

# BPO Services Global Industry Guide 2019-2028

<https://marketpublishers.com/r/BA0A8F679020EN.html>

Date: November 2024

Pages: 379

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

ID: BA0A8F679020EN

## Abstracts

### BPO Services Global Industry Guide 2019-2028

#### Summary

Global BPO Services industry profile provides top-line qualitative and quantitative summary information including: Market size (value , and forecast to 2028). The profile also contains descriptions of the leading players including key financial metrics and analysis of competitive pressures within the Market.

#### Key Highlights

The global BPO services market recorded revenues of \$315.1 billion in 2023, representing a compound annual growth rate (CAGR) of 5.3% between 2018 and 2023.

The vertical-specific BPO segment accounted for the market's largest proportion in 2023, with total revenues of \$83.4 billion, equivalent to 26.5% of the market's overall value.

In 2023, North America accounted for a share of 38.0% of the global BPO services market, making it the largest market in the region. It is followed by Asia-Pacific and Europe with a share of 32.8% and 21.5% respectively.

#### 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

Macroeconomic indicators provide insight into general trends within the global economy

## Reasons to Buy

What was the size of the global bpo services Market by value in 2023?

What will be the size of the global bpo services Market in 2028?

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. HCL Technologies Ltd
- 30.2. Accenture Plc
- 30.3. Capgemini SE
- 30.4. ISS AS
- 30.5. Bertelsmann SE & Co KgaA
- 30.6. Teleperformance SE
- 30.7. NCR Voyix Corp
- 30.8. Genpact Ltd
- 30.9. CGI Inc
- 30.10. TD SYNnex Corp
- 30.11. TMF Group B.V.
- 30.12. In.Corp Global Pte Ltd

- 30.13. Wipro Ltd
- 30.14. Persol Holdings Co Ltd
- 30.15. JSC ANCOR
- 30.16. BDO Unicon AO
- 30.17. Luxoft
- 30.18. TietoEVERY Corp
- 30.19. With Business Process Outsourcing Inc
- 30.20. Atento S.A.
- 30.21. Indra Sistemas SA
- 30.22. TTEC Holdings Inc
- 30.23. Capita Plc
- 30.24. Cognizant Technology Solutions Corp
- 30.25. Infosys Limited

## **31 APPENDIX**

- 31.1. Methodology
- 31.2. About MarketLine



## List Of Tables

### LIST OF TABLES

Table 1: Global BPO services market value: \$ million, 2018-23

Table 2: Global BPO services market category segmentation: % share, by value, 2018-23

Table 3: Global BPO services market category segmentation: \$ million, 2018-23

Table 4: Global BPO services market geography segmentation: \$ million, 2023

Table 5: Global BPO services market value forecast: \$ million, 2023-28

Table 6: Global Size of Population (million), 2019-23

Table 7: Global real GDP (Constant 2010 Prices, \$ billion), 2019-23

Table 8: Global GDP (Current Prices, \$ Billion), 2019-23

Table 9: Global Inflation, 2019-23

Table 10: Global Consumer Price Index (Absolute), 2019-23

Table 11: Global exchange rate, 2018-23

Table 12: Asia-Pacific BPO services market value: \$ million, 2018-23

Table 13: Asia-Pacific BPO services market category segmentation: % share, by value, 2018-23

Table 14: Asia-Pacific BPO services market category segmentation: \$ million, 2018-23

Table 15: Asia-Pacific BPO services market geography segmentation: \$ million, 2023

Table 16: Asia-Pacific BPO services market value forecast: \$ million, 2023-28

Table 17: Europe BPO services market value: \$ million, 2018-23

Table 18: Europe BPO services market category segmentation: % share, by value, 2018-23

Table 19: Europe BPO services market category segmentation: \$ million, 2018-23

Table 20: Europe BPO services market geography segmentation: \$ million, 2023

Table 21: Europe BPO services market value forecast: \$ million, 2023-28

Table 22: Europe Size of Population (million), 2019-23

Table 23: Europe real GDP (Constant 2010 Prices, \$ billion), 2019-23

Table 24: Europe GDP (Current Prices, \$ Billion), 2019-23

Table 25: Europe Inflation, 2019-23

Table 26: Europe Consumer Price Index (Absolute), 2019-23

Table 27: Europe exchange rate, 2018-23

Table 28: France BPO services market value: \$ million, 2018-23

Table 29: France BPO services market category segmentation: % share, by value, 2018-23

Table 30: France BPO services market category segmentation: \$ million, 2018-23

Table 31: France BPO services market geography segmentation: \$ million, 2023

Table 32: France BPO services market value forecast: \$ million, 2023-28
Table 33: France Size of Population (million), 2019-23
Table 34: France real GDP (Constant 2010 Prices, \$ billion), 2019-23
Table 35: France GDP (Current Prices, \$ Billion), 2019-23
Table 36: France Inflation, 2019-23
Table 37: France Consumer Price Index (Absolute), 2019-23
Table 38: France exchange rate, 2018-23
Table 39: Germany BPO services market value: \$ million, 2018-23
Table 40: Germany BPO services market category segmentation: % share, by value, 2018-23
Table 41: Germany BPO services market category segmentation: \$ million, 2018-23
Table 42: Germany BPO services market geography segmentation: \$ million, 2023
Table 43: Germany BPO services market value forecast: \$ million, 2023-28
Table 44: Germany Size of Population (million), 2019-23
Table 45: Germany real GDP (Constant 2010 Prices, \$ billion), 2019-23
Table 46: Germany GDP (Current Prices, \$ Billion), 2019-23
Table 47: Germany Inflation, 2019-23
Table 48: Germany Consumer Price Index (Absolute), 2019-23
Table 49: Germany exchange rate, 2018-23
Table 50: Italy BPO services market value: \$ million, 2018-23
Table 51: Italy BPO services market category segmentation: % share, by value, 2018-23
Table 52: Italy BPO services market category segmentation: \$ million, 2018-23
Table 53: Italy BPO services market geography segmentation: \$ million, 2023
Table 54: Italy BPO services market value forecast: \$ million, 2023-28
Table 55: Italy Size of Population (million), 2019-23
Table 56: Italy real GDP (Constant 2010 Prices, \$ billion), 2019-23
Table 57: Italy GDP (Current Prices, \$ Billion), 2019-23
Table 58: Italy Inflation, 2019-23
Table 59: Italy Consumer Price Index (Absolute), 2019-23
Table 60: Italy exchange rate, 2018-23
Table 61: Japan BPO services market value: \$ million, 2018-23
Table 62: Japan BPO services market category segmentation: % share, by value, 2018-23
Table 63: Japan BPO services market category segmentation: \$ million, 2018-23
Table 64: Japan BPO services market geography segmentation: \$ million, 2023
Table 65: Japan BPO services market value forecast: \$ million, 2023-28
Table 66: Japan Size of Population (million), 2019-23
Table 67: Japan real GDP (Constant 2010 Prices, \$ billion), 2019-23

Table 68: Japan GDP (Current Prices, \$ Billion), 2019-23

Table 69: Japan Inflation, 2019-23

Table 70: Japan Consumer Price Index (Absolute), 2019-23

Table 71: Japan exchange rate, 2018-23

Table 72: Australia BPO services market value: \$ million, 2018-23

Table 73: Australia BPO services market category segmentation: % share, by value, 2018-23

Table 74: Australia BPO services market category segmentation: \$ million, 2018-23

Table 75: Australia BPO services market geography segmentation: \$ million, 2023

Table 76: Australia BPO services market value forecast: \$ million, 2023-28

Table 77: Australia Size of Population (million), 2019-23

Table 78: Australia real GDP (Constant 2010 Prices, \$ billion), 2019-23

Table 79: Australia GDP (Current Prices, \$ Billion), 2019-23

Table 80: Australia Inflation, 2019-23

Table 81: Australia Consumer Price Index (Absolute), 2019-23

Table 82: Australia exchange rate, 2018-23

Table 83: Canada BPO services market value: \$ million, 2018-23

Table 84: Canada BPO services market category segmentation: % share, by value, 2018-23

Table 85: Canada BPO services market category segmentation: \$ million, 2018-23

Table 86: Canada BPO services market geography segmentation: \$ million, 2023

Table 87: Canada BPO services market value forecast: \$ million, 2023-28

Table 88: Canada Size of Population (million), 2019-23

Table 89: Canada real GDP (Constant 2010 Prices, \$ billion), 2019-23

Table 90: Canada GDP (Current Prices, \$ Billion), 2019-23

Table 91: Canada Inflation, 2019-23

Table 92: Canada Consumer Price Index (Absolute), 2019-23

Table 93: Canada exchange rate, 2018-23

## List Of Figures

### LIST OF FIGURES

Figure 1: Global BPO services market value: \$ million, 2018-23

Figure 2: Global BPO services market category segmentation: \$ million, 2018-23

Figure 3: Global BPO services market geography segmentation: % share, by value, 2023

Figure 4: Global BPO services market value forecast: \$ million, 2023-28

Figure 5: Forces driving competition in the global BPO services market, 2023

Figure 6: Drivers of buyer power in the global BPO services market, 2023

Figure 7: Drivers of supplier power in the global BPO services market, 2023

Figure 8: Factors influencing the likelihood of new entrants in the global BPO services market, 2023

Figure 9: Factors influencing the threat of substitutes in the global BPO services market, 2023

Figure 10: Drivers of degree of rivalry in the global BPO services market, 2023

Figure 11: Asia-Pacific BPO services market value: \$ million, 2018-23

Figure 12: Asia-Pacific BPO services market category segmentation: \$ million, 2018-23

Figure 13: Asia-Pacific BPO services market geography segmentation: % share, by value, 2023

Figure 14: Asia-Pacific BPO services market value forecast: \$ million, 2023-28

Figure 15: Forces driving competition in the BPO services market in Asia-Pacific, 2023

Figure 16: Drivers of buyer power in the BPO services market in Asia-Pacific, 2023

Figure 17: Drivers of supplier power in the BPO services market in Asia-Pacific, 2023

Figure 18: Factors influencing the likelihood of new entrants in the BPO services market in Asia-Pacific, 2023

Figure 19: Factors influencing the threat of substitutes in the BPO services market in Asia-Pacific, 2023

Figure 20: Drivers of degree of rivalry in the BPO services market in Asia-Pacific, 2023

Figure 21: Europe BPO services market value: \$ million, 2018-23

Figure 22: Europe BPO services market category segmentation: \$ million, 2018-23

Figure 23: Europe BPO services market geography segmentation: % share, by value, 2023

Figure 24: Europe BPO services market value forecast: \$ million, 2023-28

Figure 25: Forces driving competition in the BPO services market in Europe, 2023

Figure 26: Drivers of buyer power in the BPO services market in Europe, 2023

Figure 27: Drivers of supplier power in the BPO services market in Europe, 2023

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

in Europe, 2023

Figure 29: Factors influencing the threat of substitutes in the BPO services market in Europe, 2023

Figure 30: Drivers of degree of rivalry in the BPO services market in Europe, 2023

Figure 31: France BPO services market value: \$ million, 2018-23

Figure 32: France BPO services market category segmentation: \$ million, 2018-23

Figure 33: France BPO services market geography segmentation: % share, by value, 2023

Figure 34: France BPO services market value forecast: \$ million, 2023-28

Figure 35: Forces driving competition in the BPO services market in France, 2023

Figure 36: Drivers of buyer power in the BPO services market in France, 2023

Figure 37: Drivers of supplier power in the BPO services market in France, 2023

Figure 38: Factors influencing the likelihood of new entrants in the BPO services market in France, 2023

Figure 39: Factors influencing the threat of substitutes in the BPO services market in France, 2023

Figure 40: Drivers of degree of rivalry in the BPO services market in France, 2023

Figure 41: Germany BPO services market value: \$ million, 2018-23

Figure 42: Germany BPO services market category segmentation: \$ million, 2018-23

Figure 43: Germany BPO services market geography segmentation: % share, by value, 2023

Figure 44: Germany BPO services market value forecast: \$ million, 2023-28

Figure 45: Forces driving competition in the BPO services market in Germany, 2023

Figure 46: Drivers of buyer power in the BPO services market in Germany, 2023

Figure 47: Drivers of supplier power in the BPO services market in Germany, 2023

Figure 48: Factors influencing the likelihood of new entrants in the BPO services market in Germany, 2023

Figure 49: Factors influencing the threat of substitutes in the BPO services market in Germany, 2023

Figure 50: Drivers of degree of rivalry in the BPO services market in Germany, 2023

Figure 51: Italy BPO services market value: \$ million, 2018-23

Figure 52: Italy BPO services market category segmentation: \$ million, 2018-23

Figure 53: Italy BPO services market geography segmentation: % share, by value, 2023

Figure 54: Italy BPO services market value forecast: \$ million, 2023-28

Figure 55: Forces driving competition in the BPO services market in Italy, 2023

Figure 56: Drivers of buyer power in the BPO services market in Italy, 2023

Figure 57: Drivers of supplier power in the BPO services market in Italy, 2023

Figure 58: Factors influencing the likelihood of new entrants in the BPO services market in Italy, 2023



Figure 59: Factors influencing the threat of substitutes in the BPO services market in Italy, 2023

Figure 60: Drivers of degree of rivalry in the BPO services market in Italy, 2023

Figure 61: Japan BPO services market value: \$ million, 2018-23

Figure 62: Japan BPO services market category segmentation: \$ million, 2018-23

Figure 63: Japan BPO services market geography segmentation: % share, by value, 2023

Figure 64: Japan BPO services market value forecast: \$ million, 2023-28

Figure 65: Forces driving competition in the BPO services market in Japan, 2023

Figure 66: Drivers of buyer power in the BPO services market in Japan, 2023

Figure 67: Drivers of supplier power in the BPO services market in Japan, 2023

Figure 68: Factors influencing the likelihood of new entrants in the BPO services market in Japan, 2023

Figure 69: Factors influencing the threat of substitutes in the BPO services market in Japan, 2023

Figure 70: Drivers of degree of rivalry in the BPO services market in Japan, 2023

Figure 71: Australia BPO services market value: \$ million, 2018-23

Figure 72: Australia BPO services market category segmentation: \$ million, 2018-23

Figure 73: Australia BPO services market geography segmentation: % share, by value, 2023

Figure 74: Australia BPO services market value forecast: \$ million, 2023-28

Figure 75: Forces driving competition in the BPO services market in Australia, 2023

Figure 76: Drivers of buyer power in the BPO services market in Australia, 2023

Figure 77: Drivers of supplier power in the BPO services market in Australia, 2023

Figure 78: Factors influencing the likelihood of new entrants in the BPO services market in Australia, 2023

Figure 79: Factors influencing the threat of substitutes in the BPO services market in Australia, 2023

Figure 80: Drivers of degree of rivalry in the BPO services market in Australia, 2023

Figure 81: Canada BPO services market value: \$ million, 2018-23

Figure 82: Canada BPO services market category segmentation: \$ million, 2018-23

Figure 83: Canada BPO services market geography segmentation: % share, by value, 2023

Figure 84: Canada BPO services market value forecast: \$ million, 2023-28

Figure 85: Forces driving competition in the BPO services market in Canada, 2023

Figure 86: Drivers of buyer power in the BPO services market in Canada, 2023

Figure 87: Drivers of supplier power in the BPO services market in Canada, 2023

Figure 88: Factors influencing the likelihood of new entrants in the BPO services market in Canada, 2023

Figure 89: Factors influencing the threat of substitutes in the BPO services market in Canada, 2023

Figure 90: Drivers of degree of rivalry in the BPO services market in Canada, 2023

## I would like to order

Product name: BPO Services Global Industry Guide 2019-2028

Product link: <https://marketpublishers.com/r/BA0A8F679020EN.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/BA0A8F679020EN.html>