

Global Business Process Outsourcing Market Research Report with Opportunities and Strategies to Boost Growth- COVID-19 Impact and Recovery

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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.

Based on the Business Process Outsourcing market development status, competitive landscape and development model in different regions of the world, this report is dedicated to providing niche markets, potential risks and comprehensive competitive strategy analysis in different fields. From the competitive advantages of different types of products and services, the development opportunities and consumption characteristics and structure analysis of the downstream application fields are all analyzed in detail. To Boost Growth during the epidemic era, this report analyzes in detail for the potential risks and opportunities which can be focused on.

In Chapter 2.4 of the report, we share our perspectives for the impact of COVID-19 from the long and short term.

In chapter 3.4, we provide the influence of the crisis on the industry chain, especially for marketing channels.

In chapters 8-13, we update the timely industry economic revitalization plan of the country-wise government.

Key players in the global Business Process Outsourcing market covered in Chapter 5:

Wipro Limited

Capgemini

ADP, LLC.

IBM Corporation

Tata Consultancy Services Limited

Infosys BPO Ltd.

Accenture PLC

Xerox Corporation

Aon Hewitt

Syntel, Inc.

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 consumption, revenue, market share and growth rate, historic and forecast (2015-2025) of the following regions are covered in Chapter 8-13:

North America (Covered in Chapter 9)

United States

Canada
Mexico
Europe (Covered in Chapter 10)
Germany
UK
France
Italy
Spain
Russia
Others
Asia-Pacific (Covered in Chapter 11)
China
Japan
South Korea
Australia
India
South America (Covered in Chapter 12)
Brazil
Argentina
Columbia
Middle East and Africa (Covered in Chapter 13)
UAE
Egypt
South Africa

Years considered for this report:

Historical Years: 2015-2019

Base Year: 2019

Estimated Year: 2020

Forecast Period: 2020-2025

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