

## **BPO Services Global Industry Guide 2020-2029**

Industry Report | 2025-11-24 | 370 pages | MarketLine

### **AVAILABLE LICENSES:**

- Single user licence (PDF) \$1495.00
- Site License (PDF) \$2242.00
- Enterprisewide license (PDF) \$2990.00

### **Report description:**

BPO Services Global Industry Guide 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).

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

tel. 0048 603 394 346 e-mail: [support@scotts-international.com](mailto:support@scotts-international.com)

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

- 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

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

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

www.scotts-international.com

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 Italy	
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	

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

tel. 0048 603 394 346 e-mail: [support@scotts-international.com](mailto:support@scotts-international.com)

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

14	BPO Services in Japan
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 Australia
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 Canada
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 China
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 The Netherlands
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 Spain
24.1.	Market Overview
24.2.	Market Data
24.3.	Market Segmentation
24.4.	Market outlook
24.5.	Five forces analysis
25	Macroeconomic Indicators

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

tel. 0048 603 394 346 e-mail: [support@scotts-international.com](mailto:support@scotts-international.com)

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

- 25.1. Country data
- 26 BPO Services in The United Kingdom
  - 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 The United States
  - 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 Company Profiles
  - 30.1. Accenture Plc
  - 30.2. HCL Technologies Ltd
  - 30.3. Infosys Ltd
  - 30.4. Capgemini SE
  - 30.5. ISS AS
  - 30.6. Bertelsmann SE & Co KgaA
  - 30.7. Teleperformance SE
  - 30.8. NCR Voyix Corp
  - 30.9. Genpact Ltd
  - 30.10. CCI Group Inc
  - 30.11. TD SYNnex Corp
  - 30.12. TMF Group Holding BV
  - 30.13. Persol Holdings Co Ltd
  - 30.14. Ancor
  - 30.15. Unicon JSC
  - 30.16. TietoEVRY Corp
  - 30.17. Wipro Ltd
  - 30.18. With Business Process Outsourcing Inc
  - 30.19. Indra Sistemas SA
  - 30.20. Atento S.A.
  - 30.21. Capita Plc
  - 30.22. Cognizant Technology Solutions Corp
  - 30.23. In.Corp Global Pte Ltd
  - 30.24. TTEC Holdings Inc
- 31 Appendix
  - 31.1. Methodology
  - 31.2. About MarketLine

## BPO Services Global Industry Guide 2020-2029

Industry Report | 2025-11-24 | 370 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)	\$1495.00
	Site License (PDF)	\$2242.00
	Enterprisewide license (PDF)	\$2990.00
		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="2026-02-09"/>
		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