

North America BPO Services Market Summary, Competitive Analysis and Forecast to 2027

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Abstracts

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Summary

BPO Services in North America 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.

The North American BPO services market had total revenues of \$116.2 billion in 2022, representing a compound annual growth rate (CAGR) of 5% between 2017 and 2022.

The HR outsourcing segment accounted for the market's largest proportion in 2022, with total revenues of \$37.5 billion, equivalent to 32.3% of the market's

overall value.

Factors such as the presence of a growing tech industry, lack of linguistic barriers due to English being an official language, and political stability promote the US and Canada as the key outsourcing destination.

Scope

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

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

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 North America bpo services market with five year forecasts

Reasons to Buy

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

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

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

How has the market performed over the last five years?

What are the main segments that make up North America's bpo services market?

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