

# Global Customer Care BPO Market 2024 by Company, Regions, Type and Application, Forecast to 2030

<https://marketpublishers.com/r/G0E3D845380EN.html>

Date: January 2024

Pages: 128

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

ID: G0E3D845380EN

## Abstracts

According to our (Global Info Research) latest study, the global Customer Care BPO market size was valued at USD 58760 million in 2023 and is forecast to a readjusted size of USD 86860 million by 2030 with a CAGR of 5.7% during review period.

Customer Care BPO is a subset of outsourcing that involves the contracting of the operations and responsibilities of Customer Care business process to a third-party service provider.

The Customer Care BPO market covers Onshore Outsourcing, Offshore Outsourcing, etc. The typical players include Teleperformance SA, Convergys, Arvato, Sykes Enterprises, Atento, TeleTech Holdings, Serco, Acticall (Sitel), etc.

Global customer care BPO main players include Teleperformance SA, Convergys, Arvato, Sykes Enterprises, Atento, etc., totally accounting for about 20% of the market. Europe is the largest market, with a share over 30%. As for the types of products, it can be divided into onshore outsourcing and offshore outsourcing. The most common product is onshore outsourcing, with a share over 63%. In terms of applications, it is widely used in telecom and IT, BFSI, Healthcare and Life Sciences, Government and Public, Retail and Consumer Goods and Others. Telecom and IT is the largest application, holding a share over 40%.

The Global Info Research report includes an overview of the development of the Customer Care BPO industry chain, the market status of Telecom and IT (Onshore Outsourcing, Offshore Outsourcing), BFSI Outsourcing (Onshore Outsourcing, Offshore Outsourcing), and key enterprises in developed and developing market, and analysed the cutting-edge technology, patent, hot applications and market trends of Customer

## Care BPO.

Regionally, the report analyzes the Customer Care 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 Customer Care BPO market, with robust domestic demand, supportive policies, and a strong manufacturing base.

### Key Features:

The report presents comprehensive understanding of the Customer Care 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 Customer Care 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., Onshore Outsourcing, Offshore Outsourcing).

**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 Customer Care BPO market.

**Regional Analysis:** The report involves examining the Customer Care 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 Customer Care 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 Customer Care BPO:

**Company Analysis:** Report covers individual Customer Care 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 Customer Care BPO. This may involve surveys, interviews, and analysis of consumer reviews and feedback from different by Application (Telecom and IT, BFSI Outsourcing).

**Technology Analysis:** Report covers specific technologies relevant to Customer Care BPO. It assesses the current state, advancements, and potential future developments in Customer Care BPO areas.

**Competitive Landscape:** By analyzing individual companies, suppliers, and consumers, the report presents insights into the competitive landscape of the Customer Care 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

Customer Care 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

Onshore Outsourcing

Offshore Outsourcing

### Market segment by Application

Telecom and IT

BFSI Outsourcing

Healthcare and Life Sciences

Government and Public

Retail and Consumer Goods

Others

Market segment by players, this report covers

Teleperformance SA

Convergys

Arvato

Sykes Enterprises

Atento

TeleTech Holdings

Serco

Acticall (Sitel)

Alorica

Webhelp

Amdocs

Transcom

Comdata

West Corporation

Infosys BPM

StarTek Inc

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 Customer Care BPO product scope, market overview, market estimation caveats and base year.

Chapter 2, to profile the top players of Customer Care BPO, with revenue, gross margin and global market share of Customer Care BPO from 2019 to 2024.

Chapter 3, the Customer Care 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 Customer Care 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 Customer Care BPO.

Chapter 13, to describe Customer Care BPO research findings and conclusion.

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