

South Africa BPO Services Market Summary, Competitive Analysis and Forecast to 2027

<https://marketpublishers.com/r/S70F755BA976EN.html>

Date: September 2023

Pages: 47

Price: US\$ 350.00 (Single User License)

ID: S70F755BA976EN

Abstracts

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Summary

BPO Services in South Africa 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 South African BPO services market had total revenues of \$2.6 billion in 2022, representing a compound annual growth rate (CAGR) of 4.9% between 2017 and 2022.

The vertical-specific BPO segment accounted for the market's largest proportion

in 2022, with total revenues of \$0.7 billion, equivalent to 27% of the market's overall value.

South Africa is acknowledged as a Center of Excellence for Impact Sourcing, supporting transformation, diversity, equity, and inclusion (DEI), and has a huge pool of talented English speakers with a strong sense of empathy, cultural affinities, and specialized knowledge.

Scope

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

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

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

Reasons to Buy

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

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

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

How has the market performed over the last five years?

Who are the top competitors in South Africa's bpo services market?

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