

# China BPO Services Market Summary, Competitive Analysis and Forecast to 2027

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## Abstracts

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### Summary

BPO Services in China industry profile provides top-line qualitative and quantitative summary information including: market share, market size (value and volume 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.

The Chinese BPO services market had total revenues of \$32.3 billion in 2022, representing a compound annual growth rate (CAGR) of 6.9% between 2017 and 2022.

The vertical-specific BPO segment accounted for the market's largest proportion in 2022, with total revenues of \$8.8 billion, equivalent to 27.3% of the market's overall value.

Low labor costs combined with highly skilled labor make China one of the top destinations for outsourcing business processes by business leaders to achieve quality work at minimal costs.

## Scope

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

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

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

## Reasons to Buy

What was the size of the China bpo services market by value in 2022?

What will be the size of the China bpo services market in 2027?

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

How has the market performed over the last five years?

Who are the top competitors in China'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 are the strengths of leading players?

## **8 COMPANY PROFILES**

- 8.1. Infosys Limited
- 8.2. HCL Technologies Limited
- 8.3. ISS AS
- 8.4. Capgemini SE

## **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: China BPO services market value: \$ million, 2017-22
- Table 2: China BPO services market category segmentation: % share, by value, 2017-2022
- Table 3: China BPO services market category segmentation: \$ million, 2017-2022
- Table 4: China BPO services market geography segmentation: \$ million, 2022
- Table 5: China BPO services market value forecast: \$ million, 2022-27
- Table 6: Infosys Limited: key facts
- Table 7: Infosys Limited: Annual Financial Ratios
- Table 8: Infosys Limited: Key Employees
- Table 9: Infosys Limited: Key Employees Continued
- Table 10: HCL Technologies Limited: key facts
- Table 11: HCL Technologies Limited: Annual Financial Ratios
- Table 12: HCL Technologies Limited: Key Employees
- Table 13: HCL Technologies Limited: Key Employees Continued
- Table 14: ISS AS: key facts
- Table 15: ISS AS: Annual Financial Ratios
- Table 16: ISS AS: Key Employees
- Table 17: Capgemini SE: key facts
- Table 18: Capgemini SE: Annual Financial Ratios
- Table 19: Capgemini SE: Key Employees
- Table 20: Capgemini SE: Key Employees Continued
- Table 21: China size of population (million), 2018-22
- Table 22: China gdp (constant 2005 prices, \$ billion), 2018-22
- Table 23: China gdp (current prices, \$ billion), 2018-22
- Table 24: China inflation, 2018-22
- Table 25: China consumer price index (absolute), 2018-22
- Table 26: China exchange rate, 2018-22

## List Of Figures

### LIST OF FIGURES

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

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

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

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

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

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

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

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

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

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

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