

# **BPO Services North America (NAFTA) Industry Guide** 2019-2028

https://marketpublishers.com/r/BAF126E6A1A9EN.html

Date: November 2024

Pages: 157

Price: US\$ 795.00 (Single User License)

ID: BAF126E6A1A9EN

## **Abstracts**

BPO Services North America (NAFTA) Industry Guide 2019-2028

#### Summary

The NAFTA BPO Services industry profile provides top-line qualitative and quantitative summary information including: Market size (value, and forecast to 2028). The profile also contains descriptions of the leading players including key financial metrics and analysis of competitive pressures within the Market.

#### Key Highlights

The North American Free Trade Agreement (NAFTA) is a trade agreement between the countries in North America: the US, Canada and Mexico. The bpo services industry within the NAFTA countries had a total market value of \$1,19,802.0 million in 2023. The Mexico was the fastest growing country, with a CAGR of 7.4% over the 2019-23 period.

Within the bpo services industry, the US is the leading country among the NAFTA bloc, with market revenues of \$1,06,487.2 million in 2023. This was followed by Canada and Mexico, with a value of \$8,747.0 and \$4,567.8 million, respectively.

The US is expected to lead the bpo services industry in the NAFTA bloc, with a value of \$1,21,452.4 million in 2028, followed by Canada and Mexico with expected values of \$10,667.6 and \$5,736.2 million, respectively.



#### Scope

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

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

Leading company profiles reveal details of key bpo services Market players' NAFTA operations and financial performance

Add weight to presentations and pitches by understanding the future growth prospects of the NAFTA bpo services Market with five year forecasts

Compares data from the US, Canada and Mexico, alongside individual chapters on each country

### Reasons to Buy

What was the size of the NAFTA bpo services Market by value in 2023?

What will be the size of the NAFTA bpo services Market in 2028?

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

How has the Market performed over the last five years?

What are the main segments that make up the NAFTA bpo services Market?



## **Contents**

#### 1 INTRODUCTION

- 1.1. What is this report about?
- 1.2. Who is the target reader?
- 1.3. How to use this report
- 1.4. Definitions

#### **2 NAFTA BPO SERVICES**

2.1. Industry Outlook

#### **3 BPO SERVICES IN CANADA**

- 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 MEXICO**

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

#### **6 MACROECONOMIC INDICATORS**

6.1. Country data

#### **7 BPO SERVICES IN THE UNITED STATES**



- 7.1. Market Overview
- 7.2. Market Data
- 7.3. Market Segmentation
- 7.4. Market outlook
- 7.5. Five forces analysis

#### **8 MACROECONOMIC INDICATORS**

8.1. Country data

#### **9 COMPANY PROFILES**

- 9.1. HCL Technologies Ltd
- 9.2. Accenture Plc
- 9.3. Capgemini SE
- 9.4. ISS AS
- 9.5. Bertelsmann SE & Co KgaA
- 9.6. Teleperformance SE
- 9.7. NCR Voyix Corp
- 9.8. Genpact Ltd
- 9.9. CGI Inc
- 9.10. TD SYNNEX Corp
- 9.11. TMF Group B.V.
- 9.12. In.Corp Global Pte Ltd
- 9.13. Wipro Ltd
- 9.14. Persol Holdings Co Ltd
- 9.15. JSC ANCOR
- 9.16. BDO Unicon AO
- 9.17. Luxoft
- 9.18. TietoEVRY Corp
- 9.19. With Business Process Outsourcing Inc
- 9.20. Atento S.A.
- 9.21. Indra Sistemas SA
- 9.22. TTEC Holdings Inc
- 9.23. Capita Plc
- 9.24. Cognizant Technology Solutions Corp
- 9.25. Infosys Limited

#### **10 APPENDIX**



10.1. Methodology

10.2. About MarketLine



## **List Of Tables**

#### LIST OF TABLES

- Table 1: NAFTA countries bpo services industry, revenue (\$m), 2019-28
- Table 2: NAFTA countries bpo services industry, revenue (\$m), 2019-23
- Table 3: NAFTA countries bpo services industry forecast, revenue (\$m), 2023-28
- Table 4: Canada BPO services market value: \$ million, 2018-23
- Table 5: Canada BPO services market category segmentation: % share, by value, 2018-23
- Table 6: Canada BPO services market category segmentation: \$ million, 2018-23
- Table 7: Canada BPO services market geography segmentation: \$ million, 2023
- Table 8: Canada BPO services market value forecast: \$ million, 2023-28
- Table 9: Canada Size of Population (million), 2019-23
- Table 10: Canada real GDP (Constant 2010 Prices, \$ billion), 2019-23
- Table 11: Canada GDP (Current Prices, \$ Billion), 2019-23
- Table 12: Canada Inflation, 2019-23
- Table 13: Canada Consumer Price Index (Absolute), 2019-23
- Table 14: Canada exchange rate, 2018-23
- Table 15: Mexico BPO services market value: \$ million, 2018-23
- Table 16: Mexico BPO services market category segmentation: % share, by value, 2018-23
- Table 17: Mexico BPO services market category segmentation: \$ million, 2018-23
- Table 18: Mexico BPO services market geography segmentation: \$ million, 2023
- Table 19: Mexico BPO services market value forecast: \$ million, 2023-28
- Table 20: Mexico Size of Population (million), 2019-23
- Table 21: Mexico real GDP (Constant 2010 Prices, \$ billion), 2019-23
- Table 22: Mexico GDP (Current Prices, \$ Billion), 2019-23
- Table 23: Mexico Inflation, 2019-23
- Table 24: Mexico Consumer Price Index (Absolute), 2019-23
- Table 25: Mexico exchange rate, 2018-23
- Table 26: United States BPO services market value: \$ million, 2018-23
- Table 27: United States BPO services market category segmentation: % share, by
- value, 2018-23
- Table 28: United States BPO services market category segmentation: \$ million, 2018-23
- Table 29: United States BPO services market geography segmentation: \$ million, 2023
- Table 30: United States BPO services market value forecast: \$ million, 2023-28
- Table 31: United States Size of Population (million), 2019-23
- Table 32: United States real GDP (Constant 2010 Prices, \$ billion), 2019-23



- Table 33: United States GDP (Current Prices, \$ Billion), 2019-23
- Table 34: United States Inflation, 2019-23
- Table 35: United States Consumer Price Index (Absolute), 2019-23
- Table 36: United States exchange rate, 2018-23
- Table 37: HCL Technologies Ltd: key facts
- Table 38: HCL Technologies Ltd: Annual Financial Ratios
- Table 39: HCL Technologies Ltd: Key Employees
- Table 40: HCL Technologies Ltd: Key Employees Continued
- Table 41: Accenture Plc: key facts
- Table 42: Accenture Plc: Annual Financial Ratios
- Table 43: Accenture Plc: Key Employees
- Table 44: Accenture Plc: Key Employees Continued
- Table 45: Accenture Plc: Key Employees Continued
- Table 46: Capgemini SE: key facts
- Table 47: Capgemini SE: Annual Financial Ratios
- Table 48: Capgemini SE: Key Employees
- Table 49: Capgemini SE: Key Employees Continued
- Table 50: ISS AS: key facts
- Table 51: ISS AS: Annual Financial Ratios
- Table 52: ISS AS: Key Employees
- Table 53: Bertelsmann SE & Co KgaA: key facts
- Table 54: Bertelsmann SE & Co KgaA: Key Employees
- Table 55: Bertelsmann SE & Co KgaA: Key Employees Continued
- Table 56: Teleperformance SE: key facts
- Table 57: Teleperformance SE: Annual Financial Ratios
- Table 58: Teleperformance SE: Key Employees
- Table 59: NCR Voyix Corp: key facts
- Table 60: NCR Voyix Corp: Annual Financial Ratios
- Table 61: NCR Voyix Corp: Key Employees
- Table 62: Genpact Ltd: key facts
- Table 63: Genpact Ltd: Annual Financial Ratios
- Table 64: Genpact Ltd: Key Employees
- Table 65: CGI Inc: key facts
- Table 66: CGI Inc: Annual Financial Ratios
- Table 67: CGI Inc: Key Employees
- Table 68: CGI Inc: Key Employees Continued
- Table 69: TD SYNNEX Corp: key facts
- Table 70: TD SYNNEX Corp: Annual Financial Ratios
- Table 71: TD SYNNEX Corp: Key Employees



Table 72: TMF Group B.V.: key facts

Table 73: TMF Group B.V.: Key Employees

Table 74: In.Corp Global Pte Ltd: key facts

Table 75: Wipro Ltd: key facts

Table 76: Wipro Ltd: Annual Financial Ratios

Table 77: Wipro Ltd: Key Employees

Table 78: Wipro Ltd: Key Employees Continued

Table 79: Persol Holdings Co Ltd: key facts

Table 80: Persol Holdings Co Ltd: Annual Financial Ratios

Table 81: Persol Holdings Co Ltd: Key Employees

Table 82: JSC ANCOR: key facts

Table 83: BDO Unicon AO: key facts

Table 84: BDO Unicon AO: Key Employees

Table 85: Luxoft: key facts

Table 86: Luxoft: Key Employees

Table 87: TietoEVRY Corp: key facts

Table 88: TietoEVRY Corp: Annual Financial Ratios

Table 89: TietoEVRY Corp: Key Employees

Table 90: With Business Process Outsourcing Inc: key facts

Table 91: Atento S.A.: key facts

Table 92: Atento S.A.: Annual Financial Ratios

Table 93: Atento S.A.: Key Employees

Table 94: Indra Sistemas SA: key facts

Table 95: Indra Sistemas SA: Annual Financial Ratios



# **List Of Figures**

#### LIST OF FIGURES

- Figure 1: NAFTA countries bpo services industry, revenue (\$m), 2019-28
- Figure 2: NAFTA countries bpo services industry, revenue (\$m), 2019-23
- Figure 3: NAFTA countries bpo services industry forecast, revenue (\$m), 2023-28
- Figure 4: Canada BPO services market value: \$ million, 2018-23
- Figure 5: Canada BPO services market category segmentation: \$ million, 2018-23
- Figure 6: Canada BPO services market geography segmentation: % share, by value, 2023
- Figure 7: Canada BPO services market value forecast: \$ million, 2023-28
- Figure 8: Forces driving competition in the BPO services market in Canada, 2023
- Figure 9: Drivers of buyer power in the BPO services market in Canada, 2023
- Figure 10: Drivers of supplier power in the BPO services market in Canada, 2023
- Figure 11: Factors influencing the likelihood of new entrants in the BPO services market in Canada, 2023
- Figure 12: Factors influencing the threat of substitutes in the BPO services market in Canada, 2023
- Figure 13: Drivers of degree of rivalry in the BPO services market in Canada, 2023
- Figure 14: Mexico BPO services market value: \$ million, 2018-23
- Figure 15: Mexico BPO services market category segmentation: \$ million, 2018-23
- Figure 16: Mexico BPO services market geography segmentation: % share, by value, 2023
- Figure 17: Mexico BPO services market value forecast: \$ million, 2023-28
- Figure 18: Forces driving competition in the BPO services market in Mexico, 2023
- Figure 19: Drivers of buyer power in the BPO services market in Mexico, 2023
- Figure 20: Drivers of supplier power in the BPO services market in Mexico, 2023
- Figure 21: Factors influencing the likelihood of new entrants in the BPO services market in Mexico, 2023
- Figure 22: Factors influencing the threat of substitutes in the BPO services market in Mexico, 2023
- Figure 23: Drivers of degree of rivalry in the BPO services market in Mexico, 2023
- Figure 24: United States BPO services market value: \$ million, 2018-23
- Figure 25: United States BPO services market category segmentation: \$ million, 2018-23
- Figure 26: United States BPO services market geography segmentation: % share, by value, 2023
- Figure 27: United States BPO services market value forecast: \$ million, 2023-28



- Figure 28: Forces driving competition in the BPO services market in the United States, 2023
- Figure 29: Drivers of buyer power in the BPO services market in the United States, 2023
- Figure 30: Drivers of supplier power in the BPO services market in the United States, 2023
- Figure 31: Factors influencing the likelihood of new entrants in the BPO services market in the United States, 2023
- Figure 32: Factors influencing the threat of substitutes in the BPO services market in the United States, 2023
- Figure 33: Drivers of degree of rivalry in the BPO services market in the United States, 2023



# I would like to order

Product name: BPO Services North America (NAFTA) Industry Guide 2019-2028

Product link: <a href="https://marketpublishers.com/r/BAF126E6A1A9EN.html">https://marketpublishers.com/r/BAF126E6A1A9EN.html</a>

Price: US\$ 795.00 (Single User License / Electronic Delivery)

If you want to order Corporate License or Hard Copy, please, contact our Customer

Service:

info@marketpublishers.com

# **Payment**

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <a href="https://marketpublishers.com/r/BAF126E6A1A9EN.html">https://marketpublishers.com/r/BAF126E6A1A9EN.html</a>