

BPO Services Global Industry Almanac 2016-2025

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Abstracts

BPO Services Global Industry Almanac 2016-2025

SUMMARY

Global 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

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.

CRM BPO services typically include consumer direct services, contact centre outsourcing (which includes customer care, sales and marketing, and technical product support), collection services, and claims & warranty services.

Knowledge process outsourcing (KPO) services include research and analytics services such as competitive analysis, quantitative research & analytics, risk management & analytics, strategy & business development research, financial research, and legal process outsourcing (LPO).

Finance & accounting BPO covers operations relating to financial support functions, such as accounts payable and receivable, general ledger, payment processing, invoice, purchase order management & processing, receipt & reconciliation, and management reporting.

HR outsourcing services include benefits administration, payroll services, recruitment outsourcing, relocation and assignment services, workforce administration & development services / talent management, and performance management.

Procurement BPO covers the outsourcing of key procurement processes including sourcing support and administration, contract management, demand management, supplier relationship management, and performance reporting.

Vertical-specific BPO covers the outsourcing of services that require domain expertise. Vertical-specific BPO includes a range of processes such as insurance and annuities policy administration, claims and transaction processing, credit card analytics for banks and insurers, patient administration, medical coding, clinical research, and drug discovery & development for healthcare providers and pharmaceuticals.

Any currency conversions used in the creation of this report have been calculated using constant 2019 annual average exchange rates.

Covid-19: The assumption has been made that after the pandemic is over the economy will gradually go back to the levels recorded before the pandemics. It is also assumed that there is no widespread economic crisis as seen back in 2008 due to announced pay-outs across countries.

At the moment of preparation of this report in October 2020 the economic implications of the lock downs of many economics are still very difficult to predict as there is no indication how long the pandemics could last, the number of sectors forced to stay closed and the scale of the governmental' aid involved.

The global BPO services market is expected to generate total revenues of \$266.2bn in 2020, representing a compound annual growth rate (CAGR) of 2% between 2016 and 2020.

The HR outsourcing segment is expected to be the market's most lucrative in

2020, with total revenues of \$81.5bn, equivalent to 30.6% of the market's overall value.

In developing markets, the growth of outsourcing activities has been driven by the rapid growth of the emerging economies of these regions.

SCOPE

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

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

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 global bpo services market with five year forecasts

REASONS TO BUY

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

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

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

How has the market performed over the last five years?

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

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