

BPO Services Global Industry Guide 2016-2025

<https://marketpublishers.com/r/BD53C05BA41EN.html>

Date: December 2020

Pages: 309

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

ID: BD53C05BA41EN

Abstracts

BPO Services Global Industry Guide 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 ITALY

- 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 JAPAN

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 AUSTRALIA

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 CANADA

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 CHINA

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 THE NETHERLANDS

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 SPAIN

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 THE UNITED KINGDOM

- 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 THE UNITED STATES

- 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. COMPANY PROFILES

- 30.1. Bertelsmann SE & Co. KGaA
- 30.2. Teleperformance SE
- 30.3. TMF Group Holding B.V.
- 30.4. NCR Corp
- 30.5. CGI Group Inc.
- 30.6. HCL Technologies Limited
- 30.7. ISS AS
- 30.8. Indra Sistemas, S.A.
- 30.9. Atento S.A.
- 30.10. Capgemini SE
- 30.11. Capita plc
- 30.12. Accenture plc

- 30.13. Infosys Limited
- 30.14. Cognizant Technology Solutions Corp
- 30.15. SYNnex Corporation

31. APPENDIX

- 31.1. Methodology
- 31.2. 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: Italy bpo services market value: \$ million, 2016-20
- Table 46: Italy bpo services market category segmentation: \$ million, 2020
- Table 47: Italy bpo services market geography segmentation: \$ million, 2020
- Table 48: Italy bpo services market value forecast: \$ million, 2020-25
- Table 49: Italy size of population (million), 2016-20
- Table 50: Italy gdp (constant 2005 prices, \$ billion), 2016-20

About

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Key Highlights:

The global BPO Services market had total revenues of \$144.9bn in 2017, representing a compound annual growth rate (CAGR) of 3.3% between 2013 and 2017.

The vertical-specific BPO segment was the market's most lucrative in 2017, with total revenues of \$40.4bn, equivalent to 27.9% of the market's overall value.

The US is by far the largest global market, larger than Europe and the entire Asia-Pacific region.

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