

BPO Services in Singapore

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Abstracts

BPO Services in Singapore

Summary

BPO Services in Singapore 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 Singaporean BPO services market is expected to generate total revenues of \$2.1bn in 2020, representing a compound annual growth rate (CAGR) of 1.9% between 2016 and 2020.

The vertical-specific BPO segment is expected to be the market's most lucrative in 2020, with total revenues of \$0.6bn, equivalent to 27.9% of the market's overall value.

A decline of 8.1% is anticipated in 2020 as a result of the COVID-19 pandemic.

Scope

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

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

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 Singapore bpo services market with five year forecasts

Reasons to Buy

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

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

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

How has the market performed over the last five years?

What are the main segments that make up Singapore'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. Wipro Ltd
- 8.3. ISS AS
- 8.4. 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: Singapore bpo services market value: \$ million, 2016-20(e)
Table 2: Singapore bpo services market category segmentation: \$ million, 2020(e)
Table 3: Singapore bpo services market geography segmentation: \$ million, 2020(e)
Table 4: Singapore 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: Wipro Ltd: key facts
Table 9: Wipro Ltd: Key Employees
Table 10: Wipro Ltd: Key Employees Continued
Table 11: ISS AS: key facts
Table 12: ISS AS: Key Employees
Table 13: TMF Group Holding B.V.: key facts
Table 14: TMF Group Holding B.V.: Key Employees
Table 15: Singapore size of population (million), 2016-20
Table 16: Singapore gdp (constant 2005 prices, \$ billion), 2016-20
Table 17: Singapore gdp (current prices, \$ billion), 2016-20
Table 18: Singapore inflation, 2016-20
Table 19: Singapore consumer price index (absolute), 2016-20
Table 20: Singapore exchange rate, 2015-19

List Of Figures

LIST OF FIGURES

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

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

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

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

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

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

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

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

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

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

COMPANIES MENTIONED

HCL Technologies Limited

Wipro Ltd

ISS AS

TMF Group Holding B.V.

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