

# Global Front Office BPO Services Market Size, Status and Forecast 2025

<https://marketpublishers.com/r/G7259EAEBEN.html>

Date: June 2018

Pages: 97

Price: US\$ 3,300.00 (Single User License)

ID: G7259EAEBEN

## Abstracts

This report studies the global Front Office BPO Services market size, industry status and forecast, competition landscape and growth opportunity. This research report categorizes the global Front Office BPO Services market by companies, region, type and end-use industry.

Business Process Outsourcing (BPO) enables industries in outsourcing their responsibilities or operations of a process to third-party service providers. The front office BPO services are services related to customer interactions such as inbound or outbound sales, help desks, customer service centres, and telemarketing. The front office BPO services also include document management services such as accounting and finance.

On the basis of service, revenues from front office BPO services for document management are expected to witness a healthy increase, to account for over one-third share of the market throughout the forecast period.

In 2017, the global Front Office BPO Services market size was xx million US\$ and it is expected to reach xx million US\$ by the end of 2025, with a CAGR of xx% during 2018-2025.

This report focuses on the global top players, covered

Xerox

HP

Convergys

Sitel

IBM

Williams Lea

Ricoh

Atento

Alliance Data Systems

TeleTech

Market segment by Regions/Countries, this report covers

United States

Europe

China

Japan

Southeast Asia

India

Market segment by Type, the product can be split into

Customer Management Service

Document Management Service

Market segment by Application, split into

BFSI

Manufacturing

Healthcare & Pharmaceuticals

Retail & Consumer Goods

IT & Telecommunication

Aerospace & Defense

Others

The study objectives of this report are:

To study and forecast the market size of Front Office BPO Services in global market.

To analyze the global key players, SWOT analysis, value and global market share for top players.

To define, describe and forecast the market by type, end use and region.

To analyze and compare the market status and forecast between China and major regions, namely, United States, Europe, China, Japan, Southeast Asia, India and Rest of World.

To analyze the global key regions market potential and advantage, opportunity and challenge, restraints and risks.

To identify significant trends and factors driving or inhibiting the market growth.

To analyze the opportunities in the market for stakeholders by identifying the high growth segments.

To strategically analyze each submarket with respect to individual growth trend and their contribution to the market

To analyze competitive developments such as expansions, agreements, new product launches, and acquisitions in the market

To strategically profile the key players and comprehensively analyze their growth strategies.

In this study, the years considered to estimate the market size of Front Office BPO Services are as follows:

History Year: 2013-2017

Base Year: 2017

Estimated Year: 2018

Forecast Year 2018 to 2025

For the data information by region, company, type and application, 2017 is considered as the base year. Whenever data information was unavailable for the base year, the prior year has been considered.

Key Stakeholders

Front Office BPO Services Manufacturers

Front Office BPO Services Distributors/Traders/Wholesalers

Front Office BPO Services Subcomponent Manufacturers

Industry Association

Downstream Vendors

Available Customizations

With the given market data, QYResearch offers customizations according to the company's specific needs. The following customization options are available for the report:

Regional and country-level analysis of the Front Office BPO Services market, by end-use.

Detailed analysis and profiles of additional market players.

## Contents

### Global Front Office BPO Services Market Size, Status and Forecast 2025

## 1 INDUSTRY OVERVIEW OF FRONT OFFICE BPO SERVICES

### 1.1 Front Office BPO Services Market Overview

- 1.1.1 Front Office BPO Services Product Scope
- 1.1.2 Market Status and Outlook

### 1.2 Global Front Office BPO Services Market Size and Analysis by Regions (2013-2018)

- 1.2.1 United States
- 1.2.2 Europe
- 1.2.3 China
- 1.2.4 Japan
- 1.2.5 Southeast Asia
- 1.2.6 India

### 1.3 Front Office BPO Services Market by Type

- 1.3.1 Customer Management Service
- 1.3.2 Document Management Service

### 1.4 Front Office BPO Services Market by End Users/Application

- 1.4.1 BFSI
- 1.4.2 Manufacturing
- 1.4.3 Healthcare & Pharmaceuticals
- 1.4.4 Retail & Consumer Goods
- 1.4.5 IT & Telecommunication
- 1.4.6 Aerospace & Defense
- 1.4.7 Others

## 2 GLOBAL FRONT OFFICE BPO SERVICES COMPETITION ANALYSIS BY PLAYERS

### 2.1 Front Office BPO Services Market Size (Value) by Players (2013-2018)

### 2.2 Competitive Status and Trend

- 2.2.1 Market Concentration Rate
- 2.2.2 Product/Service Differences
- 2.2.3 New Entrants
- 2.2.4 The Technology Trends in Future

### **3 COMPANY (TOP PLAYERS) PROFILES**

#### **3.1 Xerox**

3.1.1 Company Profile

3.1.2 Main Business/Business Overview

3.1.3 Products, Services and Solutions

3.1.4 Front Office BPO Services Revenue (Million USD) (2013-2018)

#### **3.2 HP**

3.2.1 Company Profile

3.2.2 Main Business/Business Overview

3.2.3 Products, Services and Solutions

3.2.4 Front Office BPO Services Revenue (Million USD) (2013-2018)

#### **3.3 Convergys**

3.3.1 Company Profile

3.3.2 Main Business/Business Overview

3.3.3 Products, Services and Solutions

3.3.4 Front Office BPO Services Revenue (Million USD) (2013-2018)

#### **3.4 Sitel**

3.4.1 Company Profile

3.4.2 Main Business/Business Overview

3.4.3 Products, Services and Solutions

3.4.4 Front Office BPO Services Revenue (Million USD) (2013-2018)

#### **3.5 IBM**

3.5.1 Company Profile

3.5.2 Main Business/Business Overview

3.5.3 Products, Services and Solutions

3.5.4 Front Office BPO Services Revenue (Million USD) (2013-2018)

#### **3.6 Williams Lea**

3.6.1 Company Profile

3.6.2 Main Business/Business Overview

3.6.3 Products, Services and Solutions

3.6.4 Front Office BPO Services Revenue (Million USD) (2013-2018)

#### **3.7 Ricoh**

3.7.1 Company Profile

3.7.2 Main Business/Business Overview

3.7.3 Products, Services and Solutions

3.7.4 Front Office BPO Services Revenue (Million USD) (2013-2018)

#### **3.8 Atento**

3.8.1 Company Profile

- 3.8.2 Main Business/Business Overview
- 3.8.3 Products, Services and Solutions
- 3.8.4 Front Office BPO Services Revenue (Million USD) (2013-2018)
- 3.9 Alliance Data Systems
  - 3.9.1 Company Profile
  - 3.9.2 Main Business/Business Overview
  - 3.9.3 Products, Services and Solutions
  - 3.9.4 Front Office BPO Services Revenue (Million USD) (2013-2018)
- 3.10 TeleTech
  - 3.10.1 Company Profile
  - 3.10.2 Main Business/Business Overview
  - 3.10.3 Products, Services and Solutions
  - 3.10.4 Front Office BPO Services Revenue (Million USD) (2013-2018)

## **4 GLOBAL FRONT OFFICE BPO SERVICES MARKET SIZE BY TYPE AND APPLICATION (2013-2018)**

- 4.1 Global Front Office BPO Services Market Size by Type (2013-2018)
- 4.2 Global Front Office BPO Services Market Size by Application (2013-2018)
- 4.3 Potential Application of Front Office BPO Services in Future
- 4.4 Top Consumer/End Users of Front Office BPO Services

## **5 UNITED STATES FRONT OFFICE BPO SERVICES DEVELOPMENT STATUS AND OUTLOOK**

- 5.1 United States Front Office BPO Services Market Size (2013-2018)
- 5.2 United States Front Office BPO Services Market Size and Market Share by Players (2013-2018)
- 5.3 United States Front Office BPO Services Market Size by Application (2013-2018)

## **6 EUROPE FRONT OFFICE BPO SERVICES DEVELOPMENT STATUS AND OUTLOOK**

- 6.1 Europe Front Office BPO Services Market Size (2013-2018)
- 6.2 Europe Front Office BPO Services Market Size and Market Share by Players (2013-2018)
- 6.3 Europe Front Office BPO Services Market Size by Application (2013-2018)

## **7 CHINA FRONT OFFICE BPO SERVICES DEVELOPMENT STATUS AND**

## **OUTLOOK**

7.1 China Front Office BPO Services Market Size (2013-2018)

7.2 China Front Office BPO Services Market Size and Market Share by Players (2013-2018)

7.3 China Front Office BPO Services Market Size by Application (2013-2018)

## **8 JAPAN FRONT OFFICE BPO SERVICES DEVELOPMENT STATUS AND OUTLOOK**

8.1 Japan Front Office BPO Services Market Size (2013-2018)

8.2 Japan Front Office BPO Services Market Size and Market Share by Players (2013-2018)

8.3 Japan Front Office BPO Services Market Size by Application (2013-2018)

## **9 SOUTHEAST ASIA FRONT OFFICE BPO SERVICES DEVELOPMENT STATUS AND OUTLOOK**

9.1 Southeast Asia Front Office BPO Services Market Size (2013-2018)

9.2 Southeast Asia Front Office BPO Services Market Size and Market Share by Players (2013-2018)

9.3 Southeast Asia Front Office BPO Services Market Size by Application (2013-2018)

## **10 INDIA FRONT OFFICE BPO SERVICES DEVELOPMENT STATUS AND OUTLOOK**

10.1 India Front Office BPO Services Market Size (2013-2018)

10.2 India Front Office BPO Services Market Size and Market Share by Players (2013-2018)

10.3 India Front Office BPO Services Market Size by Application (2013-2018)

## **11 MARKET FORECAST BY REGIONS, TYPE AND APPLICATION (2018-2025)**

11.1 Global Front Office BPO Services Market Size (Value) by Regions (2018-2025)

11.1.1 United States Front Office BPO Services Revenue and Growth Rate (2018-2025)

11.1.2 Europe Front Office BPO Services Revenue and Growth Rate (2018-2025)

11.1.3 China Front Office BPO Services Revenue and Growth Rate (2018-2025)

11.1.4 Japan Front Office BPO Services Revenue and Growth Rate (2018-2025)



11.1.5 Southeast Asia Front Office BPO Services Revenue and Growth Rate (2018-2025)

11.1.6 India Front Office BPO Services Revenue and Growth Rate (2018-2025)

11.2 Global Front Office BPO Services Market Size (Value) by Type (2018-2025)

11.3 Global Front Office BPO Services Market Size by Application (2018-2025)

## **12 FRONT OFFICE BPO SERVICES MARKET DYNAMICS**

12.1 Front Office BPO Services Market Opportunities

12.2 Front Office BPO Services Challenge and Risk

12.2.1 Competition from Opponents

12.2.2 Downside Risks of Economy

12.3 Front Office BPO Services Market Constraints and Threat

12.3.1 Threat from Substitute

12.3.2 Government Policy

12.3.3 Technology Risks

12.4 Front Office BPO Services Market Driving Force

12.4.1 Growing Demand from Emerging Markets

12.4.2 Potential Application

## **13 MARKET EFFECT FACTORS ANALYSIS**

13.1 Technology Progress/Risk

13.1.1 Substitutes

13.1.2 Technology Progress in Related Industry

13.2 Consumer Needs Trend/Customer Preference

13.3 External Environmental Change

13.3.1 Economic Fluctuations

13.3.2 Other Risk Factors

## **14 RESEARCH FINDING/CONCLUSION**

## **15 APPENDIX**

Methodology

Analyst Introduction

Data Source

The report requires updating with new data and is sent in 2-3 business days after order is placed.

## List Of Tables

### LIST OF TABLES AND FIGURES

Figure Global Front Office BPO Services Market Size (Million USD) Status and Outlook (2013-2018)

Table Global Front Office BPO Services Revenue (Million USD) Comparison by Regions (2013-2018)

Figure Global Front Office BPO Services Market Share by Regions (2013-2018)

Figure United States Front Office BPO Services Market Size (Million USD) and Growth Rate by Regions (2013-2018)

Figure Europe Front Office BPO Services Market Size (Million USD) and Growth Rate by Regions (2013-2018)

Figure China Front Office BPO Services Market Size (Million USD) and Growth Rate by Regions (2013-2018)

Figure Japan Front Office BPO Services Market Size (Million USD) and Growth Rate by Regions (2013-2018)

Figure Southeast Asia Front Office BPO Services Market Size (Million USD) and Growth Rate by Regions (2013-2018)

Figure India Front Office BPO Services Market Size (Million USD) and Growth Rate by Regions (2013-2018)

Table Global Front Office BPO Services Revenue (Million USD) and Growth Rate (%) Comparison by Product (2013-2018)

Figure Global Front Office BPO Services Revenue Market Share by Type in 2017

Figure Customer Management Service Market Size (Million USD) and Growth Rate (2013-2018)

Figure Document Management Service Market Size (Million USD) and Growth Rate (2013-2018)

Figure Global Front Office BPO Services Market Share by Application in 2017

Figure Front Office BPO Services Market Size (Million USD) and Growth Rate in BFSI (2013-2018)

Figure Front Office BPO Services Market Size (Million USD) and Growth Rate in Manufacturing (2013-2018)

Figure Front Office BPO Services Market Size (Million USD) and Growth Rate in Healthcare & Pharmaceuticals (2013-2018)

Figure Front Office BPO Services Market Size (Million USD) and Growth Rate in Retail & Consumer Goods (2013-2018)

Figure Front Office BPO Services Market Size (Million USD) and Growth Rate in IT & Telecommunication (2013-2018)

Figure Front Office BPO Services Market Size (Million USD) and Growth Rate in Aerospace & Defense (2013-2018)

Figure Front Office BPO Services Market Size (Million USD) and Growth Rate in Others (2013-2018)

Table Front Office BPO Services Market Size (Million USD) by Players (2013-2018)

Figure Front Office BPO Services Market Size Share by Players in 2013

Figure Front Office BPO Services Market Size Share by Players in 2017

Table Xerox Basic Information List

Table Front Office BPO Services Business Revenue (Million USD) of Xerox (2013-2018)

Figure Xerox Front Office BPO Services Business Revenue Market Share (2013-2018)

Table HP Basic Information List

Table Front Office BPO Services Business Revenue (Million USD) of HP (2013-2018)

Figure HP Front Office BPO Services Business Revenue Market Share (2013-2018)

Table Convergys Basic Information List

Table Front Office BPO Services Business Revenue (Million USD) of Convergys (2013-2018)

Figure Convergys Front Office BPO Services Business Revenue Market Share (2013-2018)

Table Sitel Basic Information List

Table Front Office BPO Services Business Revenue (Million USD) of Sitel (2013-2018)

Figure Sitel Front Office BPO Services Business Revenue Market Share (2013-2018)

Table IBM Basic Information List

Table Front Office BPO Services Business Revenue (Million USD) of IBM (2013-2018)

Figure IBM Front Office BPO Services Business Revenue Market Share (2013-2018)

Table Williams Lea Basic Information List

Table Front Office BPO Services Business Revenue (Million USD) of Williams Lea (2013-2018)

Figure Williams Lea Front Office BPO Services Business Revenue Market Share (2013-2018)

Table Ricoh Basic Information List

Table Front Office BPO Services Business Revenue (Million USD) of Ricoh (2013-2018)

Figure Ricoh Front Office BPO Services Business Revenue Market Share (2013-2018)

Table Atento Basic Information List

Table Front Office BPO Services Business Revenue (Million USD) of Atento (2013-2018)

Figure Atento Front Office BPO Services Business Revenue Market Share (2013-2018)

Table Alliance Data Systems Basic Information List

Table Front Office BPO Services Business Revenue (Million USD) of Alliance Data

Systems (2013-2018)

Figure Alliance Data Systems Front Office BPO Services Business Revenue Market Share (2013-2018)

Table TeleTech Basic Information List

Table Front Office BPO Services Business Revenue (Million USD) of TeleTech (2013-2018)

Figure TeleTech Front Office BPO Services Business Revenue Market Share (2013-2018)

Table Global Front Office BPO Services Market Size (Million USD) by Product (2013-2018)

Figure Global Front Office BPO Services Revenue Market Share (%) by Product (2013-2018)

Figure Global Front Office BPO Services Market Share by Product in 2017

Table Global Front Office BPO Services Market Size by Application (2013-2018)

Figure Global Front Office BPO Services Revenue Market Share (%) by Application in 2017

Table Top Consumer/End Users of Front Office BPO Services

Figure United States Front Office BPO Services Market Size (Million USD) and Growth Rate (2013-2018)

Table United States Front Office BPO Services Market Size (Million USD) by Players (2013-2018)

Figure United States Front Office BPO Services Market Size Share by Players in 2013

Figure United States Front Office BPO Services Market Size Share by Players in 2017

Table United States Front Office BPO Services Market Size by Application (2013-2018)

Figure United States Front Office BPO Services Revenue Market Share (%) by Application (2013-2018)

Figure United States Front Office BPO Services Market Size Share by Application in 2017

Figure Europe Front Office BPO Services Market Size (Million USD) and Growth Rate (2013-2018)

Table Europe Front Office BPO Services Market Size (Million USD) by Players (2013-2018)

Figure Europe Front Office BPO Services Market Size Share by Players in 2013

Figure Europe Front Office BPO Services Market Size Share by Players in 2017

Table Europe Front Office BPO Services Market Size by Application (2013-2018)

Figure Europe Front Office BPO Services Revenue Market Share (%) by Application (2013-2018)

Figure Europe Front Office BPO Services Market Size Share by Application in 2017

Figure China Front Office BPO Services Market Size (Million USD) and Growth Rate

(2013-2018)

Table China Front Office BPO Services Market Size (Million USD) by Players

(2013-2018)

Figure China Front Office BPO Services Market Size Share by Players in 2013

Figure China Front Office BPO Services Market Size Share by Players in 2017

Table China Front Office BPO Services Market Size by Application (2013-2018)

Figure China Front Office BPO Services Revenue Market Share (%) by Application

(2013-2018)

Figure China Front Office BPO Services Market Size Share by Application in 2017

Figure Japan Front Office BPO Services Market Size (Million USD) and Growth Rate

(2013-2018)

Table Japan Front Office BPO Services Market Size (Million USD) by Players

(2013-2018)

Figure Japan Front Office BPO Services Market Size Share by Players in 2013

Figure Japan Front Office BPO Services Market Size Share by Players in 2017

Table Japan Front Office BPO Services Market Size by Application (2013-2018)

Figure Japan Front Office BPO Services Revenue Market Share (%) by Application

(2013-2018)

Figure Japan Front Office BPO Services Market Size Share by Application in 2017

Figure Southeast Asia Front Office BPO Services Market Size (Million USD) and

Growth Rate (2013-2018)

Table Southeast Asia Front Office BPO Services Market Size (Million USD) by Players

(2013-2018)

Figure Southeast Asia Front Office BPO Services Market Size Share by Players in 2013

Figure Southeast Asia Front Office BPO Services Market Size Share by Players in 2017

Table Southeast Asia Front Office BPO Services Market Size by Application

(2013-2018)

Figure Southeast Asia Front Office BPO Services Revenue Market Share (%) by

Application (2013-2018)

Figure Southeast Asia Front Office BPO Services Market Size Share by Application in

2017

Figure India Front Office BPO Services Market Size (Million USD) and Growth Rate

(2013-2018)

Table India Front Office BPO Services Market Size (Million USD) by Players

(2013-2018)

Figure India Front Office BPO Services Market Size Share by Players in 2013

Figure India Front Office BPO Services Market Size Share by Players in 2017

Table India Front Office BPO Services Market Size by Application (2013-2018)

Figure India Front Office BPO Services Revenue Market Share (%) by Application

(2013-2018)

Figure India Front Office BPO Services Market Size Share by Application in 2017

Figure Global Front Office BPO Services Market Size and Growth Rate (2018-2025)

Table Global Front Office BPO Services Market Size (Million USD) by Regions  
(2018-2025)

Figure Global Front Office BPO Services Market Size Share (2018-2025)

Figure Global Front Office BPO Services Market Size Share by Regions in 2025

Figure United States Front Office BPO Services Revenue (Million USD) and Growth  
Rate (2018-2025)

Figure Europe Front Office BPO Services Revenue (Million USD) and Growth Rate  
(2018-2025)

Figure China Front Office BPO Services Revenue (Million USD) and Growth Rate  
(2018-2025)

Figure Japan Front Office BPO Services Revenue (Million USD) and Growth Rate  
(2018-2025)

Figure Southeast Asia Front Office BPO Services Revenue (Million USD) and Growth  
Rate (2018-2025)

Figure India Front Office BPO Services Revenue (Million USD) and Growth Rate  
(2018-2025)

Table Global Front Office BPO Services Market Size (Million USD) by Type (2018-2025)

Figure Global Front Office BPO Services Market Size Share by Type in 2018

Figure Global Front Office BPO Services Market Size Share by Type in 2025

Table Global Front Office BPO Services Market Size (Million USD) by Application  
(2018-2025)

Figure Global Front Office BPO Services Market Size (Million USD) by Application in  
2018

## I would like to order

Product name: Global Front Office BPO Services Market Size, Status and Forecast 2025

Product link: <https://marketpublishers.com/r/G7259EADEBEN.html>

Price: US\$ 3,300.00 (Single User License / Electronic Delivery)

If you want to order Corporate License or Hard Copy, please, contact our Customer Service:

[info@marketpublishers.com](mailto:info@marketpublishers.com)

## Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/G7259EADEBEN.html>

To pay by Wire Transfer, please, fill in your contact details in the form below:

First name:  
Last name:  
Email:  
Company:  
Address:  
City:  
Zip code:  
Country:  
Tel:  
Fax:  
Your message:

**\*\*All fields are required**

Customer signature \_\_\_\_\_

Please, note that by ordering from marketpublishers.com you are agreeing to our Terms & Conditions at <https://marketpublishers.com/docs/terms.html>

To place an order via fax simply print this form, fill in the information below and fax the completed form to +44 20 7900 3970