

Global Business Process Outsourcing (BPO) Market 2024 by Company, Regions, Type and Application, Forecast to 2030

<https://marketpublishers.com/r/GA3E23B053F7EN.html>

Date: November 2024

Pages: 124

Price: US\$ 3,480.00 (Single User License)

ID: GA3E23B053F7EN

Abstracts

According to our (Global Info Research) latest study, the global Business Process Outsourcing (BPO) market size was valued at USD 185660 million in 2023 and is forecast to a readjusted size of USD 244570 million by 2030 with a CAGR of 4.0% during review period.

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.

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, telecommunications, technology, banking, insurance and finance services, retail and

healthcare among others.

The Global Info Research report includes an overview of the development of the Business Process Outsourcing (BPO) industry chain, the market status of BFSI (Procurement, F&A), Manufacturing (Procurement, F&A), and key enterprises in developed and developing market, and analysed the cutting-edge technology, patent, hot applications and market trends of Business Process Outsourcing (BPO).

Regionally, the report analyzes the Business Process Outsourcing (BPO) markets in key regions. North America and Europe are experiencing steady growth, driven by government initiatives and increasing consumer awareness. Asia-Pacific, particularly China, leads the global Business Process Outsourcing (BPO) market, with robust domestic demand, supportive policies, and a strong manufacturing base.

Key Features:

The report presents comprehensive understanding of the Business Process Outsourcing (BPO) market. It provides a holistic view of the industry, as well as detailed insights into individual components and stakeholders. The report analysis market dynamics, trends, challenges, and opportunities within the Business Process Outsourcing (BPO) industry.

The report involves analyzing the market at a macro level:

Market Sizing and Segmentation: Report collect data on the overall market size, including the revenue generated, and market share of different by Type (e.g., Procurement, F&A).

Industry Analysis: Report analyse the broader industry trends, such as government policies and regulations, technological advancements, consumer preferences, and market dynamics. This analysis helps in understanding the key drivers and challenges influencing the Business Process Outsourcing (BPO) market.

Regional Analysis: The report involves examining the Business Process Outsourcing (BPO) market at a regional or national level. Report analyses regional factors such as government incentives, infrastructure development, economic conditions, and consumer behaviour to identify variations and opportunities within different markets.

Market Projections: Report covers the gathered data and analysis to make future

projections and forecasts for the Business Process Outsourcing (BPO) market. This may include estimating market growth rates, predicting market demand, and identifying emerging trends.

The report also involves a more granular approach to Business Process Outsourcing (BPO):

Company Analysis: Report covers individual Business Process Outsourcing (BPO) players, suppliers, and other relevant industry players. This analysis includes studying their financial performance, market positioning, product portfolios, partnerships, and strategies.

Consumer Analysis: Report covers data on consumer behaviour, preferences, and attitudes towards Business Process Outsourcing (BPO). This may involve surveys, interviews, and analysis of consumer reviews and feedback from different by Application (BFSI, Manufacturing).

Technology Analysis: Report covers specific technologies relevant to Business Process Outsourcing (BPO). It assesses the current state, advancements, and potential future developments in Business Process Outsourcing (BPO) areas.

Competitive Landscape: By analyzing individual companies, suppliers, and consumers, the report presents insights into the competitive landscape of the Business Process Outsourcing (BPO) market. This analysis helps understand market share, competitive advantages, and potential areas for differentiation among industry players.

Market Validation: The report involves validating findings and projections through primary research, such as surveys, interviews, and focus groups.

Market Segmentation

Business Process Outsourcing (BPO) market is split by Type and by Application. For the period 2019-2030, the growth among segments provides accurate calculations and forecasts for consumption value by Type, and by Application in terms of value.

Market segment by Type

Procurement

F&A

Customer Care

Logistics

Sales & Marketing

Training

Product Engineering

Market segment by Application

BFSI

Manufacturing

Healthcare

Retail

Telecom

Others

Market segment by players, this report covers

Accenture

Cognizant

Genpact

IBM

TCS

HP

Tech Mahindra

Capgemini

Wipro

EXL

NTT DATA(Dell)

WNS Global

Concentrix

Infosys

Mu Sigma

Aegis

Market segment by regions, regional analysis covers

North America (United States, Canada, and Mexico)

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

Asia-Pacific (China, Japan, South Korea, India, Southeast Asia, Australia and Rest of Asia-Pacific)

South America (Brazil, Argentina and Rest of South America)

Middle East & Africa (Turkey, Saudi Arabia, UAE, Rest of Middle East & Africa)

The content of the study subjects, includes a total of 13 chapters:

Chapter 1, to describe Business Process Outsourcing (BPO) product scope, market overview, market estimation caveats and base year.

Chapter 2, to profile the top players of Business Process Outsourcing (BPO), with revenue, gross margin and global market share of Business Process Outsourcing (BPO) from 2019 to 2024.

Chapter 3, the Business Process Outsourcing (BPO) competitive situation, revenue and global market share of top players are analyzed emphatically by landscape contrast.

Chapter 4 and 5, to segment the market size by Type and application, with consumption value and growth rate by Type, application, from 2019 to 2030.

Chapter 6, 7, 8, 9, and 10, to break the market size data at the country level, with revenue and market share for key countries in the world, from 2019 to 2024. and Business Process Outsourcing (BPO) market forecast, by regions, type and application, with consumption value, from 2025 to 2030.

Chapter 11, market dynamics, drivers, restraints, trends and Porters Five Forces analysis.

Chapter 12, the key raw materials and key suppliers, and industry chain of Business Process Outsourcing (BPO).

Chapter 13, to describe Business Process Outsourcing (BPO) research findings and conclusion.

Contents

1 MARKET OVERVIEW

1.1 Product Overview and Scope of Business Process Outsourcing (BPO)

1.2 Market Estimation Caveats and Base Year

1.3 Classification of Business Process Outsourcing (BPO) by Type

1.3.1 Overview: Global Business Process Outsourcing (BPO) Market Size by Type: 2019 Versus 2023 Versus 2030

1.3.2 Global Business Process Outsourcing (BPO) Consumption Value Market Share by Type in 2023

1.3.3 Procurement

1.3.4 F&A

1.3.5 Customer Care

1.3.6 Logistics

1.3.7 Sales & Marketing

1.3.8 Training

1.3.9 Product Engineering

1.4 Global Business Process Outsourcing (BPO) Market by Application

1.4.1 Overview: Global Business Process Outsourcing (BPO) Market Size by Application: 2019 Versus 2023 Versus 2030

1.4.2 BFSI

1.4.3 Manufacturing

1.4.4 Healthcare

1.4.5 Retail

1.4.6 Telecom

1.4.7 Others

1.5 Global Business Process Outsourcing (BPO) Market Size & Forecast

1.6 Global Business Process Outsourcing (BPO) Market Size and Forecast by Region

1.6.1 Global Business Process Outsourcing (BPO) Market Size by Region: 2019 VS 2023 VS 2030

1.6.2 Global Business Process Outsourcing (BPO) Market Size by Region, (2019-2030)

1.6.3 North America Business Process Outsourcing (BPO) Market Size and Prospect (2019-2030)

1.6.4 Europe Business Process Outsourcing (BPO) Market Size and Prospect (2019-2030)

1.6.5 Asia-Pacific Business Process Outsourcing (BPO) Market Size and Prospect (2019-2030)

1.6.6 South America Business Process Outsourcing (BPO) Market Size and Prospect (2019-2030)

1.6.7 Middle East and Africa Business Process Outsourcing (BPO) Market Size and Prospect (2019-2030)

2 COMPANY PROFILES

2.1 Accenture

2.1.1 Accenture Details

2.1.2 Accenture Major Business

2.1.3 Accenture Business Process Outsourcing (BPO) Product and Solutions

2.1.4 Accenture Business Process Outsourcing (BPO) Revenue, Gross Margin and Market Share (2019-2024)

2.1.5 Accenture Recent Developments and Future Plans

2.2 Cognizant

2.2.1 Cognizant Details

2.2.2 Cognizant Major Business

2.2.3 Cognizant Business Process Outsourcing (BPO) Product and Solutions

2.2.4 Cognizant Business Process Outsourcing (BPO) Revenue, Gross Margin and Market Share (2019-2024)

2.2.5 Cognizant Recent Developments and Future Plans

2.3 Genpact

2.3.1 Genpact Details

2.3.2 Genpact Major Business

2.3.3 Genpact Business Process Outsourcing (BPO) Product and Solutions

2.3.4 Genpact Business Process Outsourcing (BPO) Revenue, Gross Margin and Market Share (2019-2024)

2.3.5 Genpact Recent Developments and Future Plans

2.4 IBM

2.4.1 IBM Details

2.4.2 IBM Major Business

2.4.3 IBM Business Process Outsourcing (BPO) Product and Solutions

2.4.4 IBM Business Process Outsourcing (BPO) Revenue, Gross Margin and Market Share (2019-2024)

2.4.5 IBM Recent Developments and Future Plans

2.5 TCS

2.5.1 TCS Details

2.5.2 TCS Major Business

2.5.3 TCS Business Process Outsourcing (BPO) Product and Solutions

2.5.4 TCS Business Process Outsourcing (BPO) Revenue, Gross Margin and Market Share (2019-2024)

2.5.5 TCS Recent Developments and Future Plans

2.6 HP

2.6.1 HP Details

2.6.2 HP Major Business

2.6.3 HP Business Process Outsourcing (BPO) Product and Solutions

2.6.4 HP Business Process Outsourcing (BPO) Revenue, Gross Margin and Market Share (2019-2024)

2.6.5 HP Recent Developments and Future Plans

2.7 Tech Mahindra

2.7.1 Tech Mahindra Details

2.7.2 Tech Mahindra Major Business

2.7.3 Tech Mahindra Business Process Outsourcing (BPO) Product and Solutions

2.7.4 Tech Mahindra Business Process Outsourcing (BPO) Revenue, Gross Margin and Market Share (2019-2024)

2.7.5 Tech Mahindra Recent Developments and Future Plans

2.8 Capgemini

2.8.1 Capgemini Details

2.8.2 Capgemini Major Business

2.8.3 Capgemini Business Process Outsourcing (BPO) Product and Solutions

2.8.4 Capgemini Business Process Outsourcing (BPO) Revenue, Gross Margin and Market Share (2019-2024)

2.8.5 Capgemini Recent Developments and Future Plans

2.9 Wipro

2.9.1 Wipro Details

2.9.2 Wipro Major Business

2.9.3 Wipro Business Process Outsourcing (BPO) Product and Solutions

2.9.4 Wipro Business Process Outsourcing (BPO) Revenue, Gross Margin and Market Share (2019-2024)

2.9.5 Wipro Recent Developments and Future Plans

2.10 EXL

2.10.1 EXL Details

2.10.2 EXL Major Business

2.10.3 EXL Business Process Outsourcing (BPO) Product and Solutions

2.10.4 EXL Business Process Outsourcing (BPO) Revenue, Gross Margin and Market Share (2019-2024)

2.10.5 EXL Recent Developments and Future Plans

2.11 NTT DATA(Dell)

- 2.11.1 NTT DATA(Dell) Details
- 2.11.2 NTT DATA(Dell) Major Business
- 2.11.3 NTT DATA(Dell) Business Process Outsourcing (BPO) Product and Solutions
- 2.11.4 NTT DATA(Dell) Business Process Outsourcing (BPO) Revenue, Gross Margin and Market Share (2019-2024)
- 2.11.5 NTT DATA(Dell) Recent Developments and Future Plans
- 2.12 WNS Global
 - 2.12.1 WNS Global Details
 - 2.12.2 WNS Global Major Business
 - 2.12.3 WNS Global Business Process Outsourcing (BPO) Product and Solutions
 - 2.12.4 WNS Global Business Process Outsourcing (BPO) Revenue, Gross Margin and Market Share (2019-2024)
 - 2.12.5 WNS Global Recent Developments and Future Plans
- 2.13 Concentrix
 - 2.13.1 Concentrix Details
 - 2.13.2 Concentrix Major Business
 - 2.13.3 Concentrix Business Process Outsourcing (BPO) Product and Solutions
 - 2.13.4 Concentrix Business Process Outsourcing (BPO) Revenue, Gross Margin and Market Share (2019-2024)
 - 2.13.5 Concentrix Recent Developments and Future Plans
- 2.14 Infosys
 - 2.14.1 Infosys Details
 - 2.14.2 Infosys Major Business
 - 2.14.3 Infosys Business Process Outsourcing (BPO) Product and Solutions
 - 2.14.4 Infosys Business Process Outsourcing (BPO) Revenue, Gross Margin and Market Share (2019-2024)
 - 2.14.5 Infosys Recent Developments and Future Plans
- 2.15 Mu Sigma
 - 2.15.1 Mu Sigma Details
 - 2.15.2 Mu Sigma Major Business
 - 2.15.3 Mu Sigma Business Process Outsourcing (BPO) Product and Solutions
 - 2.15.4 Mu Sigma Business Process Outsourcing (BPO) Revenue, Gross Margin and Market Share (2019-2024)
 - 2.15.5 Mu Sigma Recent Developments and Future Plans
- 2.16 Aegis
 - 2.16.1 Aegis Details
 - 2.16.2 Aegis Major Business
 - 2.16.3 Aegis Business Process Outsourcing (BPO) Product and Solutions
 - 2.16.4 Aegis Business Process Outsourcing (BPO) Revenue, Gross Margin and

Market Share (2019-2024)

2.16.5 Aegis Recent Developments and Future Plans

3 MARKET COMPETITION, BY PLAYERS

3.1 Global Business Process Outsourcing (BPO) Revenue and Share by Players (2019-2024)

3.2 Market Share Analysis (2023)

3.2.1 Market Share of Business Process Outsourcing (BPO) by Company Revenue

3.2.2 Top 3 Business Process Outsourcing (BPO) Players Market Share in 2023

3.2.3 Top 6 Business Process Outsourcing (BPO) Players Market Share in 2023

3.3 Business Process Outsourcing (BPO) Market: Overall Company Footprint Analysis

3.3.1 Business Process Outsourcing (BPO) Market: Region Footprint

3.3.2 Business Process Outsourcing (BPO) Market: Company Product Type Footprint

3.3.3 Business Process Outsourcing (BPO) Market: Company Product Application Footprint

3.4 New Market Entrants and Barriers to Market Entry

3.5 Mergers, Acquisition, Agreements, and Collaborations

4 MARKET SIZE SEGMENT BY TYPE

4.1 Global Business Process Outsourcing (BPO) Consumption Value and Market Share by Type (2019-2024)

4.2 Global Business Process Outsourcing (BPO) Market Forecast by Type (2025-2030)

5 MARKET SIZE SEGMENT BY APPLICATION

5.1 Global Business Process Outsourcing (BPO) Consumption Value Market Share by Application (2019-2024)

5.2 Global Business Process Outsourcing (BPO) Market Forecast by Application (2025-2030)

6 NORTH AMERICA

6.1 North America Business Process Outsourcing (BPO) Consumption Value by Type (2019-2030)

6.2 North America Business Process Outsourcing (BPO) Consumption Value by Application (2019-2030)

6.3 North America Business Process Outsourcing (BPO) Market Size by Country

6.3.1 North America Business Process Outsourcing (BPO) Consumption Value by Country (2019-2030)

6.3.2 United States Business Process Outsourcing (BPO) Market Size and Forecast (2019-2030)

6.3.3 Canada Business Process Outsourcing (BPO) Market Size and Forecast (2019-2030)

6.3.4 Mexico Business Process Outsourcing (BPO) Market Size and Forecast (2019-2030)

7 EUROPE

7.1 Europe Business Process Outsourcing (BPO) Consumption Value by Type (2019-2030)

7.2 Europe Business Process Outsourcing (BPO) Consumption Value by Application (2019-2030)

7.3 Europe Business Process Outsourcing (BPO) Market Size by Country

7.3.1 Europe Business Process Outsourcing (BPO) Consumption Value by Country (2019-2030)

7.3.2 Germany Business Process Outsourcing (BPO) Market Size and Forecast (2019-2030)

7.3.3 France Business Process Outsourcing (BPO) Market Size and Forecast (2019-2030)

7.3.4 United Kingdom Business Process Outsourcing (BPO) Market Size and Forecast (2019-2030)

7.3.5 Russia Business Process Outsourcing (BPO) Market Size and Forecast (2019-2030)

7.3.6 Italy Business Process Outsourcing (BPO) Market Size and Forecast (2019-2030)

8 ASIA-PACIFIC

8.1 Asia-Pacific Business Process Outsourcing (BPO) Consumption Value by Type (2019-2030)

8.2 Asia-Pacific Business Process Outsourcing (BPO) Consumption Value by Application (2019-2030)

8.3 Asia-Pacific Business Process Outsourcing (BPO) Market Size by Region

8.3.1 Asia-Pacific Business Process Outsourcing (BPO) Consumption Value by Region (2019-2030)

8.3.2 China Business Process Outsourcing (BPO) Market Size and Forecast

(2019-2030)

8.3.3 Japan Business Process Outsourcing (BPO) Market Size and Forecast

(2019-2030)

8.3.4 South Korea Business Process Outsourcing (BPO) Market Size and Forecast

(2019-2030)

8.3.5 India Business Process Outsourcing (BPO) Market Size and Forecast

(2019-2030)

8.3.6 Southeast Asia Business Process Outsourcing (BPO) Market Size and Forecast

(2019-2030)

8.3.7 Australia Business Process Outsourcing (BPO) Market Size and Forecast

(2019-2030)

9 SOUTH AMERICA

9.1 South America Business Process Outsourcing (BPO) Consumption Value by Type
(2019-2030)

9.2 South America Business Process Outsourcing (BPO) Consumption Value by
Application (2019-2030)

9.3 South America Business Process Outsourcing (BPO) Market Size by Country

9.3.1 South America Business Process Outsourcing (BPO) Consumption Value by
Country (2019-2030)

9.3.2 Brazil Business Process Outsourcing (BPO) Market Size and Forecast
(2019-2030)

9.3.3 Argentina Business Process Outsourcing (BPO) Market Size and Forecast
(2019-2030)

10 MIDDLE EAST & AFRICA

10.1 Middle East & Africa Business Process Outsourcing (BPO) Consumption Value by
Type (2019-2030)

10.2 Middle East & Africa Business Process Outsourcing (BPO) Consumption Value by
Application (2019-2030)

10.3 Middle East & Africa Business Process Outsourcing (BPO) Market Size by Country

10.3.1 Middle East & Africa Business Process Outsourcing (BPO) Consumption Value
by Country (2019-2030)

10.3.2 Turkey Business Process Outsourcing (BPO) Market Size and Forecast
(2019-2030)

10.3.3 Saudi Arabia Business Process Outsourcing (BPO) Market Size and Forecast
(2019-2030)

10.3.4 UAE Business Process Outsourcing (BPO) Market Size and Forecast (2019-2030)

11 MARKET DYNAMICS

- 11.1 Business Process Outsourcing (BPO) Market Drivers
- 11.2 Business Process Outsourcing (BPO) Market Restraints
- 11.3 Business Process Outsourcing (BPO) Trends Analysis
- 11.4 Porters Five Forces Analysis
 - 11.4.1 Threat of New Entrants
 - 11.4.2 Bargaining Power of Suppliers
 - 11.4.3 Bargaining Power of Buyers
 - 11.4.4 Threat of Substitutes
 - 11.4.5 Competitive Rivalry

12 INDUSTRY CHAIN ANALYSIS

- 12.1 Business Process Outsourcing (BPO) Industry Chain
- 12.2 Business Process Outsourcing (BPO) Upstream Analysis
- 12.3 Business Process Outsourcing (BPO) Midstream Analysis
- 12.4 Business Process Outsourcing (BPO) Downstream Analysis

13 RESEARCH FINDINGS AND CONCLUSION

14 APPENDIX

- 14.1 Methodology
- 14.2 Research Process and Data Source
- 14.3 Disclaimer

List Of Tables

LIST OF TABLES

List Of Figures

LIST OF FIGURES

I would like to order

Product name: Global Business Process Outsourcing (BPO) Market 2024 by Company, Regions, Type and Application, Forecast to 2030

Product link: <https://marketpublishers.com/r/GA3E23B053F7EN.html>

Price: US\$ 3,480.00 (Single User License / Electronic Delivery)

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

info@marketpublishers.com

Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/GA3E23B053F7EN.html>