

# **BPO Services Global Group of Eight (G8) Industry Guide 2016-2025**

<https://marketpublishers.com/r/B5AD04BD7BEEN.html>

Date: December 2020

Pages: 205

Price: US\$ 1,495.00 (Single User License)

ID: B5AD04BD7BEEN

## **Abstracts**

BPO Services Global Group of Eight (G8) Industry Guide 2016-2025

### **SUMMARY**

The G8 BPO Services industry profile provides top-line qualitative and quantitative summary information including: market size (value 2016-20, and forecast to 2025). The profile also contains descriptions of the leading players including key financial metrics and analysis of competitive pressures within the market.

### **KEY HIGHLIGHTS**

The G8 countries contributed \$1,60,942.8 million in 2020 to the global bpo services industry, with a compound annual growth rate (CAGR) of 2.3% between 2016 and 2020. The G8 countries are expected to reach a value of \$2,22,544.3 million in 2025, with a CAGR of 6.7% over the 2020-25 period.

Among the G8 nations, the US is the leading country in the bpo services industry, with market revenues of \$91,368.8 million in 2020. This was followed by Japan and the UK, with a value of \$17,059.8 and \$13,127.0 million, respectively.

The US is expected to lead the bpo services industry in the G8 nations with a value of \$1,25,083.0 million in 2016, followed by Japan and Germany with expected values of \$23,261.6 and \$18,423.7 million, respectively.

## SCOPE

Save time carrying out entry-level research by identifying the size, growth, major segments, and leading players in the G8 bpo services market

Use the Five Forces analysis to determine the competitive intensity and therefore attractiveness of the G8 bpo services market

Leading company profiles reveal details of key bpo services market players' G8 operations and financial performance

Add weight to presentations and pitches by understanding the future growth prospects of the G8 bpo services market with five year forecasts

Compares data from the US, Canada, Germany, France, UK, Italy, Russia and Japan, alongside individual chapters on each country

## REASONS TO BUY

What was the size of the G8 bpo services market by value in 2020?

What will be the size of the G8 bpo services market in 2025?

What factors are affecting the strength of competition in the G8 bpo services market?

How has the market performed over the last five years?

What are the main segments that make up the G8 bpo services market?

## Contents

### **1 INTRODUCTION**

- 1.1. What is this report about?
- 1.2. Who is the target reader?
- 1.3. How to use this report
- 1.4. Definitions

### **2 GROUP OF EIGHT (G8) BPO SERVICES**

- 2.1. Industry Outlook

### **3 BPO SERVICES IN CANADA**

- 3.1. Market Overview
- 3.2. Market Data
- 3.3. Market Segmentation
- 3.4. Market outlook
- 3.5. Five forces analysis

### **4 MACROECONOMIC INDICATORS**

- 4.1. Country data

### **5 BPO SERVICES IN FRANCE**

- 5.1. Market Overview
- 5.2. Market Data
- 5.3. Market Segmentation
- 5.4. Market outlook
- 5.5. Five forces analysis

### **6 MACROECONOMIC INDICATORS**

- 6.1. Country data

### **7 BPO SERVICES IN GERMANY**

- 7.1. Market Overview
- 7.2. Market Data
- 7.3. Market Segmentation
- 7.4. Market outlook
- 7.5. Five forces analysis

## **8 MACROECONOMIC INDICATORS**

- 8.1. Country data

## **9 BPO SERVICES IN ITALY**

- 9.1. Market Overview
- 9.2. Market Data
- 9.3. Market Segmentation
- 9.4. Market outlook
- 9.5. Five forces analysis

## **10 MACROECONOMIC INDICATORS**

- 10.1. Country data

## **11 BPO SERVICES IN JAPAN**

- 11.1. Market Overview
- 11.2. Market Data
- 11.3. Market Segmentation
- 11.4. Market outlook
- 11.5. Five forces analysis

## **12 MACROECONOMIC INDICATORS**

- 12.1. Country data

## **13 BPO SERVICES IN RUSSIA**

- 13.1. Market Overview
- 13.2. Market Data
- 13.3. Market Segmentation

13.4. Market outlook

13.5. Five forces analysis

## **14 MACROECONOMIC INDICATORS**

14.1. Country data

## **15 BPO SERVICES IN THE UNITED KINGDOM**

15.1. Market Overview

15.2. Market Data

15.3. Market Segmentation

15.4. Market outlook

15.5. Five forces analysis

## **16 MACROECONOMIC INDICATORS**

16.1. Country data

## **17 BPO SERVICES IN THE UNITED STATES**

17.1. Market Overview

17.2. Market Data

17.3. Market Segmentation

17.4. Market outlook

17.5. Five forces analysis

## **18 MACROECONOMIC INDICATORS**

18.1. Country data

## **19 COMPANY PROFILES**

19.1. CGI Group Inc.

19.2. Bertelsmann SE & Co. KGaA

19.3. Teleperformance SE

19.4. HCL Technologies Limited

19.5. NCR Corp

19.6. ISS AS

- 19.7. BDO Unicon AO
- 19.8. TMF Group Holding B.V.
- 19.9. Capgemini SE
- 19.10. Capita plc
- 19.11. Accenture plc
- 19.12. Infosys Limited
- 19.13. Cognizant Technology Solutions Corp
- 19.14. SYNnex Corporation

## **20 APPENDIX**

- 20.1. Methodology
- 20.2. About MarketLine

## List Of Tables

### LIST OF TABLES

Table 1: G8 bpo services industry, revenue(\$m), 2016-25
Table 2: G8 bpo services industry, revenue by country (\$m), 2016-20
Table 3: G8 bpo services industry forecast, revenue by country (\$m), 2020-25
Table 4: Canada bpo services market value: \$ million, 2016-20
Table 5: Canada bpo services market category segmentation: \$ million, 2020
Table 6: Canada bpo services market geography segmentation: \$ million, 2020
Table 7: Canada bpo services market value forecast: \$ million, 2020-25
Table 8: Canada size of population (million), 2016-20
Table 9: Canada gdp (constant 2005 prices, \$ billion), 2016-20
Table 10: Canada gdp (current prices, \$ billion), 2016-20
Table 11: Canada inflation, 2016-20
Table 12: Canada consumer price index (absolute), 2016-20
Table 13: Canada exchange rate, 2015-19
Table 14: France bpo services market value: \$ million, 2016-20
Table 15: France bpo services market category segmentation: \$ million, 2020
Table 16: France bpo services market geography segmentation: \$ million, 2020
Table 17: France bpo services market value forecast: \$ million, 2020-25
Table 18: France size of population (million), 2016-20
Table 19: France gdp (constant 2005 prices, \$ billion), 2016-20
Table 20: France gdp (current prices, \$ billion), 2016-20
Table 21: France inflation, 2016-20
Table 22: France consumer price index (absolute), 2016-20
Table 23: France exchange rate, 2015-19
Table 24: Germany bpo services market value: \$ million, 2016-20
Table 25: Germany bpo services market category segmentation: \$ million, 2020
Table 26: Germany bpo services market geography segmentation: \$ million, 2020
Table 27: Germany bpo services market value forecast: \$ million, 2020-25
Table 28: Germany size of population (million), 2016-20
Table 29: Germany gdp (constant 2005 prices, \$ billion), 2016-20
Table 30: Germany gdp (current prices, \$ billion), 2016-20
Table 31: Germany inflation, 2016-20
Table 32: Germany consumer price index (absolute), 2016-20
Table 33: Germany exchange rate, 2015-19
Table 34: Italy bpo services market value: \$ million, 2016-20
Table 35: Italy bpo services market category segmentation: \$ million, 2020

Table 36: Italy bpo services market geography segmentation: \$ million, 2020

Table 37: Italy bpo services market value forecast: \$ million, 2020-25

Table 38: Italy size of population (million), 2016-20

Table 39: Italy gdp (constant 2005 prices, \$ billion), 2016-20

Table 40: Italy gdp (current prices, \$ billion), 2016-20

Table 41: Italy inflation, 2016-20

Table 42: Italy consumer price index (absolute), 2016-20

Table 43: Italy exchange rate, 2015-19

Table 44: Japan bpo services market value: \$ million, 2016-20

Table 45: Japan bpo services market category segmentation: \$ million, 2020

Table 46: Japan bpo services market geography segmentation: \$ million, 2020

Table 47: Japan bpo services market value forecast: \$ million, 2020-25

Table 48: Japan size of population (million), 2016-20

Table 49: Japan gdp (constant 2005 prices, \$ billion), 2016-20

Table 50: Japan gdp (current prices, \$ billion), 2016-20



## List Of Figures

### LIST OF FIGURES

Figure 1: G8 bpo services industry, revenue(\$m), 2016-25

Figure 2: G8 BPO Services industry, revenue by country (%), 2020

Figure 3: G8 bpo services industry, revenue by country (\$m), 2016-20

Figure 4: G8 bpo services industry forecast, revenue by country (\$m), 2020-25

Figure 5: Canada bpo services market value: \$ million, 2016-20

Figure 6: Canada bpo services market category segmentation: % share, by value, 2020

Figure 7: Canada bpo services market geography segmentation: % share, by value, 2020

Figure 8: Canada bpo services market value forecast: \$ million, 2020-25

Figure 9: Forces driving competition in the bpo services market in Canada, 2020

Figure 10: Drivers of buyer power in the bpo services market in Canada, 2020

Figure 11: Drivers of supplier power in the bpo services market in Canada, 2020

Figure 12: Factors influencing the likelihood of new entrants in the bpo services market in Canada, 2020

Figure 13: Factors influencing the threat of substitutes in the bpo services market in Canada, 2020

Figure 14: Drivers of degree of rivalry in the bpo services market in Canada, 2020

Figure 15: France bpo services market value: \$ million, 2016-20

Figure 16: France bpo services market category segmentation: % share, by value, 2020

Figure 17: France bpo services market geography segmentation: % share, by value, 2020

Figure 18: France bpo services market value forecast: \$ million, 2020-25

Figure 19: Forces driving competition in the bpo services market in France, 2020

Figure 20: Drivers of buyer power in the bpo services market in France, 2020

Figure 21: Drivers of supplier power in the bpo services market in France, 2020

Figure 22: Factors influencing the likelihood of new entrants in the bpo services market in France, 2020

Figure 23: Factors influencing the threat of substitutes in the bpo services market in France, 2020

Figure 24: Drivers of degree of rivalry in the bpo services market in France, 2020

Figure 25: Germany bpo services market value: \$ million, 2016-20

Figure 26: Germany bpo services market category segmentation: % share, by value, 2020

Figure 27: Germany bpo services market geography segmentation: % share, by value, 2020

Figure 28: Germany bpo services market value forecast: \$ million, 2020-25

Figure 29: Forces driving competition in the bpo services market in Germany, 2020

Figure 30: Drivers of buyer power in the bpo services market in Germany, 2020

Figure 31: Drivers of supplier power in the bpo services market in Germany, 2020

Figure 32: Factors influencing the likelihood of new entrants in the bpo services market in Germany, 2020

Figure 33: Factors influencing the threat of substitutes in the bpo services market in Germany, 2020

Figure 34: Drivers of degree of rivalry in the bpo services market in Germany, 2020

Figure 35: Italy bpo services market value: \$ million, 2016-20

Figure 36: Italy bpo services market category segmentation: % share, by value, 2020

Figure 37: Italy bpo services market geography segmentation: % share, by value, 2020

Figure 38: Italy bpo services market value forecast: \$ million, 2020-25

Figure 39: Forces driving competition in the bpo services market in Italy, 2020

Figure 40: Drivers of buyer power in the bpo services market in Italy, 2020

Figure 41: Drivers of supplier power in the bpo services market in Italy, 2020

Figure 42: Factors influencing the likelihood of new entrants in the bpo services market in Italy, 2020

Figure 43: Factors influencing the threat of substitutes in the bpo services market in Italy, 2020

Figure 44: Drivers of degree of rivalry in the bpo services market in Italy, 2020

Figure 45: Japan bpo services market value: \$ million, 2016-20

Figure 46: Japan bpo services market category segmentation: % share, by value, 2020

Figure 47: Japan bpo services market geography segmentation: % share, by value, 2020

Figure 48: Japan bpo services market value forecast: \$ million, 2020-25

Figure 49: Forces driving competition in the bpo services market in Japan, 2020

Figure 50: Drivers of buyer power in the bpo services market in Japan, 2020

## I would like to order

Product name: BPO Services Global Group of Eight (G8) Industry Guide 2016-2025

Product link: <https://marketpublishers.com/r/B5AD04BD7BEEN.html>

Price: US\$ 1,495.00 (Single User License / Electronic Delivery)

If you want to order Corporate License or Hard Copy, please, contact our Customer Service:

[info@marketpublishers.com](mailto:info@marketpublishers.com)

## Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/B5AD04BD7BEEN.html>

To pay by Wire Transfer, please, fill in your contact details in the form below:

First name:  
Last name:  
Email:  
Company:  
Address:  
City:  
Zip code:  
Country:  
Tel:  
Fax:  
Your message:

**\*\*All fields are required**

Customer signature \_\_\_\_\_

Please, note that by ordering from marketpublishers.com you are agreeing to our Terms & Conditions at <https://marketpublishers.com/docs/terms.html>

To place an order via fax simply print this form, fill in the information below and fax the completed form to +44 20 7900 3970