

Global BPO Services Market Summary, Competitive Analysis and Forecast, 2017-2026

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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 2017-21, and forecast to 2026). 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 global BPO services market had total revenues of \$279,753.9 million in 2021, representing a compound annual growth rate (CAGR) of 5.7% between 2016 and 2021.

The HR outsourcing segment was the market's most lucrative in 2021, with total revenues of \$76,300.8 million, equivalent to 27.3% of the market's overall value.

Global BPO services market is growing significantly in recent years owing to the rising organizational focus on increasing flexibility, improving efficiency, minimizing capital and operating expenditure and improving service quality.

SCOPE

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

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 2021?

What will be the size of the Global bpo services market in 2026?

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'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?
- 7.4. What were the most recent market developments?

8 COMPANY PROFILES

- 8.1. Accenture plc
- 8.2. Infosys Limited
- 8.3. Capgemini SE
- 8.4. 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: Global BPO services market value: \$ million, 2016-21

Table 2: Global BPO services market category segmentation: % share, by value, 2016-2021

Table 3: Global BPO services market category segmentation: \$ million, 2016-2021

Table 4: Global BPO services market geography segmentation: \$ million, 2021

Table 5: Global BPO services market value forecast: \$ million, 2021-26

Table 6: Accenture plc: key facts

Table 7: Accenture plc: Annual Financial Ratios

Table 8: Accenture plc: Key Employees

Table 9: Accenture plc: Key Employees Continued

Table 10: Accenture plc: Key Employees Continued

Table 11: Accenture plc: Key Employees Continued

Table 12: Infosys Limited: key facts

Table 13: Infosys Limited: Annual Financial Ratios

Table 14: Infosys Limited: Key Employees

Table 15: Infosys Limited: Key Employees Continued

Table 16: Capgemini SE: key facts

Table 17: Capgemini SE: Annual Financial Ratios

Table 18: Capgemini SE: Key Employees

Table 19: Capgemini SE: Key Employees Continued

Table 20: TMF Group B.V.: key facts

Table 21: TMF Group B.V.: Key Employees

Table 22: Global exchange rate, 2017-21

List Of Figures

LIST OF FIGURES

Figure 1: Global BPO services market value: \$ million, 2016-21

Figure 2: Global BPO services market category segmentation: \$ million, 2016-2021

Figure 3: Global BPO services market geography segmentation: % share, by value, 2021

Figure 4: Global BPO services market value forecast: \$ million, 2021-26

Figure 5: Forces driving competition in the global BPO services market, 2021

Figure 6: Drivers of buyer power in the global BPO services market, 2021

Figure 7: Drivers of supplier power in the global BPO services market, 2021

Figure 8: Factors influencing the likelihood of new entrants in the global BPO services market, 2021

Figure 9: Factors influencing the threat of substitutes in the global BPO services market, 2021

Figure 10: Drivers of degree of rivalry in the global BPO services market, 2021

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