

# **BPO Services in the United States of America (USA) - Market Summary, Competitive Analysis and Forecast to 2025**

<https://marketpublishers.com/r/B08CB4FE4EDBEN.html>

Date: September 2021

Pages: 48

Price: US\$ 350.00 (Single User License)

ID: B08CB4FE4EDBEN

## **Abstracts**

BPO Services in the United States of America (USA) - Market Summary, Competitive Analysis and Forecast to 2025

### **SUMMARY**

BPO Services in the United States 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 US BPO services market had total revenue of \$79.3bn in 2020, representing a compound annual rate of change (CARC) of -1.1% between 2016 and 2020.

The Vertical-specific BPO segment was the market's most lucrative in 2020, with

total revenue of \$22.6bn, equivalent to 28.5% of the market's overall value.

The uncertainty caused by wavering lockdown restrictions (which varied from state to state) and political changes of power during the pandemic significantly lowered business confidence, leading to lower spending on BPO services.

## **SCOPE**

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

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

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 United States bpo services market with five year forecasts

## **REASONS TO BUY**

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

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

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

How has the market performed over the last five years?

How large is the United States's bpo services market in relation to its regional counterparts?

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