

2020-2025 Global Business Process Outsourcing Market Report - Production and Consumption Professional Analysis (Impact of COVID-19)

<https://marketpublishers.com/r/2839F9949043EN.html>

Date: May 2021

Pages: 128

Price: US\$ 3,360.00 (Single User License)

ID: 2839F9949043EN

Abstracts

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. 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.

This report elaborates the market size, market characteristics, and market growth of the Business Process Outsourcing industry, and breaks down according to the type, application, and consumption area of Business Process Outsourcing. The report also conducted a PESTEL analysis of the industry to study the main influencing factors and entry barriers of the industry.

In Chapter 3.4 of the report, the impact of the COVID-19 outbreak on the industry was fully assessed. Fully risk assessment and industry recommendations were made for Business Process Outsourcing in a special period. This chapter also compares the markets of Pre COVID-19 and Post COVID-19.

In addition, chapters 8-12 consider the impact of COVID-19 on the regional economy.

Key players in the global Business Process Outsourcing market covered in Chapter 13:

Accenture PLC
Tata Consultancy Services Limited
Capgemini
Wipro Limited
Xerox Corporation
Aon Hewitt
Infosys BPO Ltd.
ADP, LLC.
Syntel, Inc.
IBM Corporation

In Chapter 6, on the basis of types, the Business Process Outsourcing market from 2015 to 2025 is primarily split into:

Finance & Accounting
Customer Services
Human Resource
KPO
Procurement
Others

In Chapter 7, on the basis of applications, the Business Process Outsourcing market from 2015 to 2025 covers:

BFSI
Healthcare
Manufacturing
IT & Telecommunication
Retail
Media & Entertainment
Others

Geographically, the detailed analysis of production, trade of the following countries is covered in Chapter 4.2, 5:

United States

Europe
China
Japan
India

Geographically, the detailed analysis of consumption, revenue, market share and growth rate of the following regions are covered in Chapter 8, 9, 10, 11, 12:

North America (Covered in Chapter 8)

United States

Canada

Mexico

Europe (Covered in Chapter 9)

Germany

UK

France

Italy

Spain

Others

Asia-Pacific (Covered in Chapter 10)

China

Japan

India

South Korea

Southeast Asia

Others

Middle East and Africa (Covered in Chapter 11)

Saudi Arabia

UAE

South Africa

Others

South America (Covered in Chapter 12)

Brazil

Others

Years considered for this report:

Historical Years: 2015-2019

Base Year: 2019

Estimated Year: 2020

Forecast Period: 2020-2025

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