

BPO Services in Germany

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Abstracts

BPO Services in Germany

Summary

BPO Services in Germany 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 German BPO services market is expected to generate total revenues of \$12.7bn 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 \$4.4bn, equivalent to 34.6% of the market's overall value.

Demand for BPO services remained strong in 2019 in spite of the anaemic

growth of the German economy. A tighter labor market and strong demand from the manufacturing sector drove revenue growth for HR and vertical-specific BPO 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 Germany

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

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

Reasons to Buy

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

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

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

How has the market performed over the last five years?

Who are the top competitors in Germany'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. HCL Technologies Limited
- 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: Germany bpo services market value: \$ million, 2016-20(e)
- Table 2: Germany bpo services market category segmentation: \$ million, 2020(e)
- Table 3: Germany bpo services market geography segmentation: \$ million, 2020(e)
- Table 4: Germany bpo services market value forecast: \$ million, 2020-25
- Table 5: HCL Technologies Limited: key facts
- Table 6: HCL Technologies Limited: Key Employees
- Table 7: HCL Technologies Limited: 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: Germany size of population (million), 2016-20
- Table 16: Germany gdp (constant 2005 prices, \$ billion), 2016-20
- Table 17: Germany gdp (current prices, \$ billion), 2016-20
- Table 18: Germany inflation, 2016-20
- Table 19: Germany consumer price index (absolute), 2016-20
- Table 20: Germany exchange rate, 2015-19

List Of Figures

LIST OF FIGURES

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

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

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

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

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

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

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

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

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

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

COMPANIES MENTIONED

HCL Technologies Limited

Capgemini SE

ISS AS

Bertelsmann SE & Co. KGaA

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