

Global BPO and ITO Services Industry Research Report, Competitive Landscape, Market Size, Regional Status and Prospect

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Abstracts

The report combines extensive quantitative analysis and exhaustive qualitative analysis, ranges from a macro overview of the total market size, industry chain, and market dynamics to micro details of segment markets by type, application and region, and, as a result, provides a holistic view of, as well as a deep insight into the BPO and ITO Services market covering all its essential aspects.

For the competitive landscape, the report also introduces players in the industry from the perspective of the market share, concentration ratio, etc., and describes the leading companies in detail, with which the readers can get a better idea of their competitors and acquire an in-depth understanding of the competitive situation. Further, mergers & acquisitions, emerging market trends, the impact of COVID-19, and regional conflicts will all be considered.

In a nutshell, this report is a must-read for industry players, investors, researchers, consultants, business strategists, and all those who have any kind of stake or are planning to foray into the market in any manner.

Key players in the global BPO and ITO Services market are covered in Chapter 9:

Wipro Technologies

Unity Communications

EXL Service

Invensis

Helpware

Trinitar

Capgemini

Accenture

Octopus Tech

Plaxonic Technologies

Intetics

SunTec India

HCL Technologies

Cognizant

ACS-Affiliated Computer Services

Sciencesoft

ISS

ADP

Infosys Technologies

Genpact

Colliers International

Concentrix

CSC-Computer Sciences Corporation

TCS

IBM

Sodexo

In Chapter 5 and Chapter 7.3, based on types, the BPO and ITO Services market from 2017 to 2027 is primarily split into:

Business Process Outsourcing

Infrastructure & Operations Services

In Chapter 6 and Chapter 7.4, based on applications, the BPO and ITO Services market from 2017 to 2027 covers:

Banking, Financial Services, and Insurance (BFSI)

Healthcare

Manufacturing

IT & Telecommunication

Retail

Others

Geographically, the detailed analysis of consumption, revenue, market share and growth rate, historical data and forecast (2017-2027) of the following regions are covered in Chapter 4 and Chapter 7:

United States

Europe

China

Japan

India

Southeast Asia

Latin America

Middle East and Africa

Client Focus

1. Does this report consider the impact of COVID-19 and the Russia-Ukraine war on the BPO and ITO Services market?

Yes. As the COVID-19 and the Russia-Ukraine war are profoundly affecting the global supply chain relationship and raw material price system, we have definitely taken them into consideration throughout the research, and in Chapters 1.7, 2.7, 4.X.1, 7.5, 8.7, we elaborate at full length on the impact of the pandemic and the war on the BPO and ITO Services Industry.

2. How do you determine the list of the key players included in the report?

With the aim of clearly revealing the competitive situation of the industry, we concretely analyze not only the leading enterprises that have a voice on a global scale, but also the regional small and medium-sized companies that play key roles and have plenty of potential growth.

Please find the key player list in Summary.

3. What are your main data sources?

Both Primary and Secondary data sources are being used while compiling the report.

Primary sources include extensive interviews of key opinion leaders and industry experts (such as experienced front-line staff, directors, CEOs, and marketing executives), downstream distributors, as well as end-users.

Secondary sources include the research of the annual and financial reports of the top

companies, public files, new journals, etc. We also cooperate with some third-party databases.

Please find a more complete list of data sources in Chapters 11.2.1 & 11.2.2.

4. Can I modify the scope of the report and customize it to suit my requirements?

Yes. Customized requirements of multi-dimensional, deep-level and high-quality can help our customers precisely grasp market opportunities, effortlessly confront market challenges, properly formulate market strategies and act promptly, thus to win them sufficient time and space for market competition.

Outline

Chapter 1 mainly defines the market scope and introduces the macro overview of the industry, with an executive summary of different market segments ((by type, application, region, etc.), including the definition, market size, and trend of each market segment.

Chapter 2 provides a qualitative analysis of the current status and future trends of the market. Industry Entry Barriers, market drivers, market challenges, emerging markets, consumer preference analysis, together with the impact of the COVID-19 outbreak will all be thoroughly explained.

Chapter 3 analyzes the current competitive situation of the market by providing data regarding the players, including their sales volume and revenue with corresponding market shares, price and gross margin. In addition, information about market concentration ratio, mergers, acquisitions, and expansion plans will also be covered.

Chapter 4 focuses on the regional market, presenting detailed data (i.e., sales volume, revenue, price, gross margin) of the most representative regions and countries in the world.

Chapter 5 provides the analysis of various market segments according to product types, covering sales volume, revenue along with market share and growth rate, plus the price analysis of each type.

Chapter 6 shows the breakdown data of different applications, including the consumption and revenue with market share and growth rate, with the aim of helping the readers to take a close-up look at the downstream market.

Chapter 7 provides a combination of quantitative and qualitative analyses of the market size and development trends in the next five years. The forecast information of the whole, as well as the breakdown market, offers the readers a chance to look into the future of the industry.

Chapter 8 is the analysis of the whole market industrial chain, covering key raw materials suppliers and price analysis, manufacturing cost structure analysis, alternative product analysis, also providing information on major distributors, downstream buyers, and the impact of COVID-19 pandemic.

Chapter 9 shares a list of the key players in the market, together with their basic information, product profiles, market performance (i.e., sales volume, price, revenue, gross margin), recent development, SWOT analysis, etc.

Chapter 10 is the conclusion of the report which helps the readers to sum up the main findings and points.

Chapter 11 introduces the market research methods and data sources.

Years considered for this report:

Historical Years: 2017-2021

Base Year: 2021

Estimated Year: 2022

Forecast Period: 2022-2027

Contents

1 BPO AND ITO SERVICES MARKET OVERVIEW

- 1.1 Product Overview and Scope of BPO and ITO Services Market
- 1.2 BPO and ITO Services Market Segment by Type
 - 1.2.1 Global BPO and ITO Services Market Sales Volume and CAGR (%) Comparison by Type (2017-2027)
- 1.3 Global BPO and ITO Services Market Segment by Application
 - 1.3.1 BPO and ITO Services Market Consumption (Sales Volume) Comparison by Application (2017-2027)
- 1.4 Global BPO and ITO Services Market, Region Wise (2017-2027)
 - 1.4.1 Global BPO and ITO Services Market Size (Revenue) and CAGR (%) Comparison by Region (2017-2027)
 - 1.4.2 United States BPO and ITO Services Market Status and Prospect (2017-2027)
 - 1.4.3 Europe BPO and ITO Services Market Status and Prospect (2017-2027)
 - 1.4.4 China BPO and ITO Services Market Status and Prospect (2017-2027)
 - 1.4.5 Japan BPO and ITO Services Market Status and Prospect (2017-2027)
 - 1.4.6 India BPO and ITO Services Market Status and Prospect (2017-2027)
 - 1.4.7 Southeast Asia BPO and ITO Services Market Status and Prospect (2017-2027)
 - 1.4.8 Latin America BPO and ITO Services Market Status and Prospect (2017-2027)
 - 1.4.9 Middle East and Africa BPO and ITO Services Market Status and Prospect (2017-2027)
- 1.5 Global Market Size of BPO and ITO Services (2017-2027)
 - 1.5.1 Global BPO and ITO Services Market Revenue Status and Outlook (2017-2027)
 - 1.5.2 Global BPO and ITO Services Market Sales Volume Status and Outlook (2017-2027)
- 1.6 Global Macroeconomic Analysis
- 1.7 The impact of the Russia-Ukraine war on the BPO and ITO Services Market

2 INDUSTRY OUTLOOK

- 2.1 BPO and ITO Services Industry Technology Status and Trends
- 2.2 Industry Entry Barriers
 - 2.2.1 Analysis of Financial Barriers
 - 2.2.2 Analysis of Technical Barriers
 - 2.2.3 Analysis of Talent Barriers
 - 2.2.4 Analysis of Brand Barrier
- 2.3 BPO and ITO Services Market Drivers Analysis

- 2.4 BPO and ITO Services Market Challenges Analysis
- 2.5 Emerging Market Trends
- 2.6 Consumer Preference Analysis
- 2.7 BPO and ITO Services Industry Development Trends under COVID-19 Outbreak
 - 2.7.1 Global COVID-19 Status Overview
 - 2.7.2 Influence of COVID-19 Outbreak on BPO and ITO Services Industry Development

3 GLOBAL BPO AND ITO SERVICES MARKET LANDSCAPE BY PLAYER

- 3.1 Global BPO and ITO Services Sales Volume and Share by Player (2017-2022)
- 3.2 Global BPO and ITO Services Revenue and Market Share by Player (2017-2022)
- 3.3 Global BPO and ITO Services Average Price by Player (2017-2022)
- 3.4 Global BPO and ITO Services Gross Margin by Player (2017-2022)
- 3.5 BPO and ITO Services Market Competitive Situation and Trends
 - 3.5.1 BPO and ITO Services Market Concentration Rate
 - 3.5.2 BPO and ITO Services Market Share of Top 3 and Top 6 Players
 - 3.5.3 Mergers & Acquisitions, Expansion

4 GLOBAL BPO AND ITO SERVICES SALES VOLUME AND REVENUE REGION WISE (2017-2022)

- 4.1 Global BPO and ITO Services Sales Volume and Market Share, Region Wise (2017-2022)
- 4.2 Global BPO and ITO Services Revenue and Market Share, Region Wise (2017-2022)
- 4.3 Global BPO and ITO Services Sales Volume, Revenue, Price and Gross Margin (2017-2022)
- 4.4 United States BPO and ITO Services Sales Volume, Revenue, Price and Gross Margin (2017-2022)
 - 4.4.1 United States BPO and ITO Services Market Under COVID-19
- 4.5 Europe BPO and ITO Services Sales Volume, Revenue, Price and Gross Margin (2017-2022)
 - 4.5.1 Europe BPO and ITO Services Market Under COVID-19
- 4.6 China BPO and ITO Services Sales Volume, Revenue, Price and Gross Margin (2017-2022)
 - 4.6.1 China BPO and ITO Services Market Under COVID-19
- 4.7 Japan BPO and ITO Services Sales Volume, Revenue, Price and Gross Margin (2017-2022)

- 4.7.1 Japan BPO and ITO Services Market Under COVID-19
- 4.8 India BPO and ITO Services Sales Volume, Revenue, Price and Gross Margin (2017-2022)
 - 4.8.1 India BPO and ITO Services Market Under COVID-19
- 4.9 Southeast Asia BPO and ITO Services Sales Volume, Revenue, Price and Gross Margin (2017-2022)
 - 4.9.1 Southeast Asia BPO and ITO Services Market Under COVID-19
- 4.10 Latin America BPO and ITO Services Sales Volume, Revenue, Price and Gross Margin (2017-2022)
 - 4.10.1 Latin America BPO and ITO Services Market Under COVID-19
- 4.11 Middle East and Africa BPO and ITO Services Sales Volume, Revenue, Price and Gross Margin (2017-2022)
 - 4.11.1 Middle East and Africa BPO and ITO Services Market Under COVID-19

5 GLOBAL BPO AND ITO SERVICES SALES VOLUME, REVENUE, PRICE TREND BY TYPE

- 5.1 Global BPO and ITO Services Sales Volume and Market Share by Type (2017-2022)
- 5.2 Global BPO and ITO Services Revenue and Market Share by Type (2017-2022)
- 5.3 Global BPO and ITO Services Price by Type (2017-2022)
- 5.4 Global BPO and ITO Services Sales Volume, Revenue and Growth Rate by Type (2017-2022)
 - 5.4.1 Global BPO and ITO Services Sales Volume, Revenue and Growth Rate of Business Process Outsourcing (2017-2022)
 - 5.4.2 Global BPO and ITO Services Sales Volume, Revenue and Growth Rate of Infrastructure & Operations Services (2017-2022)

6 GLOBAL BPO AND ITO SERVICES MARKET ANALYSIS BY APPLICATION

- 6.1 Global BPO and ITO Services Consumption and Market Share by Application (2017-2022)
- 6.2 Global BPO and ITO Services Consumption Revenue and Market Share by Application (2017-2022)
- 6.3 Global BPO and ITO Services Consumption and Growth Rate by Application (2017-2022)
 - 6.3.1 Global BPO and ITO Services Consumption and Growth Rate of Banking, Financial Services, and Insurance (BFSI) (2017-2022)
 - 6.3.2 Global BPO and ITO Services Consumption and Growth Rate of Healthcare

(2017-2022)

6.3.3 Global BPO and ITO Services Consumption and Growth Rate of Manufacturing (2017-2022)

6.3.4 Global BPO and ITO Services Consumption and Growth Rate of IT & Telecommunication (2017-2022)

6.3.5 Global BPO and ITO Services Consumption and Growth Rate of Retail (2017-2022)

6.3.6 Global BPO and ITO Services Consumption and Growth Rate of Others (2017-2022)

7 GLOBAL BPO AND ITO SERVICES MARKET FORECAST (2022-2027)

7.1 Global BPO and ITO Services Sales Volume, Revenue Forecast (2022-2027)

7.1.1 Global BPO and ITO Services Sales Volume and Growth Rate Forecast (2022-2027)

7.1.2 Global BPO and ITO Services Revenue and Growth Rate Forecast (2022-2027)

7.1.3 Global BPO and ITO Services Price and Trend Forecast (2022-2027)

7.2 Global BPO and ITO Services Sales Volume and Revenue Forecast, Region Wise (2022-2027)

7.2.1 United States BPO and ITO Services Sales Volume and Revenue Forecast (2022-2027)

7.2.2 Europe BPO and ITO Services Sales Volume and Revenue Forecast (2022-2027)

7.2.3 China BPO and ITO Services Sales Volume and Revenue Forecast (2022-2027)

7.2.4 Japan BPO and ITO Services Sales Volume and Revenue Forecast (2022-2027)

7.2.5 India BPO and ITO Services Sales Volume and Revenue Forecast (2022-2027)

7.2.6 Southeast Asia BPO and ITO Services Sales Volume and Revenue Forecast (2022-2027)

7.2.7 Latin America BPO and ITO Services Sales Volume and Revenue Forecast (2022-2027)

7.2.8 Middle East and Africa BPO and ITO Services Sales Volume and Revenue Forecast (2022-2027)

7.3 Global BPO and ITO Services Sales Volume, Revenue and Price Forecast by Type (2022-2027)

7.3.1 Global BPO and ITO Services Revenue and Growth Rate of Business Process Outsourcing (2022-2027)

7.3.2 Global BPO and ITO Services Revenue and Growth Rate of Infrastructure & Operations Services (2022-2027)

7.4 Global BPO and ITO Services Consumption Forecast by Application (2022-2027)

7.4.1 Global BPO and ITO Services Consumption Value and Growth Rate of Banking, Financial Services, and Insurance (BFSI)(2022-2027)

7.4.2 Global BPO and ITO Services Consumption Value and Growth Rate of Healthcare(2022-2027)

7.4.3 Global BPO and ITO Services Consumption Value and Growth Rate of Manufacturing(2022-2027)

7.4.4 Global BPO and ITO Services Consumption Value and Growth Rate of IT & Telecommunication(2022-2027)

7.4.5 Global BPO and ITO Services Consumption Value and Growth Rate of Retail(2022-2027)

7.4.6 Global BPO and ITO Services Consumption Value and Growth Rate of Others(2022-2027)

7.5 BPO and ITO Services Market Forecast Under COVID-19

8 BPO AND ITO SERVICES MARKET UPSTREAM AND DOWNSTREAM ANALYSIS

8.1 BPO and ITO Services Industrial Chain Analysis

8.2 Key Raw Materials Suppliers and Price Analysis

8.3 Manufacturing Cost Structure Analysis

8.3.1 Labor Cost Analysis

8.3.2 Energy Costs Analysis

8.3.3 R&D Costs Analysis

8.4 Alternative Product Analysis

8.5 Major Distributors of BPO and ITO Services Analysis

8.6 Major Downstream Buyers of BPO and ITO Services Analysis

8.7 Impact of COVID-19 and the Russia-Ukraine war on the Upstream and Downstream in the BPO and ITO Services Industry

9 PLAYERS PROFILES

9.1 Wipro Technologies

9.1.1 Wipro Technologies Basic Information, Manufacturing Base, Sales Region and Competitors

9.1.2 BPO and ITO Services Product Profiles, Application and Specification

9.1.3 Wipro Technologies Market Performance (2017-2022)

9.1.4 Recent Development

9.1.5 SWOT Analysis

9.2 Unity Communications

9.2.1 Unity Communications Basic Information, Manufacturing Base, Sales Region and

Competitors

9.2.2 BPO and ITO Services Product Profiles, Application and Specification

9.2.3 Unity Communications Market Performance (2017-2022)

9.2.4 Recent Development

9.2.5 SWOT Analysis

9.3 EXL Service

9.3.1 EXL Service Basic Information, Manufacturing Base, Sales Region and

Competitors

9.3.2 BPO and ITO Services Product Profiles, Application and Specification

9.3.3 EXL Service Market Performance (2017-2022)

9.3.4 Recent Development

9.3.5 SWOT Analysis

9.4 Invensis

9.4.1 Invensis Basic Information, Manufacturing Base, Sales Region and Competitors

9.4.2 BPO and ITO Services Product Profiles, Application and Specification

9.4.3 Invensis Market Performance (2017-2022)

9.4.4 Recent Development

9.4.5 SWOT Analysis

9.5 Helpware

9.5.1 Helpware Basic Information, Manufacturing Base, Sales Region and Competitors

9.5.2 BPO and ITO Services Product Profiles, Application and Specification

9.5.3 Helpware Market Performance (2017-2022)

9.5.4 Recent Development

9.5.5 SWOT Analysis

9.6 Trinitar

9.6.1 Trinitar Basic Information, Manufacturing Base, Sales Region and Competitors

9.6.2 BPO and ITO Services Product Profiles, Application and Specification

9.6.3 Trinitar Market Performance (2017-2022)

9.6.4 Recent Development

9.6.5 SWOT Analysis

9.7 Capgemini

9.7.1 Capgemini Basic Information, Manufacturing Base, Sales Region and

Competitors

9.7.2 BPO and ITO Services Product Profiles, Application and Specification

9.7.3 Capgemini Market Performance (2017-2022)

9.7.4 Recent Development

9.7.5 SWOT Analysis

9.8 Accenture

9.8.1 Accenture Basic Information, Manufacturing Base, Sales Region and

Competitors

9.8.2 BPO and ITO Services Product Profiles, Application and Specification

9.8.3 Accenture Market Performance (2017-2022)

9.8.4 Recent Development

9.8.5 SWOT Analysis

9.9 Octopus Tech

9.9.1 Octopus Tech Basic Information, Manufacturing Base, Sales Region and

Competitors

9.9.2 BPO and ITO Services Product Profiles, Application and Specification

9.9.3 Octopus Tech Market Performance (2017-2022)

9.9.4 Recent Development

9.9.5 SWOT Analysis

9.10 Plaxonic Technologies

9.10.1 Plaxonic Technologies Basic Information, Manufacturing Base, Sales Region and Competitors

9.10.2 BPO and ITO Services Product Profiles, Application and Specification

9.10.3 Plaxonic Technologies Market Performance (2017-2022)

9.10.4 Recent Development

9.10.5 SWOT Analysis

9.11 Intetics

9.11.1 Intetics Basic Information, Manufacturing Base, Sales Region and Competitors

9.11.2 BPO and ITO Services Product Profiles, Application and Specification

9.11.3 Intetics Market Performance (2017-2022)

9.11.4 Recent Development

9.11.5 SWOT Analysis

9.12 SunTec India

9.12.1 SunTec India Basic Information, Manufacturing Base, Sales Region and Competitors

9.12.2 BPO and ITO Services Product Profiles, Application and Specification

9.12.3 SunTec India Market Performance (2017-2022)

9.12.4 Recent Development

9.12.5 SWOT Analysis

9.13 HCL Technologies

9.13.1 HCL Technologies Basic Information, Manufacturing Base, Sales Region and Competitors

9.13.2 BPO and ITO Services Product Profiles, Application and Specification

9.13.3 HCL Technologies Market Performance (2017-2022)

9.13.4 Recent Development

9.13.5 SWOT Analysis

9.14 Cognizant

9.14.1 Cognizant Basic Information, Manufacturing Base, Sales Region and Competitors

9.14.2 BPO and ITO Services Product Profiles, Application and Specification

9.14.3 Cognizant Market Performance (2017-2022)

9.14.4 Recent Development

9.14.5 SWOT Analysis

9.15 ACS-Affiliated Computer Services

9.15.1 ACS-Affiliated Computer Services Basic Information, Manufacturing Base, Sales Region and Competitors

9.15.2 BPO and ITO Services Product Profiles, Application and Specification

9.15.3 ACS-Affiliated Computer Services Market Performance (2017-2022)

9.15.4 Recent Development

9.15.5 SWOT Analysis

9.16 Sciencesoft

9.16.1 Sciencesoft Basic Information, Manufacturing Base, Sales Region and Competitors

9.16.2 BPO and ITO Services Product Profiles, Application and Specification

9.16.3 Sciencesoft Market Performance (2017-2022)

9.16.4 Recent Development

9.16.5 SWOT Analysis

9.17 ISS

9.17.1 ISS Basic Information, Manufacturing Base, Sales Region and Competitors

9.17.2 BPO and ITO Services Product Profiles, Application and Specification

9.17.3 ISS Market Performance (2017-2022)

9.17.4 Recent Development

9.17.5 SWOT Analysis

9.18 ADP

9.18.1 ADP Basic Information, Manufacturing Base, Sales Region and Competitors

9.18.2 BPO and ITO Services Product Profiles, Application and Specification

9.18.3 ADP Market Performance (2017-2022)

9.18.4 Recent Development

9.18.5 SWOT Analysis

9.19 Infosys Technologies

9.19.1 Infosys Technologies Basic Information, Manufacturing Base, Sales Region and Competitors

9.19.2 BPO and ITO Services Product Profiles, Application and Specification

9.19.3 Infosys Technologies Market Performance (2017-2022)

9.19.4 Recent Development

9.19.5 SWOT Analysis

9.20 Genpact

9.20.1 Genpact Basic Information, Manufacturing Base, Sales Region and Competitors

9.20.2 BPO and ITO Services Product Profiles, Application and Specification

9.20.3 Genpact Market Performance (2017-2022)

9.20.4 Recent Development

9.20.5 SWOT Analysis

9.21 Colliers International

9.21.1 Colliers International Basic Information, Manufacturing Base, Sales Region and Competitors

9.21.2 BPO and ITO Services Product Profiles, Application and Specification

9.21.3 Colliers International Market Performance (2017-2022)

9.21.4 Recent Development

9.21.5 SWOT Analysis

9.22 Concentrix

9.22.1 Concentrix Basic Information, Manufacturing Base, Sales Region and Competitors

9.22.2 BPO and ITO Services Product Profiles, Application and Specification

9.22.3 Concentrix Market Performance (2017-2022)

9.22.4 Recent Development

9.22.5 SWOT Analysis

9.23 CSC-Computer Sciences Corporation

9.23.1 CSC-Computer Sciences Corporation Basic Information, Manufacturing Base, Sales Region and Competitors

9.23.2 BPO and ITO Services Product Profiles, Application and Specification

9.23.3 CSC-Computer Sciences Corporation Market Performance (2017-2022)

9.23.4 Recent Development

9.23.5 SWOT Analysis

9.24 TCS

9.24.1 TCS Basic Information, Manufacturing Base, Sales Region and Competitors

9.24.2 BPO and ITO Services Product Profiles, Application and Specification

9.24.3 TCS Market Performance (2017-2022)

9.24.4 Recent Development

9.24.5 SWOT Analysis

9.25 IBM

9.25.1 IBM Basic Information, Manufacturing Base, Sales Region and Competitors

9.25.2 BPO and ITO Services Product Profiles, Application and Specification

9.25.3 IBM Market Performance (2017-2022)

9.25.4 Recent Development

9.25.5 SWOT Analysis

9.26 Sodexo

9.26.1 Sodexo Basic Information, Manufacturing Base, Sales Region and Competitors

9.26.2 BPO and ITO Services Product Profiles, Application and Specification

9.26.3 Sodexo Market Performance (2017-2022)

9.26.4 Recent Development

9.26.5 SWOT Analysis

10 RESEARCH FINDINGS AND CONCLUSION

11 APPENDIX

11.1 Methodology

11.2 Research Data Source

List Of Tables

LIST OF TABLES AND FIGURES

Figure BPO and ITO Services Product Picture

Table Global BPO and ITO Services Market Sales Volume and CAGR (%) Comparison by Type

Table BPO and ITO Services Market Consumption (Sales Volume) Comparison by Application (2017-2027)

Figure Global BPO and ITO Services Market Size (Revenue, Million USD) and CAGR (%) (2017-2027)

Figure United States BPO and ITO Services Market Revenue (Million USD) and Growth Rate (2017-2027)

Figure Europe BPO and ITO Services Market Revenue (Million USD) and Growth Rate (2017-2027)

Figure China BPO and ITO Services Market Revenue (Million USD) and Growth Rate (2017-2027)

Figure Japan BPO and ITO Services Market Revenue (Million USD) and Growth Rate (2017-2027)

Figure India BPO and ITO Services Market Revenue (Million USD) and Growth Rate (2017-2027)

Figure Southeast Asia BPO and ITO Services Market Revenue (Million USD) and Growth Rate (2017-2027)

Figure Latin America BPO and ITO Services Market Revenue (Million USD) and Growth Rate (2017-2027)

Figure Middle East and Africa BPO and ITO Services Market Revenue (Million USD) and Growth Rate (2017-2027)

Figure Global BPO and ITO Services Market Sales Volume Status and Outlook (2017-2027)

Table Global Macroeconomic Analysis

Figure Global COVID-19 Status Overview

Table Influence of COVID-19 Outbreak on BPO and ITO Services Industry Development

Table Global BPO and ITO Services Sales Volume by Player (2017-2022)

Table Global BPO and ITO Services Sales Volume Share by Player (2017-2022)

Figure Global BPO and ITO Services Sales Volume Share by Player in 2021

Table BPO and ITO Services Revenue (Million USD) by Player (2017-2022)

Table BPO and ITO Services Revenue Market Share by Player (2017-2022)

Table BPO and ITO Services Price by Player (2017-2022)

Table BPO and ITO Services Gross Margin by Player (2017-2022)

Table Mergers & Acquisitions, Expansion Plans

Table Global BPO and ITO Services Sales Volume, Region Wise (2017-2022)

Table Global BPO and ITO Services Sales Volume Market Share, Region Wise (2017-2022)

Figure Global BPO and ITO Services Sales Volume Market Share, Region Wise (2017-2022)

Figure Global BPO and ITO Services Sales Volume Market Share, Region Wise in 2021

Table Global BPO and ITO Services Revenue (Million USD), Region Wise (2017-2022)

Table Global BPO and ITO Services Revenue Market Share, Region Wise (2017-2022)

Figure Global BPO and ITO Services Revenue Market Share, Region Wise (2017-2022)

Figure Global BPO and ITO Services Revenue Market Share, Region Wise in 2021

Table Global BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Table United States BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Table Europe BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Table China BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Table Japan BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Table India BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Table Southeast Asia BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Table Latin America BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Table Middle East and Africa BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Table Global BPO and ITO Services Sales Volume by Type (2017-2022)

Table Global BPO and ITO Services Sales Volume Market Share by Type (2017-2022)

Figure Global BPO and ITO Services Sales Volume Market Share by Type in 2021

Table Global BPO and ITO Services Revenue (Million USD) by Type (2017-2022)

Table Global BPO and ITO Services Revenue Market Share by Type (2017-2022)

Figure Global BPO and ITO Services Revenue Market Share by Type in 2021

Table BPO and ITO Services Price by Type (2017-2022)

Figure Global BPO and ITO Services Sales Volume and Growth Rate of Business Process Outsourcing (2017-2022)

Figure Global BPO and ITO Services Revenue (Million USD) and Growth Rate of Business Process Outsourcing (2017-2022)

Figure Global BPO and ITO Services Sales Volume and Growth Rate of Infrastructure & Operations Services (2017-2022)

Figure Global BPO and ITO Services Revenue (Million USD) and Growth Rate of Infrastructure & Operations Services (2017-2022)

Table Global BPO and ITO Services Consumption by Application (2017-2022)

Table Global BPO and ITO Services Consumption Market Share by Application (2017-2022)

Table Global BPO and ITO Services Consumption Revenue (Million USD) by Application (2017-2022)

Table Global BPO and ITO Services Consumption Revenue Market Share by Application (2017-2022)

Table Global BPO and ITO Services Consumption and Growth Rate of Banking, Financial Services, and Insurance (BFSI) (2017-2022)

Table Global BPO and ITO Services Consumption and Growth Rate of Healthcare (2017-2022)

Table Global BPO and ITO Services Consumption and Growth Rate of Manufacturing (2017-2022)

Table Global BPO and ITO Services Consumption and Growth Rate of IT & Telecommunication (2017-2022)

Table Global BPO and ITO Services Consumption and Growth Rate of Retail (2017-2022)

Table Global BPO and ITO Services Consumption and Growth Rate of Others
(2017-2022)

Figure Global BPO and ITO Services Sales Volume and Growth Rate Forecast
(2022-2027)

Figure Global BPO and ITO Services Revenue (Million USD) and Growth Rate Forecast
(2022-2027)

Figure Global BPO and ITO Services Price and Trend Forecast (2022-2027)

Figure USA BPO and ITO Services Market Sales Volume and Growth Rate Forecast
Analysis (2022-2027)

Figure USA BPO and ITO Services Market Revenue (Million USD) and Growth Rate
Forecast Analysis (2022-2027)

Figure Europe BPO and ITO Services Market Sales Volume and Growth Rate Forecast
Analysis (2022-2027)

Figure Europe BPO and ITO Services Market Revenue (Million USD) and Growth Rate
Forecast Analysis (2022-2027)

Figure China BPO and ITO Services Market Sales Volume and Growth Rate Forecast
Analysis (2022-2027)

Figure China BPO and ITO Services Market Revenue (Million USD) and Growth Rate
Forecast Analysis (2022-2027)

Figure Japan BPO and ITO Services Market Sales Volume and Growth Rate Forecast
Analysis (2022-2027)

Figure Japan BPO and ITO Services Market Revenue (Million USD) and Growth Rate
Forecast Analysis (2022-2027)

Figure India BPO and ITO Services Market Sales Volume and Growth Rate Forecast
Analysis (2022-2027)

Figure India BPO and ITO Services Market Revenue (Million USD) and Growth Rate
Forecast Analysis (2022-2027)

Figure Southeast Asia BPO and ITO Services Market Sales Volume and Growth Rate Forecast Analysis (2022-2027)

Figure Southeast Asia BPO and ITO Services Market Revenue (Million USD) and Growth Rate Forecast Analysis (2022-2027)

Figure Latin America BPO and ITO Services Market Sales Volume and Growth Rate Forecast Analysis (2022-2027)

Figure Latin America BPO and ITO Services Market Revenue (Million USD) and Growth Rate Forecast Analysis (2022-2027)

Figure Middle East and Africa BPO and ITO Services Market Sales Volume and Growth Rate Forecast Analysis (2022-2027)

Figure Middle East and Africa BPO and ITO Services Market Revenue (Million USD) and Growth Rate Forecast Analysis (2022-2027)

Table Global BPO and ITO Services Market Sales Volume Forecast, by Type

Table Global BPO and ITO Services Sales Volume Market Share Forecast, by Type

Table Global BPO and ITO Services Market Revenue (Million USD) Forecast, by Type

Table Global BPO and ITO Services Revenue Market Share Forecast, by Type

Table Global BPO and ITO Services Price Forecast, by Type

Figure Global BPO and ITO Services Revenue (Million USD) and Growth Rate of Business Process Outsourcing (2022-2027)

Figure Global BPO and ITO Services Revenue (Million USD) and Growth Rate of Business Process Outsourcing (2022-2027)

Figure Global BPO and ITO Services Revenue (Million USD) and Growth Rate of Infrastructure & Operations Services (2022-2027)

Figure Global BPO and ITO Services Revenue (Million USD) and Growth Rate of Infrastructure & Operations Services (2022-2027)

Table Global BPO and ITO Services Market Consumption Forecast, by Application

Table Global BPO and ITO Services Consumption Market Share Forecast, by Application

Table Global BPO and ITO Services Market Revenue (Million USD) Forecast, by Application

Table Global BPO and ITO Services Revenue Market Share Forecast, by Application

Figure Global BPO and ITO Services Consumption Value (Million USD) and Growth Rate of Banking, Financial Services, and Insurance (BFSI) (2022-2027)

Figure Global BPO and ITO Services Consumption Value (Million USD) and Growth Rate of Healthcare (2022-2027)

Figure Global BPO and ITO Services Consumption Value (Million USD) and Growth Rate of Manufacturing (2022-2027)

Figure Global BPO and ITO Services Consumption Value (Million USD) and Growth Rate of IT & Telecommunication (2022-2027)

Figure Global BPO and ITO Services Consumption Value (Million USD) and Growth Rate of Retail (2022-2027)

Figure Global BPO and ITO Services Consumption Value (Million USD) and Growth Rate of Others (2022-2027)

Figure BPO and ITO Services Industrial Chain Analysis

Table Key Raw Materials Suppliers and Price Analysis

Figure Manufacturing Cost Structure Analysis

Table Alternative Product Analysis

Table Downstream Distributors

Table Downstream Buyers

Table Wipro Technologies Profile

Table Wipro Technologies BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Figure Wipro Technologies BPO and ITO Services Sales Volume and Growth Rate

Figure Wipro Technologies Revenue (Million USD) Market Share 2017-2022

Table Unity Communications Profile

Table Unity Communications BPO and ITO Services Sales Volume, Revenue (Million

USD), Price and Gross Margin (2017-2022)

Figure Unity Communications BPO and ITO Services Sales Volume and Growth Rate

Figure Unity Communications Revenue (Million USD) Market Share 2017-2022

Table EXL Service Profile

Table EXL Service BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Figure EXL Service BPO and ITO Services Sales Volume and Growth Rate

Figure EXL Service Revenue (Million USD) Market Share 2017-2022

Table Invensis Profile

Table Invensis BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Figure Invensis BPO and ITO Services Sales Volume and Growth Rate

Figure Invensis Revenue (Million USD) Market Share 2017-2022

Table Helpware Profile

Table Helpware BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Figure Helpware BPO and ITO Services Sales Volume and Growth Rate

Figure Helpware Revenue (Million USD) Market Share 2017-2022

Table Trinitier Profile

Table Trinitier BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Figure Trinitier BPO and ITO Services Sales Volume and Growth Rate

Figure Trinitier Revenue (Million USD) Market Share 2017-2022

Table Capgemini Profile

Table Capgemini BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Figure Capgemini BPO and ITO Services Sales Volume and Growth Rate

Figure Capgemini Revenue (Million USD) Market Share 2017-2022

Table Accenture Profile

Table Accenture BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Figure Accenture BPO and ITO Services Sales Volume and Growth Rate

Figure Accenture Revenue (Million USD) Market Share 2017-2022

Table Octopus Tech Profile

Table Octopus Tech BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Figure Octopus Tech BPO and ITO Services Sales Volume and Growth Rate

Figure Octopus Tech Revenue (Million USD) Market Share 2017-2022

Table Plaxonic Technologies Profile

Table Plaxonic Technologies BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Figure Plaxonic Technologies BPO and ITO Services Sales Volume and Growth Rate

Figure Plaxonic Technologies Revenue (Million USD) Market Share 2017-2022

Table Intetics Profile

Table Intetics BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Figure Intetics BPO and ITO Services Sales Volume and Growth Rate

Figure Intetics Revenue (Million USD) Market Share 2017-2022

Table SunTec India Profile

Table SunTec India BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Figure SunTec India BPO and ITO Services Sales Volume and Growth Rate

Figure SunTec India Revenue (Million USD) Market Share 2017-2022

Table HCL Technologies Profile

Table HCL Technologies BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Figure HCL Technologies BPO and ITO Services Sales Volume and Growth Rate

Figure HCL Technologies Revenue (Million USD) Market Share 2017-2022

Table Cognizant Profile

Table Cognizant BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Figure Cognizant BPO and ITO Services Sales Volume and Growth Rate

Figure Cognizant Revenue (Million USD) Market Share 2017-2022

Table ACS-Affiliated Computer Services Profile

Table ACS-Affiliated Computer Services BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Figure ACS-Affiliated Computer Services BPO and ITO Services Sales Volume and Growth Rate

Figure ACS-Affiliated Computer Services Revenue (Million USD) Market Share 2017-2022

Table Sciencesoft Profile

Table Sciencesoft BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Figure Sciencesoft BPO and ITO Services Sales Volume and Growth Rate

Figure Sciencesoft Revenue (Million USD) Market Share 2017-2022

Table ISS Profile

Table ISS BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Figure ISS BPO and ITO Services Sales Volume and Growth Rate

Figure ISS Revenue (Million USD) Market Share 2017-2022

Table ADP Profile

Table ADP BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Figure ADP BPO and ITO Services Sales Volume and Growth Rate

Figure ADP Revenue (Million USD) Market Share 2017-2022

Table Infosys Technologies Profile

Table Infosys Technologies BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Figure Infosys Technologies BPO and ITO Services Sales Volume and Growth Rate

Figure Infosys Technologies Revenue (Million USD) Market Share 2017-2022

Table Genpact Profile

Table Genpact BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Figure Genpact BPO and ITO Services Sales Volume and Growth Rate

Figure Genpact Revenue (Million USD) Market Share 2017-2022

Table Colliers International Profile

Table Colliers International BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Figure Colliers International BPO and ITO Services Sales Volume and Growth Rate

Figure Colliers International Revenue (Million USD) Market Share 2017-2022

Table Concentrix Profile

Table Concentrix BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Figure Concentrix BPO and ITO Services Sales Volume and Growth Rate

Figure Concentrix Revenue (Million USD) Market Share 2017-2022

Table CSC-Computer Sciences Corporation Profile

Table CSC-Computer Sciences Corporation BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Figure CSC-Computer Sciences Corporation BPO and ITO Services Sales Volume and Growth Rate

Figure CSC-Computer Sciences Corporation Revenue (Million USD) Market Share 2017-2022

Table TCS Profile

Table TCS BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Figure TCS BPO and ITO Services Sales Volume and Growth Rate

Figure TCS Revenue (Million USD) Market Share 2017-2022

Table IBM Profile

Table IBM BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Figure IBM BPO and ITO Services Sales Volume and Growth Rate

Figure IBM Revenue (Million USD) Market Share 2017-2022

Table Sodexo Profile

Table Sodexo BPO and ITO Services Sales Volume, Revenue (Million USD), Price and Gross Margin (2017-2022)

Figure Sodexo BPO and ITO Services Sales Volume and Gro

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