

# BPO Services in Europe

<https://marketpublishers.com/r/B2CE11A2BE8EN.html>

Date: November 2020

Pages: 43

Price: US\$ 350.00 (Single User License)

ID: B2CE11A2BE8EN

## Abstracts

BPO Services in Europe

### Summary

BPO Services in Europe industry profile provides top-line qualitative and quantitative summary information including: market share, 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 European BPO services market is expected to generate total revenues of \$70.9bn in 2020, representing a compound annual growth rate (CAGR) of 2.5% between 2016 and 2020.

The HR outsourcing segment is expected to be the market's most lucrative in 2020, with total revenues of \$24.8bn, equivalent to 35% of the market's overall value.

The UK market continued to be the most lucrative in the European region, which

is estimated to account for 18.5% of its value.

## Scope

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

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

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

## Reasons to Buy

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

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

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

How has the market performed over the last five years?

Who are the top competitors in Europe'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. Accenture plc
- 8.2. Capgemini SE
- 8.3. ISS AS
- 8.4. Bertelsmann SE & Co. KGaA

## **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: Europe bpo services market value: \$ million, 2016-20(e)
- Table 2: Europe bpo services market category segmentation: \$ million, 2020(e)
- Table 3: Europe bpo services market geography segmentation: \$ million, 2020(e)
- Table 4: Europe bpo services market value forecast: \$ million, 2020-25
- Table 5: Accenture plc: key facts
- Table 6: Accenture plc: Key Employees
- Table 7: Accenture plc: Key Employees Continued
- Table 8: Capgemini SE: key facts
- Table 9: Capgemini SE: Key Employees
- Table 10: Capgemini SE: Key Employees Continued
- Table 11: ISS AS: key facts
- Table 12: ISS AS: Key Employees
- Table 13: Bertelsmann SE & Co. KGaA: key facts
- Table 14: Bertelsmann SE & Co. KGaA: Key Employees
- Table 15: Europe size of population (million), 2016-20
- Table 16: Europe gdp (constant 2005 prices, \$ billion), 2016-20
- Table 17: Europe gdp (current prices, \$ billion), 2016-20
- Table 18: Europe inflation, 2016-20
- Table 19: Europe consumer price index (absolute), 2016-20
- Table 20: Europe exchange rate, 2015-19

## List Of Figures

### LIST OF FIGURES

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

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

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

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

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

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

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

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

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

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

### COMPANIES MENTIONED

Accenture plc

Capgemini SE

ISS AS

Bertelsmann SE & Co. KGaA

## I would like to order

Product name: BPO Services in Europe

Product link: <https://marketpublishers.com/r/B2CE11A2BE8EN.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](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/B2CE11A2BE8EN.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