

## **North America Business Process Outsourcing (BPO) Market**

Market Report | 2025-01-01 | 350 pages | Data Bridge Market Research

### **AVAILABLE LICENSES:**

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### **Report description:**

North America Business Process Outsourcing (BPO) market is expected to reach USD 229.99 billion by 2032 from USD 121.07 billion in 2024, growing with a CAGR of 8.4% in the forecast period of 2025 to 2032.

Market Segmentation:

North America Business Process Outsourcing (BPO) Market Segmentation, By Outsourcing Type (Offshore, Onshore, and Nearshore), Service (Voice Processing, Telemarketing Services, Image Editing Services, Virtual Staffing Services, 3D Visualization Services, and Others), Application (Customer Care, Finance and Accounting, Talent and HR Services, Sales and Marketing, Sourcing, Procurement & Supply Chain, Facilities and Administration, Product Engineering, Training, and Others), Deployment Mode (Cloud and On Premise), Organization Size (Large Enterprises, SMEs), Ownership (Captive and Third Party), Outsourcing Approach (Contract Based, Bundled Services, Best-Shore, and Fee for Service), End User (IT and Telecommunication, Manufacturing, BFSI, Government & Defense, Transportation and Logistics, Retail & E-Commerce, Travel and Hospitality, Healthcare, Energy and Utilities, Education, and Others), Countries (U.S., Canada, and Mexico) - Industry Trends and Forecast to 2032

Overview of North America Business Process Outsourcing (BPO) Market Dynamics:

Driver

- Increasing need for Business agility

Restraint

- Growing concerns regarding data security and privacy concern.

Opportunity

- Focus on multi-workflow scheduling of business

Market Players:

The key market players operating in the North America Business Process Outsourcing (BPO) market are listed below:

- Accenture (US)
- Infosys Limited (India)
- Capgemini (France)
- IBM Corporation (US)
- Cognizant (US)
- Tata Consultancy Services Limited (India)

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- NTT DATA Corporation (US)
- Concentrix Corporation (US)
- Wipro (India)
- Conduent Inc. (US)
- Genpact (US)
- ADP Inc. (US)
- HCL Technologies Limited (India)
- NCR Voyix Corporation (U.S.)

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