

BPO Services Market Summary, Competitive Analysis and Forecast to 2027 (Global Almanac)

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Abstracts

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Summary

Global BPO Services industry profile provides top-line qualitative and quantitative summary information including: Market size (value 2017-22, and forecast to 2027). 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.

Customer Relationship Management (CRM) BPO: CRM BPO services typically include consumer direct services, contact center outsourcing (which includes customer care, sales and marketing, and technical product support), collection services, and claim and warranty services.

Finance and Accounting BPO: Finance and accounting BPO cover operations

relating to financial support functions, such as accounts payable and receivable, general ledger, payment processing, invoice, purchase order management and processing, receipt and reconciliation, and management reporting.

Human Resources BPO: HR outsourcing services include benefits administration, payroll services, recruitment outsourcing, relocation and assignment services, workforce administration and development services / talent management, and performance management.

Knowledge Process Outsourcing (KPO): Knowledge process outsourcing (KPO) services include research and analytics services such as competitive analysis, quantitative research and analytics, risk management and analytics, strategy and business development research, financial research, and legal process outsourcing (LPO).

Procurement and Supply-Chain BPO: Procurement BPO covers the outsourcing of key procurement processes including sourcing support and administration, contract management, demand management, supplier relationship management, and performance reporting.

Vertical-specific BPO: Vertical-specific BPO covers the outsourcing of services that require domain expertise. Vertical-specific BPO includes a range of processes such as insurance and annuities policy administration, claims and transaction processing, credit card analytics for banks and insurers, patient administration, medical coding, clinical research, and drug discovery and development for healthcare providers and pharmaceuticals.

All market data and forecasts are represented in nominal terms (i.e., without adjustment for inflation) and all currency conversions used in the creation of this report have been calculated using constant 2022 annual average exchange rates.

The global BPO services market had total revenues of \$304.5 billion in 2022, representing a compound annual growth rate (CAGR) of 6.1% between 2017 and 2022.

The vertical-specific BPO segment accounted for the market's largest proportion in 2022, with total revenues of \$80.7 billion, equivalent to 26.5% of the market's

overall value.

Financial constraints limit small enterprises' ability to hire specialized staff for each business function and department. Therefore, the growth in the number of SMEs is supporting the global BPO services market.

Scope

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

Use the Five Forces analysis to determine the competitive intensity and therefore attractiveness of the global bpo services Market

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 global bpo services Market with five year forecasts

Reasons to Buy

What was the size of the global bpo services Market by value in 2022?

What will be the size of the global bpo services Market in 2027?

What factors are affecting the strength of competition in the global bpo services Market?

How has the Market performed over the last five years?

What are the main segments that make up the global 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. Competitive landscape

2 INTRODUCTION

- 2.1. What is this report about?
- 2.2. Who is the target reader?
- 2.3. How to use this report
- 2.4. Definitions

3 GLOBAL BPO SERVICES

- 3.1. Market Overview
- 3.2. Market Data
- 3.3. Market Segmentation
- 3.4. Market outlook
- 3.5. Five forces analysis

4 MACROECONOMIC INDICATORS

- 4.1. Country data

5 BPO SERVICES IN ASIA-PACIFIC

- 5.1. Market Overview
- 5.2. Market Data
- 5.3. Market Segmentation
- 5.4. Market outlook
- 5.5. Five forces analysis

6 BPO SERVICES IN EUROPE

- 6.1. Market Overview
- 6.2. Market Data
- 6.3. Market Segmentation
- 6.4. Market outlook
- 6.5. Five forces analysis

7 MACROECONOMIC INDICATORS

- 7.1. Country data

8 BPO SERVICES IN FRANCE

- 8.1. Market Overview
- 8.2. Market Data
- 8.3. Market Segmentation
- 8.4. Market outlook
- 8.5. Five forces analysis

9 MACROECONOMIC INDICATORS

- 9.1. Country data

10 BPO SERVICES IN GERMANY

- 10.1. Market Overview
- 10.2. Market Data
- 10.3. Market Segmentation
- 10.4. Market outlook
- 10.5. Five forces analysis

11 MACROECONOMIC INDICATORS

- 11.1. Country data

12 BPO SERVICES IN AUSTRALIA

- 12.1. Market Overview
- 12.2. Market Data
- 12.3. Market Segmentation

12.4. Market outlook

12.5. Five forces analysis

13 MACROECONOMIC INDICATORS

13.1. Country data

14 BPO SERVICES IN BRAZIL

14.1. Market Overview

14.2. Market Data

14.3. Market Segmentation

14.4. Market outlook

14.5. Five forces analysis

15 MACROECONOMIC INDICATORS

15.1. Country data

16 BPO SERVICES IN CANADA

16.1. Market Overview

16.2. Market Data

16.3. Market Segmentation

16.4. Market outlook

16.5. Five forces analysis

17 MACROECONOMIC INDICATORS

17.1. Country data

18 BPO SERVICES IN CHINA

18.1. Market Overview

18.2. Market Data

18.3. Market Segmentation

18.4. Market outlook

18.5. Five forces analysis

19 MACROECONOMIC INDICATORS

19.1. Country data

20 BPO SERVICES IN INDIA

20.1. Market Overview

20.2. Market Data

20.3. Market Segmentation

20.4. Market outlook

20.5. Five forces analysis

21 MACROECONOMIC INDICATORS

21.1. Country data

22 BPO SERVICES IN INDONESIA

22.1. Market Overview

22.2. Market Data

22.3. Market Segmentation

22.4. Market outlook

22.5. Five forces analysis

23 MACROECONOMIC INDICATORS

23.1. Country data

24 BPO SERVICES IN ITALY

24.1. Market Overview

24.2. Market Data

24.3. Market Segmentation

24.4. Market outlook

24.5. Five forces analysis

25 MACROECONOMIC INDICATORS

25.1. Country data

26 BPO SERVICES IN JAPAN

- 26.1. Market Overview
- 26.2. Market Data
- 26.3. Market Segmentation
- 26.4. Market outlook
- 26.5. Five forces analysis

27 MACROECONOMIC INDICATORS

- 27.1. Country data

28 BPO SERVICES IN MEXICO

- 28.1. Market Overview
- 28.2. Market Data
- 28.3. Market Segmentation
- 28.4. Market outlook
- 28.5. Five forces analysis

29 MACROECONOMIC INDICATORS

- 29.1. Country data

30 BPO SERVICES IN THE NETHERLANDS

- 30.1. Market Overview
- 30.2. Market Data
- 30.3. Market Segmentation
- 30.4. Market outlook
- 30.5. Five forces analysis

31 MACROECONOMIC INDICATORS

- 31.1. Country data

32 BPO SERVICES IN NORTH AMERICA

- 32.1. Market Overview
- 32.2. Market Data
- 32.3. Market Segmentation
- 32.4. Market outlook
- 32.5. Five forces analysis

33 BPO SERVICES IN RUSSIA

- 33.1. Market Overview
- 33.2. Market Data
- 33.3. Market Segmentation
- 33.4. Market outlook
- 33.5. Five forces analysis

34 MACROECONOMIC INDICATORS

- 34.1. Country data

35 BPO SERVICES IN SCANDINAVIA

- 35.1. Market Overview
- 35.2. Market Data
- 35.3. Market Segmentation
- 35.4. Market outlook
- 35.5. Five forces analysis

36 BPO SERVICES IN SINGAPORE

- 36.1. Market Overview
- 36.2. Market Data
- 36.3. Market Segmentation
- 36.4. Market outlook
- 36.5. Five forces analysis

37 MACROECONOMIC INDICATORS

- 37.1. Country data

38 BPO SERVICES IN SOUTH AFRICA

- 38.1. Market Overview
- 38.2. Market Data
- 38.3. Market Segmentation
- 38.4. Market outlook
- 38.5. Five forces analysis

39 MACROECONOMIC INDICATORS

- 39.1. Country data

40 BPO SERVICES IN SOUTH KOREA

- 40.1. Market Overview
- 40.2. Market Data
- 40.3. Market Segmentation
- 40.4. Market outlook
- 40.5. Five forces analysis

41 MACROECONOMIC INDICATORS

- 41.1. Country data

42 BPO SERVICES IN SPAIN

- 42.1. Market Overview
- 42.2. Market Data
- 42.3. Market Segmentation
- 42.4. Market outlook
- 42.5. Five forces analysis

43 MACROECONOMIC INDICATORS

- 43.1. Country data

44 BPO SERVICES IN TURKEY

- 44.1. Market Overview
- 44.2. Market Data

- 44.3. Market Segmentation
- 44.4. Market outlook
- 44.5. Five forces analysis

45 MACROECONOMIC INDICATORS

- 45.1. Country data

46 BPO SERVICES IN THE UNITED KINGDOM

- 46.1. Market Overview
- 46.2. Market Data
- 46.3. Market Segmentation
- 46.4. Market outlook
- 46.5. Five forces analysis

47 MACROECONOMIC INDICATORS

- 47.1. Country data

48 BPO SERVICES IN THE UNITED STATES

- 48.1. Market Overview
- 48.2. Market Data
- 48.3. Market Segmentation
- 48.4. Market outlook
- 48.5. Five forces analysis

49 MACROECONOMIC INDICATORS

- 49.1. Country data

50 COMPANY PROFILES

- 50.1. Accenture plc
- 50.2. Capgemini SE
- 50.3. HCL Technologies Limited
- 50.4. Bertelsmann SE & Co. KGaA
- 50.5. CGI Group Inc.

- 50.6. In.Corp Global Pte., Ltd.
- 50.7. NCR Corp
- 50.8. Persol Holdings Co Ltd
- 50.9. Teleperformance SE
- 50.10. BDO Unicon AO
- 50.11. Sutherland Global Services Inc
- 50.12. Genpact Ltd
- 50.13. TMF Group B.V.
- 50.14. ISS AS
- 50.15. Atento S.A.
- 50.16. Indra Sistemas, S.A.
- 50.17. Wipro Ltd
- 50.18. Capita plc
- 50.19. Cognizant Technology Solutions Corp
- 50.20. Infosys Limited
- 50.21. TD SYNnex Corporation

51 APPENDIX

- 51.1. Methodology
- 51.2. About MarketLine

List Of Tables

LIST OF TABLES

Table 1: Global BPO services market value: \$ million, 2017-22

Table 2: Global BPO services market category segmentation: % share, by value, 2017-2022

Table 3: Global BPO services market category segmentation: \$ million, 2017-2022

Table 4: Global BPO services market geography segmentation: \$ million, 2022

Table 5: Global BPO services market value forecast: \$ million, 2022-27

Table 6: Global size of population (million), 2018-22

Table 7: Global gdp (constant 2005 prices, \$ billion), 2018-22

Table 8: Global gdp (current prices, \$ billion), 2018-22

Table 9: Global inflation, 2018-22

Table 10: Global consumer price index (absolute), 2018-22

Table 11: Global exchange rate, 2018-22

Table 12: Asia-Pacific BPO services market value: \$ million, 2017-22

Table 13: Asia-Pacific BPO services market category segmentation: % share, by value, 2017-2022

Table 14: Asia-Pacific BPO services market category segmentation: \$ million, 2017-2022

Table 15: Asia-Pacific BPO services market geography segmentation: \$ million, 2022

Table 16: Asia-Pacific BPO services market value forecast: \$ million, 2022-27

Table 17: Europe BPO services market value: \$ million, 2017-22

Table 18: Europe BPO services market category segmentation: % share, by value, 2017-2022

Table 19: Europe BPO services market category segmentation: \$ million, 2017-2022

Table 20: Europe BPO services market geography segmentation: \$ million, 2022

Table 21: Europe BPO services market value forecast: \$ million, 2022-27

Table 22: Europe size of population (million), 2018-22

Table 23: Europe gdp (constant 2005 prices, \$ billion), 2018-22

Table 24: Europe gdp (current prices, \$ billion), 2018-22

Table 25: Europe inflation, 2018-22

Table 26: Europe consumer price index (absolute), 2018-22

Table 27: Europe exchange rate, 2018-22

Table 28: France BPO services market value: \$ million, 2017-22

Table 29: France BPO services market category segmentation: % share, by value, 2017-2022

Table 30: France BPO services market category segmentation: \$ million, 2017-2022

- Table 31: France BPO services market geography segmentation: \$ million, 2022
- Table 32: France BPO services market value forecast: \$ million, 2022-27
- Table 33: France size of population (million), 2018-22
- Table 34: France gdp (constant 2005 prices, \$ billion), 2018-22
- Table 35: France gdp (current prices, \$ billion), 2018-22
- Table 36: France inflation, 2018-22
- Table 37: France consumer price index (absolute), 2018-22
- Table 38: France exchange rate, 2018-22
- Table 39: Germany BPO services market value: \$ million, 2017-22
- Table 40: Germany BPO services market category segmentation: % share, by value, 2017-2022
- Table 41: Germany BPO services market category segmentation: \$ million, 2017-2022
- Table 42: Germany BPO services market geography segmentation: \$ million, 2022
- Table 43: Germany BPO services market value forecast: \$ million, 2022-27
- Table 44: Germany size of population (million), 2018-22
- Table 45: Germany gdp (constant 2005 prices, \$ billion), 2018-22
- Table 46: Germany gdp (current prices, \$ billion), 2018-22
- Table 47: Germany inflation, 2018-22
- Table 48: Germany consumer price index (absolute), 2018-22
- Table 49: Germany exchange rate, 2018-22
- Table 50: Australia BPO services market value: \$ million, 2017-22
- Table 51: Australia BPO services market category segmentation: % share, by value, 2017-2022
- Table 52: Australia BPO services market category segmentation: \$ million, 2017-2022
- Table 53: Australia BPO services market geography segmentation: \$ million, 2022
- Table 54: Australia BPO services market value forecast: \$ million, 2022-27
- Table 55: Australia size of population (million), 2018-22
- Table 56: Australia gdp (constant 2005 prices, \$ billion), 2018-22
- Table 57: Australia gdp (current prices, \$ billion), 2018-22
- Table 58: Australia inflation, 2018-22
- Table 59: Australia consumer price index (absolute), 2018-22
- Table 60: Australia exchange rate, 2018-22
- Table 61: Brazil BPO services market value: \$ million, 2017-22
- Table 62: Brazil BPO services market category segmentation: % share, by value, 2017-2022
- Table 63: Brazil BPO services market category segmentation: \$ million, 2017-2022
- Table 64: Brazil BPO services market geography segmentation: \$ million, 2022
- Table 65: Brazil BPO services market value forecast: \$ million, 2022-27
- Table 66: Brazil size of population (million), 2018-22

- Table 67: Brazil gdp (constant 2005 prices, \$ billion), 2018-22
- Table 68: Brazil gdp (current prices, \$ billion), 2018-22
- Table 69: Brazil inflation, 2018-22
- Table 70: Brazil consumer price index (absolute), 2018-22
- Table 71: Brazil exchange rate, 2018-22
- Table 72: Canada BPO services market value: \$ million, 2017-22
- Table 73: Canada BPO services market category segmentation: % share, by value, 2017-2022
- Table 74: Canada BPO services market category segmentation: \$ million, 2017-2022
- Table 75: Canada BPO services market geography segmentation: \$ million, 2022
- Table 76: Canada BPO services market value forecast: \$ million, 2022-27
- Table 77: Canada size of population (million), 2018-22
- Table 78: Canada gdp (constant 2005 prices, \$ billion), 2018-22
- Table 79: Canada gdp (current prices, \$ billion), 2018-22
- Table 80: Canada inflation, 2018-22
- Table 81: Canada consumer price index (absolute), 2018-22
- Table 82: Canada exchange rate, 2018-22
- Table 83: China BPO services market value: \$ million, 2017-22
- Table 84: China BPO services market category segmentation: % share, by value, 2017-2022
- Table 85: China BPO services market category segmentation: \$ million, 2017-2022
- Table 86: China BPO services market geography segmentation: \$ million, 2022
- Table 87: China BPO services market value forecast: \$ million, 2022-27
- Table 88: China size of population (million), 2018-22
- Table 89: China gdp (constant 2005 prices, \$ billion), 2018-22
- Table 90: China gdp (current prices, \$ billion), 2018-22
- Table 91: China inflation, 2018-22
- Table 92: China consumer price index (absolute), 2018-22
- Table 93: China exchange rate, 2018-22
- Table 94: India BPO services market value: \$ million, 2017-22
- Table 95: India BPO services market category segmentation: % share, by value, 2017-2022
- Table 96: India BPO services market category segmentation: \$ million, 2017-2022
- Table 97: India BPO services market geography segmentation: \$ million, 2022
- Table 98: India BPO services market value forecast: \$ million, 2022-27
- Table 99: India size of population (million), 2018-22
- Table 100: India gdp (constant 2005 prices, \$ billion), 2018-22
- Table 101: India gdp (current prices, \$ billion), 2018-22
- Table 102: India inflation, 2018-22

Table 103: India consumer price index (absolute), 2018-22

Table 104: India exchange rate, 2018-22

Table 105: Indonesia BPO services market value: \$ million, 2017-22

List Of Figures

LIST OF FIGURES

Figure 1: Global BPO services market value: \$ million, 2017-22

Figure 2: Global BPO services market category segmentation: \$ million, 2017-2022

Figure 3: Global BPO services market geography segmentation: % share, by value, 2022

Figure 4: Global BPO services market value forecast: \$ million, 2022-27

Figure 5: Forces driving competition in the global BPO services market, 2022

Figure 6: Drivers of buyer power in the global BPO services market, 2022

Figure 7: Drivers of supplier power in the global BPO services market, 2022

Figure 8: Factors influencing the likelihood of new entrants in the global BPO services market, 2022

Figure 9: Factors influencing the threat of substitutes in the global BPO services market, 2022

Figure 10: Drivers of degree of rivalry in the global BPO services market, 2022

Figure 11: Asia-Pacific BPO services market value: \$ million, 2017-22

Figure 12: Asia-Pacific BPO services market category segmentation: \$ million, 2017-2022

Figure 13: Asia-Pacific BPO services market geography segmentation: % share, by value, 2022

Figure 14: Asia-Pacific BPO services market value forecast: \$ million, 2022-27

Figure 15: Forces driving competition in the BPO services market in Asia-Pacific, 2022

Figure 16: Drivers of buyer power in the BPO services market in Asia-Pacific, 2022

Figure 17: Drivers of supplier power in the BPO services market in Asia-Pacific, 2022

Figure 18: Factors influencing the likelihood of new entrants in the BPO services market in Asia-Pacific, 2022

Figure 19: Factors influencing the threat of substitutes in the BPO services market in Asia-Pacific, 2022

Figure 20: Drivers of degree of rivalry in the BPO services market in Asia-Pacific, 2022

Figure 21: Europe BPO services market value: \$ million, 2017-22

Figure 22: Europe BPO services market category segmentation: \$ million, 2017-2022

Figure 23: Europe BPO services market geography segmentation: % share, by value, 2022

Figure 24: Europe BPO services market value forecast: \$ million, 2022-27

Figure 25: Forces driving competition in the BPO services market in Europe, 2022

Figure 26: Drivers of buyer power in the BPO services market in Europe, 2022

Figure 27: Drivers of supplier power in the BPO services market in Europe, 2022

Figure 28: Factors influencing the likelihood of new entrants in the BPO services market in Europe, 2022

Figure 29: Factors influencing the threat of substitutes in the BPO services market in Europe, 2022

Figure 30: Drivers of degree of rivalry in the BPO services market in Europe, 2022

Figure 31: France BPO services market value: \$ million, 2017-22

Figure 32: France BPO services market category segmentation: \$ million, 2017-2022

Figure 33: France BPO services market geography segmentation: % share, by value, 2022

Figure 34: France BPO services market value forecast: \$ million, 2022-27

Figure 35: Forces driving competition in the BPO services market in France, 2022

Figure 36: Drivers of buyer power in the BPO services market in France, 2022

Figure 37: Drivers of supplier power in the BPO services market in France, 2022

Figure 38: Factors influencing the likelihood of new entrants in the BPO services market in France, 2022

Figure 39: Factors influencing the threat of substitutes in the BPO services market in France, 2022

Figure 40: Drivers of degree of rivalry in the BPO services market in France, 2022

Figure 41: Germany BPO services market value: \$ million, 2017-22

Figure 42: Germany BPO services market category segmentation: \$ million, 2017-2022

Figure 43: Germany BPO services market geography segmentation: % share, by value, 2022

Figure 44: Germany BPO services market value forecast: \$ million, 2022-27

Figure 45: Forces driving competition in the BPO services market in Germany, 2022

Figure 46: Drivers of buyer power in the BPO services market in Germany, 2022

Figure 47: Drivers of supplier power in the BPO services market in Germany, 2022

Figure 48: Factors influencing the likelihood of new entrants in the BPO services market in Germany, 2022

Figure 49: Factors influencing the threat of substitutes in the BPO services market in Germany, 2022

Figure 50: Drivers of degree of rivalry in the BPO services market in Germany, 2022

Figure 51: Australia BPO services market value: \$ million, 2017-22

Figure 52: Australia BPO services market category segmentation: \$ million, 2017-2022

Figure 53: Australia BPO services market geography segmentation: % share, by value, 2022

Figure 54: Australia BPO services market value forecast: \$ million, 2022-27

Figure 55: Forces driving competition in the BPO services market in Australia, 2022

Figure 56: Drivers of buyer power in the BPO services market in Australia, 2022

Figure 57: Drivers of supplier power in the BPO services market in Australia, 2022

Figure 58: Factors influencing the likelihood of new entrants in the BPO services market in Australia, 2022

Figure 59: Factors influencing the threat of substitutes in the BPO services market in Australia, 2022

Figure 60: Drivers of degree of rivalry in the BPO services market in Australia, 2022

Figure 61: Brazil BPO services market value: \$ million, 2017-22

Figure 62: Brazil BPO services market category segmentation: \$ million, 2017-2022

Figure 63: Brazil BPO services market geography segmentation: % share, by value, 2022

Figure 64: Brazil BPO services market value forecast: \$ million, 2022-27

Figure 65: Forces driving competition in the BPO services market in Brazil, 2022

Figure 66: Drivers of buyer power in the BPO services market in Brazil, 2022

Figure 67: Drivers of supplier power in the BPO services market in Brazil, 2022

Figure 68: Factors influencing the likelihood of new entrants in the BPO services market in Brazil, 2022

Figure 69: Factors influencing the threat of substitutes in the BPO services market in Brazil, 2022

Figure 70: Drivers of degree of rivalry in the BPO services market in Brazil, 2022

Figure 71: Canada BPO services market value: \$ million, 2017-22

Figure 72: Canada BPO services market category segmentation: \$ million, 2017-2022

Figure 73: Canada BPO services market geography segmentation: % share, by value, 2022

Figure 74: Canada BPO services market value forecast: \$ million, 2022-27

Figure 75: Forces driving competition in the BPO services market in Canada, 2022

Figure 76: Drivers of buyer power in the BPO services market in Canada, 2022

Figure 77: Drivers of supplier power in the BPO services market in Canada, 2022

Figure 78: Factors influencing the likelihood of new entrants in the BPO services market in Canada, 2022

Figure 79: Factors influencing the threat of substitutes in the BPO services market in Canada, 2022

Figure 80: Drivers of degree of rivalry in the BPO services market in Canada, 2022

Figure 81: China BPO services market value: \$ million, 2017-22

Figure 82: China BPO services market category segmentation: \$ million, 2017-2022

Figure 83: China BPO services market geography segmentation: % share, by value, 2022

Figure 84: China BPO services market value forecast: \$ million, 2022-27

Figure 85: Forces driving competition in the BPO services market in China, 2022

Figure 86: Drivers of buyer power in the BPO services market in China, 2022

Figure 87: Drivers of supplier power in the BPO services market in China, 2022

Figure 88: Factors influencing the likelihood of new entrants in the BPO services market in China, 2022

Figure 89: Factors influencing the threat of substitutes in the BPO services market in China, 2022

Figure 90: Drivers of degree of rivalry in the BPO services market in China, 2022

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