

BPO Services in the United States

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

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Report description:

BPO Services in the United States

Summary

BPO Services in the United States industry profile provides top-line qualitative and quantitative summary information including: market share, market size (value and volume 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 US BPO services market recorded revenues of \$121.4 billion in 2024, representing a compound annual growth rate (CAGR) of 3.6% between 2019 and 2024.
- The HR outsourcing segment accounted for the market's largest proportion in 2024, with total revenues of \$38.5 billion, equivalent to 31.7% of the market's overall value.
- In 2024, the US accounted for a share of 90.0% of the North American BPO services market.

Scope

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

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- Use the Five Forces analysis to determine the competitive intensity and therefore attractiveness of the bpo services market in the United States
- 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 United States bpo services market with five year forecasts by both value and volume

Reasons to Buy

- What was the size of the United States bpo services market by value in 2024?
- What will be the size of the United States bpo services market in 2029?
- What factors are affecting the strength of competition in the United States bpo services market?
- How has the market performed over the last five years?
- Who are the top competitors in the United States's bpo services market?

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