

# Australia BPO Services Market Summary, Competitive Analysis and Forecast to 2027

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## Abstracts

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### Summary

BPO Services in Australia industry profile provides top-line qualitative and quantitative summary information including: market size (value 2017-22, and forecast to 2027). The profile also contains descriptions of the leading players including key financial metrics and analysis of competitive pressures within the market.

### Key Highlights

BPO services include revenues generated both from signed deals that remain under contract and the annual revenues associated with new contracts signed within a particular calendar year. The services include the outsourcing of functions such as customer relationship management, knowledge process outsourcing, finance & accounting, human resources, procurement, and vertical-specific processes. The total value of the market represents the demand for the service coming from a particular country.

The Australian BPO services market had total revenues of \$8.6 billion in 2022, representing a compound annual growth rate (CAGR) of 5.9% between 2017 and 2022.

The HR outsourcing segment accounted for the market's largest proportion in 2022, with total revenues of \$3.2 billion, equivalent to 37.2% of the market's overall value.

The high labor cost across the country encourages businesses to outsource some of the functions that are time-consuming and are not central to business, hence supporting the demand for BPO services. According to the Australian Government, from July 2023, the national minimum wage was revised to \$23.2 per hour or \$882.8 per week.

## Scope

Save time carrying out entry-level research by identifying the size, growth, major segments, and leading players in the bpo services market in Australia

Use the Five Forces analysis to determine the competitive intensity and therefore attractiveness of the bpo services market in Australia

Leading company profiles reveal details of key bpo services market players' global operations and financial performance

Add weight to presentations and pitches by understanding the future growth prospects of the Australia bpo services market with five year forecasts

## Reasons to Buy

What was the size of the Australia bpo services market by value in 2022?

What will be the size of the Australia bpo services market in 2027?

What factors are affecting the strength of competition in the Australia bpo services market?

How has the market performed over the last five years?

What are the main segments that make up Australia's bpo services market?

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