

## **BPO Services North America (NAFTA) Industry Guide 2020-2029**

Industry Report | 2025-11-24 | 154 pages | MarketLine

### **AVAILABLE LICENSES:**

- Single user licence (PDF) \$795.00
- Site License (PDF) \$1192.00
- Enterprisewide license (PDF) \$1590.00

### **Report description:**

BPO Services North America (NAFTA) Industry Guide 2020-2029

#### Summary

The NAFTA 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

- The North American Free Trade Agreement (NAFTA) is a trade agreement between the countries in North America: the US, Canada and Mexico. The bpo services industry within the NAFTA countries had a total market value of \$1,34,823.3 million in 2024. Mexico was the fastest growing country, with a CAGR of 6.9% over the 2020-24 period.
- Within the bpo services industry, the US is the leading country among the NAFTA bloc, with market revenues of \$1,21,378.9 million in 2024. This was followed by Canada and Mexico, with a value of \$9,462.5 and \$3,981.9 million, respectively.
- The US is expected to lead the bpo services industry in the NAFTA bloc, with a value of \$1,60,326.1 million in 2029, followed by Canada and Mexico with expected values of \$13,344.4 and \$5,720.3 million, respectively.

#### Scope

- Save time carrying out entry-level research by identifying the size, growth, major segments, and leading players in the NAFTA bpo services Market
- Use the Five Forces analysis to determine the competitive intensity and therefore attractiveness of the NAFTA bpo services Market
- Leading company profiles reveal details of key bpo services Market players' NAFTA operations and financial performance

**Scotts International. EU Vat number: PL 6772247784**

tel. 0048 603 394 346 e-mail: support@scotts-international.com

[www.scotts-international.com](http://www.scotts-international.com)

- Add weight to presentations and pitches by understanding the future growth prospects of the NAFTA bpo services Market with five year forecasts
- Compares data from the US, Canada and Mexico, alongside individual chapters on each country

## Reasons to Buy

- What was the size of the NAFTA bpo services Market by value in 2024?
- What will be the size of the NAFTA bpo services Market in 2029?
- What factors are affecting the strength of competition in the NAFTA bpo services Market?
- How has the Market performed over the last five years?
- What are the main segments that make up the NAFTA bpo services Market?

## Table of Contents:

### Table of Contents

- 1 Introduction
  - 1.1. What is this report about?
  - 1.2. Who is the target reader?
  - 1.3. How to use this report
  - 1.4. Definitions
- 2 NAFTA BPO Services
  - 2.1. Industry Outlook
- 3 BPO Services in Canada
  - 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 Mexico
  - 5.1. Market Overview
  - 5.2. Market Data
  - 5.3. Market Segmentation
  - 5.4. Market outlook
  - 5.5. Five forces analysis
- 6 Macroeconomic Indicators
  - 6.1. Country data
- 7 BPO Services in The United States
  - 7.1. Market Overview
  - 7.2. Market Data
  - 7.3. Market Segmentation
  - 7.4. Market outlook
  - 7.5. Five forces analysis
- 8 Macroeconomic Indicators
  - 8.1. Country data
- 9 Company Profiles
  - 9.1. Accenture Plc

- 9.2. HCL Technologies Ltd
- 9.3. Infosys Ltd
- 9.4. Capgemini SE
- 9.5. ISS AS
- 9.6. Bertelsmann SE & Co KgaA
- 9.7. Teleperformance SE
- 9.8. NCR Voyix Corp
- 9.9. Genpact Ltd
- 9.10. CCI Group Inc
- 9.11. TD SYNNEX Corp
- 9.12. TMF Group Holding BV
- 9.13. Persol Holdings Co Ltd
- 9.14. Ancor
- 9.15. Unicon JSC
- 9.16. TietoEVRY Corp
- 9.17. Wipro Ltd
- 9.18. With Business Process Outsourcing Inc
- 9.19. Indra Sistemas SA
- 9.20. Atento S.A.
- 9.21. Capita Plc
- 9.22. Cognizant Technology Solutions Corp
- 9.23. In.Corp Global Pte Ltd
- 9.24. TTEC Holdings Inc

10 Appendix

- 10.1. Methodology
- 10.2. About MarketLine

**BPO Services North America (NAFTA) Industry Guide 2020-2029**

Industry Report | 2025-11-24 | 154 pages | MarketLine

To place an Order with Scotts International:

- Print this form
- Complete the relevant blank fields and sign
- Send as a scanned email to support@scotts-international.com

**ORDER FORM:**

Select license	License	Price
	Single user licence (PDF)	\$795.00
	Site License (PDF)	\$1192.00
	Enterprisewide license (PDF)	\$1590.00
		VAT
		Total

\*Please circle the relevant license option. For any questions please contact support@scotts-international.com or 0048 603 394 346.

\*\* VAT will be added at 23% for Polish based companies, individuals and EU based companies who are unable to provide a valid EU Vat Numbers.

Email*	<input type="text"/>	Phone*	<input type="text"/>
First Name*	<input type="text"/>	Last Name*	<input type="text"/>
Job title*	<input type="text"/>		
Company Name*	<input type="text"/>	EU Vat / Tax ID / NIP number*	<input type="text"/>
Address*	<input type="text"/>	City*	<input type="text"/>
Zip Code*	<input type="text"/>	Country*	<input type="text"/>
		Date	<input type="text" value="2026-02-07"/>
		Signature	<input type="text"/>

**Scotts International. EU Vat number: PL 6772247784**

tel. 0048 603 394 346 e-mail: support@scotts-international.com

[www.scotts-international.com](http://www.scotts-international.com)