

# **BPO Services in Canada - Market Summary, Competitive Analysis and Forecast to 2025**

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## **Abstracts**

BPO Services in Canada - Market Summary, Competitive Analysis and Forecast to 2025

### **SUMMARY**

BPO Services in Canada 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.

The Canadian BPO services market had total revenue of \$5.8bn in 2020, representing a compound annual rate of change (CARC) of -2.2% between 2016 and 2020.

The Vertical-specific BPO segment was the market's most lucrative in 2020, with total revenue of \$1.6bn, equivalent to 27.8% of the market's overall value.

As business confidence declined during the pandemic, firms were unwilling to take on further costs particularly when revenues were difficult to forecast, causing a decline in BPO market activity.

## **SCOPE**

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

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

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 Canada bpo services market with five year forecasts

## **REASONS TO BUY**

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

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

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

How has the market performed over the last five years?

What are the main segments that make up Canada's bpo services market?

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