

BPO Services in Europe

Industry Report | 2025-11-13 | 48 pages | MarketLine

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Report description:

BPO Services in Europe

Summary

BPO Services in Europe industry profile provides top-line qualitative and quantitative summary information including: market size (value 2019-24, 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.
- The European BPO services market recorded revenues of \$75.6 billion in 2024, representing a compound annual growth rate (CAGR) of 5.2% between 2019 and 2024.
- The vertical-specific BPO segment accounted for the market's largest proportion in 2024, with total revenues of \$20.5 billion, equivalent to 27.1% of the market's overall value.
- In 2024, the UK accounted for a share of 20.8% in the European BPO services market, making it the largest in the European market. It was followed by Germany with 16.3% share and France with 12.4% share.

Scope

- Save time carrying out entry-level research by identifying the size, growth, major segments, and leading players in the bpo

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services market in Europe

- Use the Five Forces analysis to determine the competitive intensity and therefore attractiveness of the bpo services market in Europe
- 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 Europe bpo services market with five year forecasts

Reasons to Buy

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

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