46.1. Market Overview
 - 46.2. Market Data
 - 46.3. Market Segmentation
 - 46.4. Market outlook
 - 46.5. Five forces analysis
- 47 Macroeconomic Indicators
 - 47.1. Country data
- 48 BPO Services in The United States

48.1. Market Overview
48.2. Market Data
48.3. Market Segmentation
48.4. Market outlook
48.5. Five forces analysis
49 Macroeconomic Indicators
49.1. Country data
50 Company Profiles
50.1. Accenture Plc
50.2. HCL Technologies Ltd
50.3. Infosys Ltd
50.4. Capgemini SE
50.5. ISS AS
50.6. Bertelsmann SE & Co KgaA
50.7. Teleperformance SE
50.8. NCR Voyix Corp
50.9. Genpact Ltd
50.10. CCI Group Inc
50.11. TD SYNNEX Corp
50.12. TMF Group Holding BV
50.13. Persol Holdings Co Ltd
50.14. Ancor
50.15. Unicon JSC
50.16. TietoEVRY Corp
50.17. Wipro Ltd
50.18. With Business Process Outsourcing Inc
50.19. Indra Sistemas SA
50.20. Atento S.A.
50.21. Capita Plc
50.22. Cognizant Technology Solutions Corp
50.23. In.Corp Global Pte Ltd
50.24. TTEC Holdings Inc
51 Appendix
51.1. Methodology
51.2. About MarketLine

BPO Services Global Industry Almanac 2020-2029

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