

Business Process Outsourcing (BPO): Market Research Report

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Abstracts

This report analyzes the worldwide markets for Business Process Outsourcing (BPO) in US\$ Million by the following Horizontal Segments: Finance & Accounting, Customer Services, HR, KPO, and Procurement. The market is also analyzed by the following End-Use Segments: Manufacturing, Telecommunications & Technology, Banking, Insurance & Finance Services, Retail, and Others. The report provides separate comprehensive analytics for the US, Canada, Japan, Europe, Asia-Pacific, Latin America, and Rest of World. Annual estimates and forecasts are provided for the period 2015 through 2022.

Also, a six-year historic analysis is provided for these markets. Market data and analytics are derived from primary and secondary research.

Company profiles are primarily based on public domain information including company URLs.

The report profiles 222 companies including many key and niche players such as -

Accenture Plc

Aon Hewitt

Automatic Data Processing, Inc.

Capgemini

Capita Plc

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CGI Group, Inc. (Canada)
Cognizant Technology Solutions Corporation (USA)
Computer Sciences Corporation (USA)
EXLSERVICE Holdings, Inc. (USA)
Genpact Limited (India)
Infosys BPO Ltd. (India)
International Business Machines Corp. (USA)
KARVY Global Services Limited (India)
NGA Human Resources (UK)
NTT DATA, Inc. (USA)

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Table 161. Rest of Latin America Historic Review for Business Process Outsourcing by End-Use Sector - Manufacturing, Telecommunications & Technology, Banking, Insurance & Finance Services, Retail, and Other Markets Independently Analyzed with

Annual Spending Figures in US\$ Million for Years 2009 through 2014 (includes corresponding Graph/Chart)

Table 162. Rest of Latin America 14-Year Perspective for Business Process Outsourcing by End-Use Sector - Percentage Breakdown of Spending for Manufacturing, Telecommunications & Technology, Banking, Insurance & Finance Services, Retail, and Other Markets for Years 2009, 2016 and 2022 (includes corresponding Graph/Chart)

7. REST OF WORLD

A. Market Analysis

Outlook

Israel

Africa

Egypt: An Emerging Market

Kenyan BPO Sector

South Africa

Tanzania: An Emerging Outsourcing Destination in East Africa

Service Launches

Strategic Corporate Developments

B. Market Analytics

Table 163. Rest of World Recent Past, Current and Future Analysis for Business Process Outsourcing by Horizontal Segment - Finance & Accounting, Customer Services, HR, KPO, and Procurement Markets Independently Analyzed with Annual Spending Figures in US\$ Million for Years 2015 through 2022 (includes corresponding Graph/Chart)

Table 164. Rest of World Historic Review for Business Process Outsourcing by Horizontal Segment - Finance & Accounting, Customer Services, HR, KPO, and Procurement Markets Independently Analyzed with Annual Spending Figures in US\$ Million for Years 2009 through 2014 (includes corresponding Graph/Chart)

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IV. COMPETITIVE LANDSCAPE

Total Companies Profiled: 222 (including Divisions/Subsidiaries - 232)

The United States (81)

Canada (6)

Japan (2)

Europe (29)

France (3)

Germany (3)

The United Kingdom (13)

Italy (1)

Spain (1)

Rest of Europe (8)

Asia-Pacific (Excluding Japan) (109)

Middle East (1)

Latin America (3)

Africa (1)

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