

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

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## Abstracts

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### SUMMARY

BPO Services in Japan industry profile provides top-line qualitative and quantitative summary information including: market size (value and volume 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 Japanese BPO services market had total revenues of \$16,485.2 million in 2021, representing a compound annual growth rate (CAGR) of 4.2% between 2016 and 2021.

The vertical-specific BPO segment was the market's most lucrative in 2021, with total revenues of \$5,288.8 million, equivalent to 32.1% of the market's overall value.

Japan is one of the most advanced countries in terms of technology adoption. Hence, the BPO players are expected to adopt latest technologies such as big data and analytics, cloud computing technology, and others, thereby boosting the market growth.

## **SCOPE**

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

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

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

## **REASONS TO BUY**

What was the size of the Japan bpo services market by value in 2021?

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

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

How has the market performed over the last five years?

What are the main segments that make up Japan'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. HCL Technologies Limited
- 8.2. ISS AS
- 8.3. NCR Corp

## **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: Japan BPO services market value: \$ million, 2016-21

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

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

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

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

Table 6: HCL Technologies Limited: key facts

Table 7: HCL Technologies Limited: Annual Financial Ratios

Table 8: HCL Technologies Limited: Key Employees

Table 9: HCL Technologies Limited: Key Employees Continued

Table 10: ISS AS: key facts

Table 11: ISS AS: Annual Financial Ratios

Table 12: ISS AS: Key Employees

Table 13: ISS AS: Key Employees Continued

Table 14: NCR Corp: key facts

Table 15: NCR Corp: Annual Financial Ratios

Table 16: NCR Corp: Key Employees

Table 17: NCR Corp: Key Employees Continued

Table 18: Japan size of population (million), 2017-21

Table 19: Japan gdp (constant 2005 prices, \$ billion), 2017-21

Table 20: Japan gdp (current prices, \$ billion), 2017-21

Table 21: Japan inflation, 2017-21

Table 22: Japan consumer price index (absolute), 2017-21

Table 23: Japan exchange rate, 2017-21

## List Of Figures

### LIST OF FIGURES

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

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

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

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

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

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

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

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

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

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

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