

# China Business Process Outsourcing (BPO) Market 2011 & Cities Outsourcing Analysis

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## Abstracts

The report title “**China Business Process Outsourcing (BPO) Market 2011 & Cities Outsourcing Analysis**” explains the complete information on china BPO market. This report is divided into two parts as follows.

**First Part** - defines the past, present and future aspects of the China BPO industry

China past, present and future market trends

Venture capital investments in China BPO industry

Analyzed the key inhibitors of China BPO industry

**Second Part** – analyses the 21 key Chinese cities approved by the China’s State Council for the China Outsourcing Industry. Each of the 24 Chinese cities has been studied independently on the following format:

City Profile

Main contribution factors for each city, becoming a favoured service outsourcing destination

Present states of service outsourcing sectors

Related incentives for service outsourcing

Infrastructure

Human Resources

## Research Highlights

China Business Process Outsourcing market will cross US\$ 7 Billion by the end of 2014

Human Resource Outsourcing will be more than more than 40% by the end of 2014

As at 2009, Dalian was home to over 890 software and service outsourcing enterprises

In 2009, the signed and executed contract value of Harbin's offshore outsourcing services were more than US\$ 2 Billion and over US\$ 290 Million, respectively

In 2008, Qingdao city approved 640 foreign investment projects

In 2009, the signed contract value of Tianjin's city offshore outsourcing services amount was more than US\$ 300 Million

At the end of 2009, a total of 70 Fortune 500 companies invested in 111 projects in Hangzhou

Beijing, Tianjin, Shanghai, Shenzhen, Guangzhou, Chongqing, Dalian, Chengdu, Xian, Jinan, Hefei, Nanchang, Nanjing etc. are some most popular cities for Outsourcing industry in China

## Key Questions

What is the market share for each segment in BPO market during the year 2008 – 2014?

How many investments have been conducted in China BPO industry?

What are the main contribution factors for each city becoming the favoured service outsourcing city?

What is the present status of service outsourcing sectors for each city?

## **Research Methodology**

This report has been made by secondary research through visiting various Chinese government sites, Industries and Chinese local news paper's websites and magazine. We have considered Finance and Account Outsourcing, Human Resource Outsourcing and Customer Service Outsourcing as the core business of China BPO industry in this report. For analyzing the key destinations city in china outsourcing industry, we are following all the 21 cites, approved by the China's State Council. In total we have studied 24 cities in the report.

## **Data Sources**

Information and data in this report has been collected from various printable and non-printable sources like Trade Journals, White papers, Online paid databases, News websites, Government Agencies, Magazines, Newspapers and Trade associations.

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