

Business Process as a Service (BPAAS) Market by Processes, By Solutions (Platform & Services), by Service Consumers (SMBs & Enterprises), by Deployment Models (Hosted & On-Premise), by Verticals and by Region - Global Forecasts to 2020

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Abstracts

The rise in adoption of digitization, automation, analytics, and mobility, which are supported by integrated BPaaS platforms, is one of the major drivers for the growth of the Business Process as a Service (BPaaS) market

The BPaaS market size is estimated to grow from USD 1.62 billion in 2015 to USD 4.71 billion by 2020, at an estimated CAGR of 23.7% from 2015 to 2020. The growth in the Business Process as a Service (BPaaS) market is driven by factors, such as rise in adoption of cloud-based BPaaS technology and digitization, automation, analytics and mobility techniques which is supported by integrated BPaaS platforms.

Human Resources Business Process as a Service (BPaaS) expected to be the largest segment during the forecast period

Globalization of markets has led to changing business needs, thus increasing the complexities of various business processes. Business Process as a Service (BPaaS) is aimed at automating business processes in order to create a virtualized workplace and offer easy access to information technology resources. BPaaS solutions support organizations across various verticals to effectively create a network among employees, partners, distributors, and suppliers, among others in the business ecosphere and deliver high value process outcomes.

Human resource (HR) services are adopted across different industry verticals. The

increasing adoption of HR utilities is to reduce costs, maximize operational efficiency, and focus on strategic initiatives. HR functions in any organization include recruitment and resourcing, workforce administration, compensation & benefits, performance & learning, and payroll of employees. HR BPaaS processes bring rapid transformation in HR related work activities with the goal of minimizing manual workload, providing better service, and drastically reducing costs.

In the process of determining and verifying the market size for several segments and subsegments gathered through secondary research, extensive primary interviews were conducted with key individuals, C-level (60%), Director level (25%), and other executives (15%) in the Tier 1 (55%), Tier 2 (20%), and Tier 3 (25%) companies operational in the BPaaS market. The primary interviews were conducted worldwide covering regions of North America (20%), Europe (15%), APAC (10%), and RoW (30%).

The current trend in the BPaaS market is the increasing acceptance of technologies such as cloud computing, business analytics, social media platforms, and process automation software. These technologies contribute to cost reduction and efficient operations by restructuring the systems background, thereby regulating the technological environment on a unified, centralized platform. With this, new business process services are evolving, which will further integrate work with collaboration and automation via technology enablers and automation platforms. Some of the next generation technologies such as cloud, social tools, and analytics are effectively applied on business data to describe, predict, and improve business performance. The key BPaaS vendors and service providers profiled in the report are as follows:

1. Accenture (U.S.)
2. Cognizant Technologies (U.S.)
3. Capgemini (Germany)
4. CSC (U.S.)
5. Fujitsu Limited (Japan)
6. Genpact (U.S.)
7. IBM (U.S.)
8. Oracle (U.S.)
9. SAP (Germany)
10. Wipro (India)

The report will help the market leaders/new entrants in this market in the following ways:

1. This report segments the Business Process as a Service (BPaaS) market

comprehensively and provides the closest approximations of the revenue numbers for the overall market and the subsegments across the different solutions, verticals, service consumers, deployments, and regions.

2. The report helps stakeholders to understand the pulse of the market and provides them information on key market drivers, restraints, challenges, and opportunities.

3. This report will help stakeholders to better understand the competitor and gain more insights to better their position in the business. The competitive landscape section includes competitor ecosystem, newproduct developments, partnerships, and mergers & acquisitions.

Contents

1 INTRODUCTION

- 1.1 OBJECTIVES OF THE STUDY
- 1.2 MARKET DEFINITION
- 1.3 MARKET SCOPE
 - 1.3.1 MARKETS COVERED
 - 1.3.2 YEAR CONSIDERED FOR THE STUDY
- 1.4 CURRENCY
- 1.5 LIMITATIONS
- 1.6 STAKEHOLDERS

2 RESEARCH METHODOLOGY

- 2.1 RESEARCH DATA
 - 2.1.1 SECONDARY DATA
 - 2.1.1.1 Key data from secondary sources
 - 2.1.2 PRIMARY DATA
 - 2.1.2.1 Key data from primary sources
 - 2.1.2.2 Key industry insights
- 2.2 MARKET SIZE ESTIMATION
 - 2.2.1 BOTTOM-UP APPROACH
 - 2.2.2 TOP-DOWN APPROACH
- 2.3 MARKET BREAKDOWN AND DATA TRIANGULATION
- 2.4 ASSUMPTIONS

3 EXECUTIVE SUMMARY

4 PREMIUM INSIGHTS

- 4.1 ATTRACTIVE MARKET OPPORTUNITIES IN THE BPAAS MARKET
- 4.2 HUMAN RESOURCE PROCESS MARKET, BY REGION
- 4.3 GLOBAL BPAAS MARKET
- 4.4 BPAAS MARKET POTENTIAL
- 4.5 PLATFORM SOLUTION MARKET, BY REGION
- 4.6 LIFECYCLE ANALYSIS, BY REGION (2015)

5 MARKET OVERVIEW

5.1 INTRODUCTION

5.2 EVOLUTION

5.3 MARKET SEGMENTATION

5.3.1 BY PROCESS

5.3.2 BY SOLUTION

5.3.3 BY SERVICE CONSUMER

5.3.4 BY DEPLOYMENT MODEL

5.3.5 BY VERTICAL

5.3.6 BY REGION

5.4 MARKET DYNAMICS

5.4.1 DRIVERS

5.4.1.1 Development of automated and software driven outsourcing

5.4.1.2 Need for cost-effective business process

5.4.1.3 Increase in need of bpaas solutions

5.4.2 RESTRAINTS

5.4.2.1 Rising concerns over data security

5.4.3 OPPORTUNITIES

5.4.3.1 Multi-process focus

5.4.4 CHALLENGES

5.4.4.1 Selection of application and lack of integration

5.4.4.2 Outages and third party dependence

6 INDUSTRY TRENDS

6.1 INTRODUCTION

6.2 VALUE CHAIN ANALYSIS

6.3 PORTER'S FIVE FORCES ANALYSIS

6.3.1 THREAT OF NEW ENTRANTS

6.3.2 THREAT OF SUBSTITUTES

6.3.3 BARGAINING POWER OF SUPPLIERS

6.3.4 BARGAINING POWER OF BUYERS

6.3.5 INTENSITY OF COMPETITIVE RIVALRY

7 BPAAS MARKET ANALYSIS, BY PROCESS

7.1 INTRODUCTION

7.2 HUMAN RESOURCE

7.3 FINANCE & ACCOUNTING

- 7.4 MARKETING
- 7.5 OPERATIONS
- 7.6 SALES
- 7.7 OTHERS

8 BPAAS MARKET ANALYSIS, BY SOLUTION

- 8.1 INTRODUCTION
- 8.2 PLATFORM SOLUTION
- 8.3 SERVICES SOLUTION

9 BPAAS MARKET ANALYSIS, BY DEPLOYMENT MODEL

- 9.1 INTRODUCTION
- 9.2 HOSTED DEPLOYMENT MODEL
- 9.3 ON-PREMISE DEPLOYMENT MODEL

10 BPAAS MARKET ANALYSIS, BY SERVICE CONSUMER

- 10.1 INTRODUCTION
- 10.2 ENTERPRISES SERVICE CONSUMERS
- 10.3 SMBS SERVICE CONSUMERS

11 BPAAS MARKET ANALYSIS, BY VERTICAL

- 11.1 INTRODUCTION
- 11.2 BANKING, FINANCIAL SERVICE & INSURANCE (BFSI)
- 11.3 COMMUNICATION TECHNOLOGY
- 11.4 SUPPLY CHAIN & MANUFACTURING
- 11.5 CONSUMER GOODS & RETAIL
- 11.6 HEALTHCARE
- 11.7 GOVERNMENT
- 11.8 OTHERS

12 GEOGRAPHIC ANALYSIS

- 12.1 INTRODUCTION
- 12.2 NORTH AMERICA
- 12.3 EUROPE

- 12.4 ASIA-PACIFIC
- 12.5 MIDDLE EAST & AFRICA
- 12.6 LATIN AMERICA

13 COMPETITIVE LANDSCAPE

- 13.1 OVERVIEW
- 13.2 COMPETITIVE SITUATION AND TRENDS
 - 13.2.1 ACQUISITIONS
 - 13.2.2 PARTNERSHIPS, JOINT VENTURES & STRATEGIC ALLIANCES
 - 13.2.3 AGREEMENTS & CONTRACTS
 - 13.2.4 VENTURE CAPITAL

14 COMPANY PROFILES

14.1 INTRODUCTION

(Business Overview, Products & Services, Key Insights, Recent Developments, SWOT Analysis, MnM View)*

- 14.2 ACCENTURE
- 14.3 COGNIZANT TECHNOLOGIES
- 14.4 CAPGEMINI
- 14.5 CSC
- 14.6 FUJITSU LIMITED
- 14.7 GENPACT
- 14.8 IBM
- 14.9 ORACLE
- 14.10 SAP
- 14.11 WIPRO

*Details on Business Overview, Products & Services, Key Insights, Recent Developments, SWOT Analysis, MnM View might not be captured in case of unlisted companies.

15 APPENDIX

- 15.1 DISCUSSION GUIDE
- 15.2 INTRODUCING RT: REAL-TIME MARKET INTELLIGENCE

15.3 AVAILABLE CUSTOMIZATIONS

15.4 RELATED REPORTS

List Of Tables

LIST OF TABLES

Table 1 GLOBAL BPAAS MARKET SIZE AND GROWTH RATE, 2013-2020 (USD BILLION, Y-O-Y %)

Table 2 BPAAS MARKET: DRIVERS SUMMARY

Table 3 GLOBAL BPAAS MARKET: RESTRAINTS SUMMARY

Table 4 GLOBAL BPAAS MARKET: OPPORTUNITIES SUMMARY

Table 5 GLOBAL BPAAS MARKET: CHALLENGES SUMMARY

Table 6 GLOBAL BPAAS MARKET, BY PROCESS (USD MILLION)

Table 7 HUMAN RESOURCE: BPAAS MARKET SIZE, BY SOLUTION, 2013-2020 (USD MILLION)

Table 8 HUMAN RESOURCE: BPAAS MARKET SIZE, BY VERTICAL, 2013-2020 (USD MILLION)

Table 9 HUMAN RESOURCE: BPAAS MARKET SIZE, BY REGION, 2013-2020(USD MILLION)

Table 10 FINANCE & ACCOUNTING: BPAAS MARKET SIZE, BY SOLUTION, 2013-2020 (USD MILLION)

Table 11 FINANCE & ACCOUNTING: BPAAS MARKET SIZE, BY VERTICAL, 2013-2020 (USD MILLION)

Table 12 FINANCE & ACCOUNTING: BPAAS MARKET SIZE, BY REGION, 2013-2020 (USD MILLION)

Table 13 MARKETING: BPAAS MARKET SIZE, BY SOLUTION, 2013-2020 (USD MILLION)

Table 14 MARKETING: BPAAS MARKET SIZE, BY VERTICAL, 2013-2020 (USD MILLION)

Table 15 MARKETING: BPAAS MARKET SIZE, BY REGION, 2013-2020 (USD MILLION)

Table 16 OPERATIONS: BPAAS MARKET SIZE, BY SOLUTION, 2013-2020 (USD MILLION)

Table 17 OPERATIONS: BPAAS MARKET SIZE, BY VERTICAL, 2013-2020 (USD MILLION)

Table 18 OPERATIONS: BPAAS MARKET SIZE, BY REGION, 2013-2020(USD MILLION)

Table 19 SALES: BPAAS MARKET SIZE, BY SOLUTION, 2013-2020 (USD MILLION)

Table 20 SALES: BPAAS MARKET SIZE, BY VERTICAL, 2013-2020 (USD MILLION)

Table 21 SALES: BPAAS MARKET SIZE, BY REGION, 2013-2020 (USD MILLION)

Table 22 OTHERS: BPAAS MARKET SIZE, BY SOLUTION, 2013-2020 (USD

MILLION)

Table 23 OTHERS: BPAAS MARKET SIZE, BY VERTICAL, 2013-2020 (USD MILLION)

Table 24 OTHERS: BPAAS MARKET SIZE, BY REGION, 2013-2020 (USD MILLION)

Table 25 BPAAS MARKET SIZE, BY SOLUTION, 2013-2020 (USD MILLION)

Table 26 PLATFORMS: BPAAS MARKET SIZE, BY REGION, 2013-2020 (USD MILLION)

Table 27 PLATFORMS: BPAAS MARKET SIZE, BY VERTICAL, 2013-2020 (USD MILLION)

Table 28 SERVICES: BPAAS MARKET SIZE, BY REGION, 2013-2020 (USD MILLION)

Table 29 SERVICES: BPAAS MARKET SIZE, BY VERTICAL, 2013-2020 (USD MILLION)

Table 30 BPAAS MARKET SIZE, BY DEPLOYMENT MODEL, 2013-2020 (USD MILLION)

Table 31 HOSTED DEPLOYMENT MODEL: BPAAS MARKET SIZE, BY REGION, 2013-2020 (USD MILLION)

Table 32 HOSTED DEPLOYMENT MODEL: BPAAS MARKET SIZE, BY PROCESS, 2013-2020 (USD MILLION)

Table 33 ON-PREMISE DEPLOYMENT MODEL: BPAAS MARKET SIZE, BY REGION, 2013-2020 (USD MILLION)

Table 34 ON-PREMISE DEPLOYMENT MODEL: BPAAS MARKET SIZE, BY PROCESS, 2013-2020 (USD MILLION)

Table 35 BPAAS MARKET SIZE, BY SERVICE CONSUMER, 2013-2020 (USD MILLION)

Table 36 ENTERPRISES SERVICE CONSUMER: BPAAS MARKET SIZE, BY DEPLOYMENT MODEL, 2013-2020 (USD MILLION)

Table 37 ENTERPRISES SERVICE CONSUMER: BPAAS MARKET SIZE, BY PROCESS, 2013-2020 (USD MILLION)

Table 38 SMBS SERVICE CONSUMER: BPAAS MARKET SIZE, BY DEPLOYMENT MODEL, 2013-2020 (USD MILLION)

Table 39 SMBS SERVICE CONSUMER: BPAAS MARKET SIZE, BY PROCESS, 2013-2020 (USD MILLION)

Table 40 BPAAS MARKET SIZE, BY VERTICAL, 2013-2020 (USD MILLION)

Table 41 BFSI: BPAAS MARKET SIZE, BY DEPLOYMENT MODEL, 2013-2020 (USD MILLION)

Table 42 BFSI: BPAAS MARKET SIZE, BY SERVICE CONSUMER, 2013-2020 (USD MILLION)

Table 43 COMMUNICATION TECHNOLOGY: BPAAS MARKET SIZE, BY DEPLOYMENT MODEL, 2013-2020 (USD MILLION)

Table 44 COMMUNICATION TECHNOLOGY: BPAAS MARKET SIZE, BY SERVICE

CONSUMER, 2013-2020 (USD MILLION)

Table 45 SUPPLY CHAIN & MANUFACTURING: BPAAS MARKET SIZE, BY DEPLOYMENT MODEL, 2013-2020 (USD MILLION)

Table 46 SUPPLY CHAIN & MANUFACTURING: BPAAS MARKET SIZE, BY SERVICE CONSUMER, 2013-2020 (USD MILLION)

Table 47 CONSUMER GOODS & RETAIL: BPAAS MARKET SIZE, BY DEPLOYMENT MODEL, 2013-2020 (USD MILLION)

Table 48 CONSUMER GOODS & RETAIL: BPAAS MARKET SIZE, BY SERVICE CONSUMER, 2013-2020 (USD MILLION)

Table 49 HEALTHCARE: BPAAS MARKET SIZE, BY DEPLOYMENT MODEL, 2013-2020 (USD MILLION)

Table 50 HEALTHCARE: BPAAS MARKET SIZE, BY SERVICE CONSUMER, 2013-2020(USD MILLION)

Table 51 GOVERNMENT: BPAAS MARKET SIZE, BY DEPLOYMENT MODEL, 2013-2020 (USD MILLION)

Table 52 GOVERNMENT: BPAAS MARKET SIZE, BY SERVICE CONSUMER, 2013-2020(USD MILLION)

Table 53 OTHERS: BPAAS MARKET SIZE, BY DEPLOYMENT MODEL, 2013-2020(USD MILLION)

Table 54 OTHERS: BPAAS MARKET SIZE, BY SERVICE CONSUMER, 2013-2020(USD MILLION)

Table 55 BPAAS MARKET, BY REGION, 2013-2020 (USD MILLION)

Table 56 NORTH AMERICA: BPAAS MARKET, BY PROCESS, 2013-2020 (USD MILLION)

Table 57 NORTH AMERICA: BPAAS MARKET SIZE, BY VERTICAL, 2013-2020 (USD MILLION)

Table 58 EUROPE: BPAAS MARKET SIZE, BY PROCESS, 2013-2020 (USD MILLION)

Table 59 EUROPE: BPAAS MARKET SIZE, BY VERTICAL, 2013-2020 (USD MILLION)

Table 60 APAC: BPAAS MARKET SIZE, BY PROCESS, 2013-2020 (USD MILLION)

Table 61 MIDDLE EAST & AFRICA: BPAAS MARKET SIZE, BY PROCESS, 2013-2020 (USD MILLION)

Table 62 MIDDLE EAST & AFRICA: BPAAS MARKET SIZE, BY VERTICAL, 2013-2020 (USD MILLION)

Table 63 LATIN AMERICA: BPAAS MARKET SIZE, BY PROCESS, 2013-2020 (USD MILLION)

Table 64 LATIN AMERICA: BPAAS MARKET SIZE, BY VERTICAL, 2013-2020 (USD MILLION)

Table 65 ACQUISITIONS, 2011–2015

Table 66 PARTNERSHIPS, JOINT VENTURES, AND STRATEGIC ALLIANCES,

2011–2015

Table 67 AGREEMENT & CONTRACTS, 2011–2015

Table 68 VENTURE CAPITAL FUNDING ANALYSIS, 2012–2015

List Of Figures

LIST OF FIGURES

Figure 1 RESEARCH DESIGN

Figure 2 MARKET SIZE ESTIMATION METHODOLOGY: BOTTOM UP APPROACH

Figure 3 MARKET SIZE ESTIMATION METHODOLOGY: TOP-DOWN APPROACH

Figure 4 MARKET BREAKDOWN DATA TRIANGULATION APPROACH

Figure 5 BPAAS MARKET, PROCESS SNAPSHOT (2015 VS. 2020): SALES
PROCESS SEGMENT IS EXPECTED TO REGISTER THE HIGHEST CAGR

Figure 6 BPAAS MARKET, SOLUTION SNAPSHOT (2015 VS 2020): PLATFORM
SOLUTION IS ESTIMATED TO ACCOUNT FOR THE HIGHEST REVENUE DURING
THE FORECAST PERIOD

Figure 7 BPAAS MARKET, DEPLOYMENT MODEL SNAPSHOT (2015-2020):
HOSTED OR CLOUD DELIVERY MODEL SEGMENT IS ESTIMATED TO ACCOUNT
FOR HIGHEST REVENUE DURING THE FORECAST PERIOD

Figure 8 BPAAS MARKET, SERVICE CONSUMER SNAPSHOT (2015-2020):
ENTERPRISES SEGMENT IS ESTIMATED TO ACCOUNT FOR THE HIGHEST
REVENUE DURING THE FORECAST PERIOD

Figure 9 BPAAS MARKET, VERTICAL SNAPSHOT (2015-2020): SUPPLY CHAIN &
MANUFACTURING SEGMENT IS EXPECTED TO GROW AT THE HIGHEST CAGR
IN THE NEXT FIVE YEARS

Figure 10 GLOBAL BPAAS MARKET SHARE, 2015 - NORTH AMERICA IS
EXPECTED TO HOLD THE LARGEST MARKET SHARE IN 2015

Figure 11 INCREASING DEMAND AMONG ORGANIZATIONS FOR INTEGRATED
BPAAS SUITE WOULD DRIVE THE MARKET

Figure 12 NORTH AMERICA IS EXPECTED TO DOMAINATE THE HUMAN
RESOURCE PROCESS MARKET DURING THE FORECAST PERIOD

Figure 13 FINANCE & ACCOUNTING IS THE MOST DOMINANT SEGMENT IN THE
BPAAS MARKET, BY PROCESS

Figure 14 LATIN AMERICA IS EXPECTED TO GROW AT THE HIGHEST CAGR
DURING THE FORECAST PERIOD

Figure 15 LATIN AMERICA IS EXPECTED TO BE THE FASTEST GROWING REGION
IN THE PLATFORM SOLUTION MARKET DURING THE FORECAST PERIOD

Figure 16 REGIONAL LIFECYCLE – THE BPAAS MARKET IN ASIA-PACIFIC IS
EXPECTED TO GROW A HIGHER CAGR DURING THE FORECAST PERIOD

Figure 17 EVOLUTION: BPAAS MARKET

Figure 18 BPAAS MARKET SEGMENTATION: BY PROCESS

Figure 19 BPAAS MARKET SEGMENTATION: BY SOLUTION

- Figure 20 BPAAS MARKET SEGMENTATION: BY SERVICE CONSUMER
- Figure 21 BPAAS MARKET SEGMENTATION: BY DEPLOYMENT MODEL
- Figure 22 BPAAS MARKET SEGMENTATION: BY VERTICAL
- Figure 23 BPAAS MARKET SEGMENTATION: BY REGION
- Figure 24 GLOBAL BPAAS MARKET: DRIVERS, RESTRAINTS, OPPORTUNITIES, AND CHALLENGES
- Figure 25 TOP 5 SECTORS WITH INCIDENTS OF DATA BREACH, 2015
- Figure 26 VALUE CHAIN ANALYSIS
- Figure 27 GLOBAL BPAAS MARKET: PORTER'S FIVE FORCES ANALYSIS
- Figure 28 THE HUMAN RESOURCE SEGMENT IS EXPECTED TO LEAD THE BPAAS MARKET, BY PROCESS
- Figure 29 THE SERVICES SEGMENT IS EXPECTED TO GROW AT THE HIGHEST CAGR DURING THE FORECAST PERIOD
- Figure 30 HOSTED DEPLOYMENT MODEL IS EXPECTED TO DOMINATE THE MARKET DURING THE FORECAST PERIOD
- Figure 31 ENTERPRISE SERVICE CONSUMER SEGMENT IS EXPECTED TO GROW AT THE HIGHEST CAGR DURING THE FORECAST PERIOD
- Figure 32 BPAAS MARKET, BY VERTICAL
- Figure 33 BFSI, COMMUNICATION & TECHNOLOGY, AND SUPPLY CHAIN & MANUFACTURING WOULD BE THE TOP THREE VERTICALS DURING THE FORECAST PERIOD
- Figure 34 LATIN AMERICA IS EXPECTED TO BE THE FASTEST-GROWING REGION IN THE BPAAS MARKET
- Figure 35 GEOGRAPHIC SNAPSHOT (2015-2020): ASIA-PACIFIC WOULD BE AN ATTRACTIVE DESTINATION FOR THE BPAAS MARKET
- Figure 36 NORTH AMERICA MARKET SNAPSHOT
- Figure 37 LATIN AMERICA MARKET SNAPSHOT
- Figure 38 COMPANIES ADOPTED ACQUISITIONS AS THE KEY GROWTH STRATEGY OVER THE LAST FOUR YEARS
- Figure 39 MARKET EVALUATION FRAMEWORK
- Figure 40 BATTLE FOR MARKET SHARE: ACQUISITIONS, AGREEMENTS & CONTRACTS ARE THE KEY STRATEGIES
- Figure 41 GEOGRAPHIC REVENUE MIX OF TOP 5 MARKET PLAYERS
- Figure 42 ACCENTURE: COMPANY SNAPSHOT
- Figure 43 ACCENTURE: SWOT ANALYSIS
- Figure 44 COGNIZANT TECHNOLOGIES: COMPANY SNAPSHOT
- Figure 45 COGNIZANT TECHNOLOGIES: SWOT ANALYSIS
- Figure 46 CAPGEMINI: COMPANY SNAPSHOT
- Figure 47 CAPGEMINI: SWOT ANALYSIS

Figure 48 CSC: COMPANY SNAPSHOT
Figure 49 CSC: SWOT ANALYSIS
Figure 50 FUJITSU LIMITED: COMPANY SNAPSHOT
Figure 51 FUJITSU LIMITED:SWOT ANALYSIS
Figure 52 GENPACT: COMPANY SNAPSHOT
Figure 53 GENPACT: SWOT ANALYSIS
Figure 54 IBM: COMPANY SNAPSHOT
Figure 55 IBM: SWOT ANALYSIS
Figure 56 ORACLE: COMPANY SNAPSHOT
Figure 57 ORACLE: SWOT ANALYSIS
Figure 58 SAP: COMPANY SNAPSHOT
Figure 59 SAP: SWOT ANALYSIS
Figure 60 WIPRO: COMPANY SNAPSHOT
Figure 61 WIPRO: SWOT ANALYSIS

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