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Global Business Process Outsourcing (BPO) Market 2018 by Manufacturers, Countries, Type and Application, Forecast to 2023

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Abstracts

Business process outsourcing (BPO) is defined as a subset of outsourcing that involves the contracting of the operations and responsibilities of a specific business process to a third-party service provider.

SCOPE OF THE REPORT:

This report studies the Business Process Outsourcing (BPO) market status and outlook of Global and major regions, from angles of players, countries, product types and end industries; this report analyzes the top players in global market, and splits the Business Process Outsourcing (BPO) market by product type and applications/end industries. Business Process Outsourcing (BPO) is a subset of outsourcing that involves the contracting of the operations and responsibilities of specific business related functions, typically IT related, to a third party service provider. This process usually involves multi-year, lucrative contracts between the client firm and service provider firm. Often, the employees of the service provider firm working for the client firm are incorporated in the client firm. Off-shoring, which is delegating work to a company based in another country is widely carried out by many global companies. Another similar outsourcing activity called Knowledge Process Outsourcing (KPO) functions on similar lines with the exception that highly critical tasks that involve skill, knowledge, education and expertise are outsourced to third party service providers. Types of services carried out by BPOs include administration, finance and accounting, human resources, payment services, logistics and distribution, customer support, etc. Types of services carried out by KPO include intellectual property research for patent applications, legal and medical services, training, market research, business research, consultancy, research and development, etc. BPO finds applications in many verticals such as manufacturing,

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telecommunications, technology, banking, insurance and finance services, retail and healthcare among others.
The global Business Process Outsourcing (BPO) market is valued at xx million USD in 2017 and is expected to reach xx million USD by the end of 2023, growing at a CAGR of xx% between 2017 and 2023.

The Asia-Pacific will occupy for more market share in following years, especially in China, also fast growing India and Southeast Asia regions.

North America, especially The United States, will still play an important role which cannot be ignored. Any changes from United States might affect the development trend of Business Process Outsourcing (BPO).

Europe also play important roles in global market, with market size of xx million USD in 2017 and will be xx million USD in 2023, with a CAGR of xx%.

Market Segment by Companies, this report covers

Accenture

Cognizant

Genpact

IBM

TCS

HP

Tech Mahindra

Capgemini

Wipro

EXL

NTT DATA(Dell)

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WNS Global

Minacs

Infosys

Mu Sigma

Aegis

Market Segment by Regions, regional analysis covers

North America (United States, Canada and Mexico)

Europe (Germany, France, UK, Russia and Italy)

Asia-Pacific (China, Japan, Korea, India and Southeast Asia)

South America (Brazil, Argentina, Colombia)

Middle East and Africa (Saudi Arabia, UAE, Egypt, Nigeria and South Africa)

Market Segment by Type, covers

HR

Procurement

F&A

Customer Care

Logistics

Sales & Marketing

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Training

Product Engineering

Market Segment by Applications, can be divided into

BFSI

Manufacturing

Healthcare

Retail

Telecom

Others

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