

# **Global Customer Care BPO Market Size study, by Solution (Onshore Outsourcing, Offshore Outsourcing), by Application (Telecom & IT, BFSI, Healthcare & Life Sciences, Government & Public, Retail & Consumer Goods and Others), and Regional Forecasts 2021-2027**

<https://marketpublishers.com/r/G5240E8D4A1CEN.html>

Date: July 2021

Pages: 200

Price: US\$ 4,950.00 (Single User License)

ID: G5240E8D4A1CEN

## **Abstracts**

Global Customer Care BPO Market is valued approximately at USD xx Billion in 2020 and is anticipated to grow with a healthy growth rate of more than xx% over the forecast period 2021-2027. Customer Care BPO provides the efficient management to the outsourcing business process with the requirement of a client organization. The global Customer Care BPO market is being driven by growing market value of BPO globally. For instance, according to the Statista, the market value of BPO increased from USD 23.6 Billion in 2018 to USD 26 Billion in 2019. The other driving factor for the market growth is the increase in the requirement for 24\*7 services to improve organizational efficiency. Furthermore, the growing investment by the industries which require BPO services, improvement of IT infrastructure and increase in the services such as accounts, human resource, marketing and others will provide new opportunities for the global Customer Care BPO industry. However, threat of new companies entering the market and rising data security concerns including internal security lapses may impede market growth over the forecast period of 2021-2027.

Among the key regions such as Asia Pacific, North America, Europe, Latin America, and Rest of the World are considered for the regional analysis of the global Customer Care BPO Market. North America is the leading region across the world in terms of market share due to presence of large establishes companies which require services of

Customer Care BPO and increasing business agility in every organization. Asia Pacific is anticipated to exhibit the highest CAGR over the forecast period 2021-2027 due to growing businesses, easy availability of affordable skilled human resource and developing IT infrastructure in the region.

Major market player included in this report are:

Teleperformance SA

Concentrix

Atento

Star Trek Inc.

Arvato

TeleTech Holdings

Serco

Acticall (Sitel)

West Corporation

Webhelp

The objective of the study is to define market sizes of different segments & countries in recent years and to forecast the values to the coming eight years. The report is designed to incorporate both qualitative and quantitative aspects of the industry within each of the regions and countries involved in the study. Furthermore, the report also caters the detailed information about the crucial aspects such as driving factors & challenges which will define the future growth of the market. Additionally, the report shall also incorporate available opportunities in micro markets for stakeholders to invest along with the detailed analysis of competitive landscape and product offerings of key players. The detailed segments and sub-segment of the market are explained below:

By Solution:

Onshore Outsourcing

Offshore Outsourcing

By Application:

Telecom & IT

BFSI

Healthcare & Life Sciences

Government & Public

Retail & Consumer Goods

Others

By Region:

North America

U.S.  
Canada  
Europe  
UK  
Germany  
France  
Spain  
Italy  
ROE

Asia Pacific  
China  
India  
Japan  
Australia  
South Korea  
RoAPAC  
Latin America  
Brazil  
Mexico  
Rest of the World

Furthermore, years considered for the study are as follows:

Historical year – 2018, 2019  
Base year – 2020  
Forecast period – 2021 to 2027.

Target Audience of the Global Customer Care BPO Market in Market Study:

Key Consulting Companies & Advisors  
Large, medium-sized, and small enterprises  
Venture capitalists  
Value-Added Resellers (VARs)  
Third-party knowledge providers  
Investment bankers  
Investors

## Contents

### **CHAPTER 1. EXECUTIVE SUMMARY**

- 1.1. Market Snapshot
- 1.2. Global & Segmental Market Estimates & Forecasts, 2019-2027 (USD Billion)
  - 1.2.1. Customer Care BPO Market, by Region, 2019-2027 (USD Billion)
  - 1.2.2. Customer Care BPO Market, by Solution, 2019-2027 (USD Billion)
  - 1.2.3. Customer Care BPO Market, by Application, 2019-2027 (USD Billion)
- 1.3. Key Trends
- 1.4. Estimation Methodology
- 1.5. Research Assumption

### **CHAPTER 2. GLOBAL CUSTOMER CARE BPO MARKET DEFINITION AND SCOPE**

- 2.1. Objective of the Study
- 2.2. Market Definition & Scope
  - 2.2.1. Scope of the Study
  - 2.2.2. Industry Evolution
- 2.3. Years Considered for the Study
- 2.4. Currency Conversion Rates

### **CHAPTER 3. GLOBAL CUSTOMER CARE BPO MARKET DYNAMICS**

- 3.1. Customer Care BPO Market Impact Analysis (2019-2027)
  - 3.1.1. Market Drivers
    - 3.1.1.1. Growing market value of BPO globally
    - 3.1.1.2. Increase in the requirement for 24\*7 services to improve organizational efficiency
  - 3.1.2. Market Restraint
    - 3.1.2.1. Threat of new companies entering the market
    - 3.1.2.2. Rising data security concerns including internal security lapses
  - 3.1.3. Market Opportunities
    - 3.1.3.1. Growing investment by the industries which require BPO services
    - 3.1.3.2. Improvement of IT infrastructure

### **CHAPTER 4. GLOBAL CUSTOMER CARE BPO MARKET INDUSTRY ANALYSIS**

- 4.1. Porter's 5 Force Model

- 4.1.1. Bargaining Power of Suppliers
- 4.1.2. Bargaining Power of Buyers
- 4.1.3. Threat of New Entrants
- 4.1.4. Threat of Substitutes
- 4.1.5. Competitive Rivalry
- 4.1.6. Futuristic Approach to Porter's 5 Force Model (2018-2027)
- 4.2. PEST Analysis
  - 4.2.1. Political
  - 4.2.2. Economical
  - 4.2.3. Social
  - 4.2.4. Technological
- 4.3. Investment Adoption Model
- 4.4. Analyst Recommendation & Conclusion

## **CHAPTER 5. GLOBAL CUSTOMER CARE BPO MARKET, BY SOLUTION**

- 5.1. Market Snapshot
- 5.2. Global Customer Care BPO Market by Solution, Performance - Potential Analysis
- 5.3. Global Customer Care BPO Market Estimates & Forecasts by Solution 2018-2027 (USD Billion)
- 5.4. Customer Care BPO Market, Sub Segment Analysis
  - 5.4.1. Onshore Outsourcing
  - 5.4.2. Offshore Outsourcing

## **CHAPTER 6. GLOBAL CUSTOMER CARE BPO MARKET, BY APPLICATION**

- a. Market Snapshot
- 6.1. Global Customer Care BPO Market by Application, Performance - Potential Analysis
- 6.2. Global Customer Care BPO Market Estimates & Forecasts by Application 2018-2027 (USD Billion)
- 6.3. Customer Care BPO Market, Sub Segment Analysis
  - 6.3.1. Telecom & IT
  - 6.3.2. BFSI
  - 6.3.3. Healthcare & Life Sciences
  - 6.3.4. Government & Public
  - 6.3.5. Retail & Consumer Goods
  - 6.3.6. Others

## **CHAPTER 7. GLOBAL CUSTOMER CARE BPO MARKET, REGIONAL ANALYSIS**

- 7.1. Customer Care BPO Market, Regional Market Snapshot
- 7.2. North America Customer Care BPO Market
  - 7.2.1. U.S. Customer Care BPO Market
    - 7.2.1.1. Solution breakdown estimates & forecasts, 2018-2027
    - 7.2.1.2. Application breakdown estimates & forecasts, 2018-2027
  - 7.2.2. Canada Customer Care BPO Market
- 7.3. Europe Customer Care BPO Market Snapshot
  - 7.3.1. U.K. Customer Care BPO Market
  - 7.3.2. Germany Customer Care BPO Market
  - 7.3.3. France Customer Care BPO Market
  - 7.3.4. Spain Customer Care BPO Market
  - 7.3.5. Italy Customer Care BPO Market
  - 7.3.6. Rest of Europe Customer Care BPO Market
- 7.4. Asia-Pacific Customer Care BPO Market Snapshot
  - 7.4.1. China Customer Care BPO Market
  - 7.4.2. India Customer Care BPO Market
  - 7.4.3. Japan Customer Care BPO Market
  - 7.4.4. Australia Customer Care BPO Market
  - 7.4.5. South Korea Customer Care BPO Market
  - 7.4.6. Rest of Asia Pacific Customer Care BPO Market
- 7.5. Latin America Customer Care BPO Market Snapshot
  - 7.5.1. Brazil Customer Care BPO Market
  - 7.5.2. Mexico Customer Care BPO Market
- 7.6. Rest of The World Customer Care BPO Market

## **CHAPTER 8. COMPETITIVE INTELLIGENCE**

- 8.1. Top Market Strategies
- 8.2. Company Profiles
  - 8.2.1. Teleperformance SA
    - 8.2.1.1. Key Information
    - 8.2.1.2. Overview
    - 8.2.1.3. Financial (Subject to Data Availability)
    - 8.2.1.4. Product Summary
    - 8.2.1.5. Recent Developments
  - 8.2.2. Concentrix
  - 8.2.3. Atento

- 8.2.4. Star Trek Inc.
- 8.2.5. Arvato
- 8.2.6. TeleTechHoldings
- 8.2.7. Serco
- 8.2.8. Acticall (Sitel)
- 8.2.9. West Corporation
- 8.2.10. Webhelp

## **CHAPTER 9. RESEARCH PROCESS**

- 9.1. Research Process
  - 9.1.1. Data Mining
  - 9.1.2. Analysis
  - 9.1.3. Market Estimation
  - 9.1.4. Validation
  - 9.1.5. Publishing
- 9.2. Research Attributes
- 9.3. Research Assumption

## List Of Tables

### LIST OF TABLES

TABLE 2. Global Customer Care BPO Market, report scope

TABLE 3. Global Customer Care BPO Market estimates & forecasts by region  
2018-2027 (USD Billion)

TABLE 4. Global Customer Care BPO Market estimates & forecasts by Solution  
2018-2027 (USD Billion)

TABLE 5. Global Customer Care BPO Market estimates & forecasts by Application  
2018-2027 (USD Billion)

TABLE 6. Global Customer Care BPO Market by segment, estimates & forecasts,  
2018-2027 (USD Billion)

TABLE 7. Global Customer Care BPO Market by region, estimates & forecasts,  
2018-2027 (USD Billion)

TABLE 8. Global Customer Care BPO Market by segment, estimates & forecasts,  
2018-2027 (USD Billion)

TABLE 9. Global Customer Care BPO Market by region, estimates & forecasts,  
2018-2027 (USD Billion)

TABLE 10. Global Customer Care BPO Market by segment, estimates & forecasts,  
2018-2027 (USD Billion)

TABLE 11. Global Customer Care BPO Market by region, estimates & forecasts,  
2018-2027 (USD Billion)

TABLE 12. Global Customer Care BPO Market by segment, estimates & forecasts,  
2018-2027 (USD Billion)

TABLE 13. Global Customer Care BPO Market by region, estimates & forecasts,  
2018-2027 (USD Billion)

TABLE 14. Global Customer Care BPO Market by segment, estimates & forecasts,  
2018-2027 (USD Billion)

TABLE 15. Global Customer Care BPO Market by region, estimates & forecasts,  
2018-2027 (USD Billion)

TABLE 16. Global Customer Care BPO Market by segment, estimates & forecasts,  
2018-2027 (USD Billion)

TABLE 17. Global Customer Care BPO Market by region, estimates & forecasts,  
2018-2027 (USD Billion)

TABLE 18. Global Customer Care BPO Market by segment, estimates & forecasts,  
2018-2027 (USD Billion)

TABLE 19. Global Customer Care BPO Market by region, estimates & forecasts,  
2018-2027 (USD Billion)



TABLE 20. Global Customer Care BPO Market by segment, estimates & forecasts, 2018-2027 (USD Billion)

TABLE 21. Global Customer Care BPO Market by region, estimates & forecasts, 2018-2027 (USD Billion)

TABLE 22. U.S. Customer Care BPO Market estimates & forecasts, 2018-2027 (USD Billion)

TABLE 23. U.S. Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 24. U.S. Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 25. Canada Customer Care BPO Market estimates & forecasts, 2018-2027 (USD Billion)

TABLE 26. Canada Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 27. Canada Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 28. UK Customer Care BPO Market estimates & forecasts, 2018-2027 (USD Billion)

TABLE 29. UK Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 30. UK Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 31. Germany Customer Care BPO Market estimates & forecasts, 2018-2027 (USD Billion)

TABLE 32. Germany Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 33. Germany Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 34. France Customer Care BPO Market estimates & forecasts, 2018-2027 (USD Billion)

TABLE 35. France Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 36. France Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 37. Spain Customer Care BPO Market estimates & forecasts, 2018-2027 (USD Billion)

TABLE 38. Spain Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 39. Spain Customer Care BPO Market estimates & forecasts by segment

2018-2027 (USD Billion)

TABLE 40. Italy Customer Care BPO Market estimates & forecasts, 2018-2027 (USD Billion)

TABLE 41. Italy Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 42. Italy Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 43. ROE Customer Care BPO Market estimates & forecasts, 2018-2027 (USD Billion)

TABLE 44. ROE Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 45. ROE Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 46. China Customer Care BPO Market estimates & forecasts, 2018-2027 (USD Billion)

TABLE 47. China Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 48. China Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 49. India Customer Care BPO Market estimates & forecasts, 2018-2027 (USD Billion)

TABLE 50. India Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 51. India Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 52. Japan Customer Care BPO Market estimates & forecasts, 2018-2027 (USD Billion)

TABLE 53. Japan Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 54. Japan Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 55. Australia Customer Care BPO Market estimates & forecasts, 2018-2027 (USD Billion)

TABLE 56. Australia Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 57. Australia Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 58. South Korea Customer Care BPO Market estimates & forecasts, 2018-2027 (USD Billion)

TABLE 59. South Korea Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 60. South Korea Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 61. ROPAC Customer Care BPO Market estimates & forecasts, 2018-2027 (USD Billion)

TABLE 62. ROPAC Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 63. ROPAC Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 64. Brazil Customer Care BPO Market estimates & forecasts, 2018-2027 (USD Billion)

TABLE 65. Brazil Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 66. Brazil Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 67. Mexico Customer Care BPO Market estimates & forecasts, 2018-2027 (USD Billion)

TABLE 68. Mexico Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 69. Mexico Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 70. ROLA Customer Care BPO Market estimates & forecasts, 2018-2027 (USD Billion)

TABLE 71. ROLA Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 72. ROLA Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 73. ROW Customer Care BPO Market estimates & forecasts, 2018-2027 (USD Billion)

TABLE 74. ROW Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 75. ROW Customer Care BPO Market estimates & forecasts by segment 2018-2027 (USD Billion)

TABLE 76. List of secondary sources used in the study of global Customer Care BPO Market.

TABLE 77. List of primary sources used in the study of global Customer Care BPO Market.

TABLE 78. Years considered for the study.

TABLE 79. Exchange rates considered.

## List Of Figures

### LIST OF FIGURES

- FIG 1. Global Customer Care BPO Market, research methodology
- FIG 2. Global Customer Care BPO Market, market estimation techniques
- FIG 3. Global market size estimates & forecast methods
- FIG 4. Global Customer Care BPO Market, key trends 2020
- FIG 5. Global Customer Care BPO Market, growth prospects 2021-2027
- FIG 6. Global Customer Care BPO Market, porters 5 force model
- FIG 7. Global Customer Care BPO Market, pest analysis
- FIG 8. Global Customer Care BPO Market, value chain analysis
- FIG 9. Global Customer Care BPO Market by segment, 2018 & 2027 (USD Billion)
- FIG 10. Global Customer Care BPO Market by segment, 2018 & 2027 (USD Billion)
- FIG 11. Global Customer Care BPO Market by segment, 2018 & 2027 (USD Billion)
- FIG 12. Global Customer Care BPO Market by segment, 2018 & 2027 (USD Billion)
- FIG 13. Global Customer Care BPO Market by segment, 2018 & 2027 (USD Billion)
- FIG 14. Global Customer Care BPO Market by segment, 2018 & 2027 (USD Billion)
- FIG 15. Global Customer Care BPO Market by segment, 2018 & 2027 (USD Billion)
- FIG 16. Global Customer Care BPO Market by segment, 2018 & 2027 (USD Billion)
- FIG 17. Global Customer Care BPO Market, regional snapshot 2018 & 2027
- FIG 18. North America Customer Care BPO Market 2018 & 2027 (USD Billion)
- FIG 19. Europe Customer Care BPO Market 2018 & 2027 (USD Billion)
- FIG 20. Asia-Pacific Customer Care BPO Market 2018 & 2027 (USD Billion)
- FIG 21. Latin America Customer Care BPO Market 2018 & 2027 (USD Billion)
- FIG 22. Global Customer Care BPO Market, company market share analysis (2020)

## I would like to order

Product name: Global Customer Care BPO Market Size study, by Solution (Onshore Outsourcing, Offshore Outsourcing), by Application (Telecom & IT, BFSI, Healthcare & Life Sciences, Government & Public, Retail & Consumer Goods and Others), and Regional Forecasts 2021-2027

Product link: <https://marketpublishers.com/r/G5240E8D4A1CEN.html>

Price: US\$ 4,950.00 (Single User License / Electronic Delivery)

If you want to order Corporate License or Hard Copy, please, contact our Customer Service:

[info@marketpublishers.com](mailto:info@marketpublishers.com)

## Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/G5240E8D4A1CEN.html>

To pay by Wire Transfer, please, fill in your contact details in the form below:

First name:  
Last name:  
Email:  
Company:  
Address:  
City:  
Zip code:  
Country:  
Tel:  
Fax:  
Your message:

**\*\*All fields are required**

Customer signature \_\_\_\_\_

Please, note that by ordering from marketpublishers.com you are agreeing to our Terms & Conditions at <https://marketpublishers.com/docs/terms.html>

To place an order via fax simply print this form, fill in the information below  
and fax the completed form to +44 20 7900 3970