

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

<https://marketpublishers.com/r/BC5010FD12E1EN.html>

Date: September 2021

Pages: 37

Price: US\$ 350.00 (Single User License)

ID: BC5010FD12E1EN

Abstracts

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SUMMARY

BPO Services in South Korea 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 South Korean BPO services market had total revenue of \$4.0bn in 2020, representing a compound annual growth rate (CAGR) of 3.9% between 2016 and 2020.

The Procurement BPO segment was the market's most lucrative in 2020, with total revenue of \$1.6bn, equivalent to 39.6% of the market's overall value.

The market's slowdown in growth in 2020 was largely caused by the COVID-19 pandemic which caused economic activity to fall significantly.

SCOPE

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

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

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 Korea bpo services market with five year forecasts

REASONS TO BUY

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

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

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

How has the market performed over the last five years?

How large is South Korea'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. Accenture plc
- 8.2. 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 Korea bpo services market value: \$ million, 2016-20
- Table 2: South Korea bpo services market category segmentation: \$ million, 2020
- Table 3: South Korea bpo services market geography segmentation: \$ million, 2020
- Table 4: South Korea bpo services market value forecast: \$ million, 2020-25
- Table 5: Accenture plc: key facts
- Table 6: Accenture plc: Annual Financial Ratios
- Table 7: Accenture plc: Key Employees
- Table 8: Accenture plc: Key Employees Continued
- Table 9: Accenture plc: Key Employees Continued
- Table 10: TMF Group B.V.: key facts
- Table 11: TMF Group B.V.: Key Employees
- Table 12: South Korea size of population (million), 2016-20
- Table 13: South Korea gdp (constant 2005 prices, \$ billion), 2016-20
- Table 14: South Korea gdp (current prices, \$ billion), 2016-20
- Table 15: South Korea inflation, 2016-20
- Table 16: South Korea consumer price index (absolute), 2016-20
- Table 17: South Korea exchange rate, 2016-20

List Of Figures

LIST OF FIGURES

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

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

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

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

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

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

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

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

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

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

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