

# BPO Services Global Industry Almanac 2016-2025

<https://marketpublishers.com/r/B4DB03AF942EN.html>

Date: December 2020

Pages: 516

Price: US\$ 2,995.00 (Single User License)

ID: B4DB03AF942EN

## 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?

## Contents

### **1. EXECUTIVE SUMMARY**

- 1.1. Market value
- 1.2. Market value forecast
- 1.3. Category segmentation
- 1.4. Geography segmentation
- 1.5. Competitive Landscape

### **2. INTRODUCTION**

- 2.1. What is this report about?
- 2.2. Who is the target reader?
- 2.3. How to use this report
- 2.4. Definitions

### **3. GLOBAL BPO SERVICES**

- 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 ASIA-PACIFIC**

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

### **6. BPO SERVICES IN EUROPE**

- 6.1. Market Overview
- 6.2. Market Data
- 6.3. Market Segmentation
- 6.4. Market outlook
- 6.5. Five forces analysis

## **7. MACROECONOMIC INDICATORS**

- 7.1. Country data

## **8. BPO SERVICES IN FRANCE**

- 8.1. Market Overview
- 8.2. Market Data
- 8.3. Market Segmentation
- 8.4. Market outlook
- 8.5. Five forces analysis

## **9. MACROECONOMIC INDICATORS**

- 9.1. Country data

## **10. BPO SERVICES IN GERMANY**

- 10.1. Market Overview
- 10.2. Market Data
- 10.3. Market Segmentation
- 10.4. Market outlook
- 10.5. Five forces analysis

## **11. MACROECONOMIC INDICATORS**

- 11.1. Country data

## **12. BPO SERVICES IN AUSTRALIA**

- 12.1. Market Overview
- 12.2. Market Data
- 12.3. Market Segmentation

12.4. Market outlook

12.5. Five forces analysis

### **13. MACROECONOMIC INDICATORS**

13.1. Country data

### **14. BPO SERVICES IN BRAZIL**

14.1. Market Overview

14.2. Market Data

14.3. Market Segmentation

14.4. Market outlook

14.5. Five forces analysis

### **15. MACROECONOMIC INDICATORS**

15.1. Country data

### **16. BPO SERVICES IN CANADA**

16.1. Market Overview

16.2. Market Data

16.3. Market Segmentation

16.4. Market outlook

16.5. Five forces analysis

### **17. MACROECONOMIC INDICATORS**

17.1. Country data

### **18. BPO SERVICES IN CHINA**

18.1. Market Overview

18.2. Market Data

18.3. Market Segmentation

18.4. Market outlook

18.5. Five forces analysis

## **19. MACROECONOMIC INDICATORS**

19.1. Country data

## **20. BPO SERVICES IN INDIA**

20.1. Market Overview

20.2. Market Data

20.3. Market Segmentation

20.4. Market outlook

20.5. Five forces analysis

## **21. MACROECONOMIC INDICATORS**

21.1. Country data

## **22. BPO SERVICES IN INDONESIA**

22.1. Market Overview

22.2. Market Data

22.3. Market Segmentation

22.4. Market outlook

22.5. Five forces analysis

## **23. MACROECONOMIC INDICATORS**

23.1. Country data

## **24. BPO SERVICES IN ITALY**

24.1. Market Overview

24.2. Market Data

24.3. Market Segmentation

24.4. Market outlook

24.5. Five forces analysis

## **25. MACROECONOMIC INDICATORS**

25.1. Country data

## **26. BPO SERVICES IN JAPAN**

- 26.1. Market Overview
- 26.2. Market Data
- 26.3. Market Segmentation
- 26.4. Market outlook
- 26.5. Five forces analysis

## **27. MACROECONOMIC INDICATORS**

- 27.1. Country data

## **28. BPO SERVICES IN MEXICO**

- 28.1. Market Overview
- 28.2. Market Data
- 28.3. Market Segmentation
- 28.4. Market outlook
- 28.5. Five forces analysis

## **29. MACROECONOMIC INDICATORS**

- 29.1. Country data

## **30. BPO SERVICES IN THE NETHERLANDS**

- 30.1. Market Overview
- 30.2. Market Data
- 30.3. Market Segmentation
- 30.4. Market outlook
- 30.5. Five forces analysis

## **31. MACROECONOMIC INDICATORS**

- 31.1. Country data

## **32. BPO SERVICES IN NORTH AMERICA**



- 32.1. Market Overview
- 32.2. Market Data
- 32.3. Market Segmentation
- 32.4. Market outlook
- 32.5. Five forces analysis

### **33. BPO SERVICES IN RUSSIA**

- 33.1. Market Overview
- 33.2. Market Data
- 33.3. Market Segmentation
- 33.4. Market outlook
- 33.5. Five forces analysis

### **34. MACROECONOMIC INDICATORS**

- 34.1. Country data

### **35. BPO SERVICES IN SCANDINAVIA**

- 35.1. Market Overview
- 35.2. Market Data
- 35.3. Market Segmentation
- 35.4. Market outlook
- 35.5. Five forces analysis

### **36. BPO SERVICES IN SINGAPORE**

- 36.1. Market Overview
- 36.2. Market Data
- 36.3. Market Segmentation
- 36.4. Market outlook
- 36.5. Five forces analysis

### **37. MACROECONOMIC INDICATORS**

- 37.1. Country data

### **38. BPO SERVICES IN SOUTH AFRICA**

- 38.1. Market Overview
- 38.2. Market Data
- 38.3. Market Segmentation
- 38.4. Market outlook
- 38.5. Five forces analysis

## **39. MACROECONOMIC INDICATORS**

- 39.1. Country data

## **40. BPO SERVICES IN SOUTH KOREA**

- 40.1. Market Overview
- 40.2. Market Data
- 40.3. Market Segmentation
- 40.4. Market outlook
- 40.5. Five forces analysis

## **41. MACROECONOMIC INDICATORS**

- 41.1. Country data

## **42. BPO SERVICES IN SPAIN**

- 42.1. Market Overview
- 42.2. Market Data
- 42.3. Market Segmentation
- 42.4. Market outlook
- 42.5. Five forces analysis

## **43. MACROECONOMIC INDICATORS**

- 43.1. Country data

## **44. BPO SERVICES IN TURKEY**

- 44.1. Market Overview
- 44.2. Market Data

- 44.3. Market Segmentation
- 44.4. Market outlook
- 44.5. Five forces analysis

## **45. MACROECONOMIC INDICATORS**

- 45.1. Country data

## **46. BPO SERVICES IN THE UNITED KINGDOM**

- 46.1. Market Overview
- 46.2. Market Data
- 46.3. Market Segmentation
- 46.4. Market outlook
- 46.5. Five forces analysis

## **47. MACROECONOMIC INDICATORS**

- 47.1. Country data

## **48. BPO SERVICES IN THE UNITED STATES**

- 48.1. Market Overview
- 48.2. Market Data
- 48.3. Market Segmentation
- 48.4. Market outlook
- 48.5. Five forces analysis

## **49. MACROECONOMIC INDICATORS**

- 49.1. Country data

## **50. COMPANY PROFILES**

- 50.1. Bertelsmann SE & Co. KGaA
- 50.2. CGI Group Inc.
- 50.3. Teleperformance SE
- 50.4. NCR Corp
- 50.5. BDO Unicon AO

- 50.6. Sutherland Global Services Inc
- 50.7. HCL Technologies Limited
- 50.8. Genpact Ltd
- 50.9. TMF Group Holding B.V.
- 50.10. Indra Sistemas, S.A.
- 50.11. Atento S.A.
- 50.12. Wipro Ltd
- 50.13. ISS AS
- 50.14. TTEC Holdings Inc.
- 50.15. Capgemini SE
- 50.16. Capita plc
- 50.17. Accenture plc
- 50.18. Infosys Limited
- 50.19. Cognizant Technology Solutions Corp
- 50.20. SYNnex Corporation

## **51. APPENDIX**

- 51.1. Methodology
- 51.2. About MarketLine

## List Of Tables

### LIST OF TABLES

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

- Table 36: Germany bpo services market category segmentation: \$ million, 2020
- Table 37: Germany bpo services market geography segmentation: \$ million, 2020
- Table 38: Germany bpo services market value forecast: \$ million, 2020-25
- Table 39: Germany size of population (million), 2016-20
- Table 40: Germany gdp (constant 2005 prices, \$ billion), 2016-20
- Table 41: Germany gdp (current prices, \$ billion), 2016-20
- Table 42: Germany inflation, 2016-20
- Table 43: Germany consumer price index (absolute), 2016-20
- Table 44: Germany exchange rate, 2015-19
- Table 45: Australia bpo services market value: \$ million, 2016-20
- Table 46: Australia bpo services market category segmentation: \$ million, 2020
- Table 47: Australia bpo services market geography segmentation: \$ million, 2020
- Table 48: Australia bpo services market value forecast: \$ million, 2020-25
- Table 49: Australia size of population (million), 2016-20
- Table 50: Australia gdp (constant 2005 prices, \$ billion), 2016-20

## List Of Figures

### LIST OF FIGURES

Figure 1: Global bpo services market value: \$ million, 2016-20

Figure 2: Global bpo services market category segmentation: % share, by value, 2020

Figure 3: Global bpo services market geography segmentation: % share, by value, 2020

Figure 4: Global bpo services market value forecast: \$ million, 2020-25

Figure 5: Forces driving competition in the global bpo services market, 2020

Figure 6: Drivers of buyer power in the global bpo services market, 2020

Figure 7: Drivers of supplier power in the global bpo services market, 2020

Figure 8: Factors influencing the likelihood of new entrants in the global bpo services market, 2020

Figure 9: Factors influencing the threat of substitutes in the global bpo services market, 2020

Figure 10: Drivers of degree of rivalry in the global bpo services market, 2020

Figure 11: Asia-Pacific bpo services market value: \$ million, 2016-20

Figure 12: Asia-Pacific bpo services market category segmentation: % share, by value, 2020

Figure 13: Asia-Pacific bpo services market geography segmentation: % share, by value, 2020

Figure 14: Asia-Pacific bpo services market value forecast: \$ million, 2020-25

Figure 15: Forces driving competition in the bpo services market in Asia-Pacific, 2020

Figure 16: Drivers of buyer power in the bpo services market in Asia-Pacific, 2020

Figure 17: Drivers of supplier power in the bpo services market in Asia-Pacific, 2020

Figure 18: Factors influencing the likelihood of new entrants in the bpo services market in Asia-Pacific, 2020

Figure 19: Factors influencing the threat of substitutes in the bpo services market in Asia-Pacific, 2020

Figure 20: Drivers of degree of rivalry in the bpo services market in Asia-Pacific, 2020

Figure 21: Europe bpo services market value: \$ million, 2016-20

Figure 22: Europe bpo services market category segmentation: % share, by value, 2020

Figure 23: Europe bpo services market geography segmentation: % share, by value, 2020

Figure 24: Europe bpo services market value forecast: \$ million, 2020-25

Figure 25: Forces driving competition in the bpo services market in Europe, 2020

Figure 26: Drivers of buyer power in the bpo services market in Europe, 2020

Figure 27: Drivers of supplier power in the bpo services market in Europe, 2020

Figure 28: Factors influencing the likelihood of new entrants in the bpo services market

in Europe, 2020

Figure 29: Factors influencing the threat of substitutes in the bpo services market in Europe, 2020

Figure 30: Drivers of degree of rivalry in the bpo services market in Europe, 2020

Figure 31: France bpo services market value: \$ million, 2016-20

Figure 32: France bpo services market category segmentation: % share, by value, 2020

Figure 33: France bpo services market geography segmentation: % share, by value, 2020

Figure 34: France bpo services market value forecast: \$ million, 2020-25

Figure 35: Forces driving competition in the bpo services market in France, 2020

Figure 36: Drivers of buyer power in the bpo services market in France, 2020

Figure 37: Drivers of supplier power in the bpo services market in France, 2020

Figure 38: Factors influencing the likelihood of new entrants in the bpo services market in France, 2020

Figure 39: Factors influencing the threat of substitutes in the bpo services market in France, 2020

Figure 40: Drivers of degree of rivalry in the bpo services market in France, 2020

Figure 41: Germany bpo services market value: \$ million, 2016-20

Figure 42: Germany bpo services market category segmentation: % share, by value, 2020

Figure 43: Germany bpo services market geography segmentation: % share, by value, 2020

Figure 44: Germany bpo services market value forecast: \$ million, 2020-25

Figure 45: Forces driving competition in the bpo services market in Germany, 2020

Figure 46: Drivers of buyer power in the bpo services market in Germany, 2020

Figure 47: Drivers of supplier power in the bpo services market in Germany, 2020

Figure 48: Factors influencing the likelihood of new entrants in the bpo services market in Germany, 2020

Figure 49: Factors influencing the threat of substitutes in the bpo services market in Germany, 2020

Figure 50: Drivers of degree of rivalry in the bpo services market in Germany, 2020



## I would like to order

Product name: BPO Services Global Industry Almanac 2016-2025

Product link: <https://marketpublishers.com/r/B4DB03AF942EN.html>

Price: US\$ 2,995.00 (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/B4DB03AF942EN.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