

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

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Abstracts

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SUMMARY

BPO Services in South Africa 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 South African BPO services market had total revenue of \$4.7bn in 2020, representing a compound annual growth rate (CAGR) of 1.8% between 2016 and 2020.

The HR Outsourcing segment was the market's most lucrative in 2020, with total

revenue of \$2.0bn, equivalent to 41.6% of the market's overall value.

The decline in 2020 was largely caused by the COVID-19 pandemic which had recessionary impacts on many areas of the economy.

SCOPE

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

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

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

REASONS TO BUY

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

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

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

How has the market performed over the last five years?

Who are the top competitors in South Africa'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. Genpact Ltd
- 8.4. TMF Group 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: South Africa bpo services market value: \$ million, 2016-20
- Table 2: South Africa bpo services market category segmentation: \$ million, 2020
- Table 3: South Africa bpo services market geography segmentation: \$ million, 2020
- Table 4: South Africa bpo services market value forecast: \$ million, 2020-25
- Table 5: HCL Technologies Limited: key facts
- Table 6: HCL Technologies Limited: Annual Financial Ratios
- Table 7: HCL Technologies Limited: Key Employees
- Table 8: HCL Technologies Limited: Key Employees Continued
- Table 9: Wipro Ltd: key facts
- Table 10: Wipro Ltd: Annual Financial Ratios
- Table 11: Wipro Ltd: Key Employees
- Table 12: Wipro Ltd: Key Employees Continued
- Table 13: Genpact Ltd: key facts
- Table 14: Genpact Ltd: Annual Financial Ratios
- Table 15: Genpact Ltd: Key Employees
- Table 16: Genpact Ltd: Key Employees Continued
- Table 17: TMF Group B.V.: key facts
- Table 18: TMF Group B.V.: Key Employees
- Table 19: South Africa size of population (million), 2016-20
- Table 20: South Africa gdp (constant 2005 prices, \$ billion), 2016-20
- Table 21: South Africa gdp (current prices, \$ billion), 2016-20
- Table 22: South Africa inflation, 2016-20
- Table 23: South Africa consumer price index (absolute), 2016-20
- Table 24: South Africa exchange rate, 2016-20

List Of Figures

LIST OF FIGURES

Figure 1: South Africa bpo services market value: \$ million, 2016-20

Figure 2: South Africa bpo services market category segmentation: % share, by value, 2020

Figure 3: South Africa bpo services market geography segmentation: % share, by value, 2020

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

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

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

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

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

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

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

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