

BPO Services in Australia

<https://marketpublishers.com/r/B562175C49BEN.html>

Date: November 2020

Pages: 44

Price: US\$ 350.00 (Single User License)

ID: B562175C49BEN

Abstracts

BPO Services in Australia

Summary

BPO Services in Australia industry profile provides top-line qualitative and quantitative summary information including: market size (value and volume 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.

The Australian BPO services market is expected to generate total revenues of \$6.6bn in 2020, representing a compound annual growth rate (CAGR) of 1.7% between 2016 and 2020.

The HR outsourcing segment is expected to be the market's most lucrative in 2020, with total revenues of \$2.8bn, equivalent to 42.3% of the market's overall value.

Demand for added value solutions from specialized outsourcing providers has

been growing through the increasing sophistication of businesses with regards to process automation, social media management and cloud services.

Scope

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

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

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 Australia bpo services market with five year forecasts by both value and volume

Reasons to Buy

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

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

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

How has the market performed over the last five years?

What are the main segments that make up Australia's 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. Market rivalry
- 1.6. Competitive Landscape

2 MARKET OVERVIEW

- 2.1. Market definition
- 2.2. Market analysis

3 MARKET DATA

- 3.1. Market value

4 MARKET SEGMENTATION

- 4.1. Category segmentation
- 4.2. Geography segmentation

5 MARKET OUTLOOK

- 5.1. Market value forecast

6 FIVE FORCES ANALYSIS

- 6.1. Summary
- 6.2. Buyer power
- 6.3. Supplier power
- 6.4. New entrants
- 6.5. Threat of substitutes
- 6.6. Degree of rivalry

7 COMPETITIVE LANDSCAPE

- 7.1. Who are the leading players?
- 7.2. What strategies do the leading players follow?
- 7.3. What were the most recent market developments?

8 COMPANY PROFILES

- 8.1. Infosys Limited
- 8.2. HCL Technologies Limited
- 8.3. ISS AS
- 8.4. NCR Corp

9 MACROECONOMIC INDICATORS

- 9.1. Country data

10 APPENDIX

- 10.1. Methodology
- 10.2. Industry associations
- 10.3. Related MarketLine research
- 10.4. About MarketLine

List Of Tables

LIST OF TABLES

- Table 1: Australia bpo services market value: \$ million, 2016-20(e)
- Table 2: Australia bpo services market category segmentation: \$ million, 2020(e)
- Table 3: Australia bpo services market geography segmentation: \$ million, 2020(e)
- Table 4: Australia bpo services market value forecast: \$ million, 2020-25
- Table 5: Infosys Limited: key facts
- Table 6: Infosys Limited: Key Employees
- Table 7: Infosys Limited: Key Employees Continued
- Table 8: HCL Technologies Limited: key facts
- Table 9: HCL Technologies Limited: Key Employees
- Table 10: HCL Technologies Limited: Key Employees Continued
- Table 11: ISS AS: key facts
- Table 12: ISS AS: Key Employees
- Table 13: NCR Corp: key facts
- Table 14: NCR Corp: Key Employees
- Table 15: NCR Corp: Key Employees Continued
- Table 16: Australia size of population (million), 2016-20
- Table 17: Australia gdp (constant 2005 prices, \$ billion), 2016-20
- Table 18: Australia gdp (current prices, \$ billion), 2016-20
- Table 19: Australia inflation, 2016-20
- Table 20: Australia consumer price index (absolute), 2016-20
- Table 21: Australia exchange rate, 2015-19

List Of Figures

LIST OF FIGURES

Figure 1: Australia bpo services market value: \$ million, 2016-20(e)

Figure 2: Australia bpo services market category segmentation: % share, by value, 2020(e)

Figure 3: Australia bpo services market geography segmentation: % share, by value, 2020(e)

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

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

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

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

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

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

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

COMPANIES MENTIONED

Infosys Limited

HCL Technologies Limited

ISS AS

NCR Corp

I would like to order

Product name: BPO Services in Australia

Product link: <https://marketpublishers.com/r/B562175C49BEN.html>

Price: US\$ 350.00 (Single User License / Electronic Delivery)

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

info@marketpublishers.com

Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/B562175C49BEN.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