

BPO Services in Indonesia

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Abstracts

BPO Services in Indonesia

Summary

BPO Services in Indonesia 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 Indonesian BPO services market is expected to generate total revenues of \$1.8bn in 2020, representing a compound annual growth rate (CAGR) of 1% between 2016 and 2020.

The vertical-specific BPO segment is expected to be the market's most lucrative in 2020, with total revenues of \$0.5bn, equivalent to 26.8% of the market's overall value.

The growth of outsourcing activities has been driven by the solid growth of the

Indonesian economy and the increasing digitalization of large businesses.

Scope

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

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

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

Reasons to Buy

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

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

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

How has the market performed over the last five years?

How large is Indonesia's bpo services market in relation to its regional counterparts?

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. Wipro Ltd
- 8.2. ISS AS
- 8.3. TMF Group Holding B.V.

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: Indonesia bpo services market value: \$ million, 2016-20(e)
- Table 2: Indonesia bpo services market category segmentation: \$ million, 2020(e)
- Table 3: Indonesia bpo services market geography segmentation: \$ million, 2020(e)
- Table 4: Indonesia bpo services market value forecast: \$ million, 2020-25
- Table 5: Wipro Ltd: key facts
- Table 6: Wipro Ltd: Key Employees
- Table 7: Wipro Ltd: Key Employees Continued
- Table 8: ISS AS: key facts
- Table 9: ISS AS: Key Employees
- Table 10: TMF Group Holding B.V.: key facts
- Table 11: TMF Group Holding B.V.: Key Employees
- Table 12: Indonesia size of population (million), 2016-20
- Table 13: Indonesia gdp (constant 2005 prices, \$ billion), 2016-20
- Table 14: Indonesia gdp (current prices, \$ billion), 2016-20
- Table 15: Indonesia inflation, 2016-20
- Table 16: Indonesia consumer price index (absolute), 2016-20
- Table 17: Indonesia exchange rate, 2015-19

List Of Figures

LIST OF FIGURES

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

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

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

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

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

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

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

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

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

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

COMPANIES MENTIONED

Wipro Ltd

ISS AS

TMF Group Holding B.V.

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