

# **Supply Chain Management BPO Market Size, Share, and Outlook, 2025 Report- By Application (Aerospace & Defense, Healthcare, Public Sector, Banking, Financial Services, and Insurance, IT & Telecom, Retail, Others), By Category (Traditional SCM BPO, Business Process-as-Service (BPaaS), By End-User (Order Management, Inventory Management, After Market Service, Logistics, SCM Analytics, Manufacturing Operations, Sourcing, Procurement), By Sourcing (Onshore, Offshore, Nearshore), By Component (Software, Service), 2018-2032**

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## **Abstracts**

### **Supply Chain Management BPO Market Outlook**

The Supply Chain Management BPO Market size is expected to register a growth rate of 5.9% during the forecast period from \$7.48 Billion in 2025 to \$11.2 Billion in 2032.

The Supply Chain Management BPO market is a thriving business that is poised to keep growing and presents potential growth opportunities for companies across the industry value chain.

The comprehensive market research report presents 12-year historic and forecast data on Supply Chain Management BPO segments across 22 countries from 2021 to 2032. Key segments in the report include By Application (Aerospace & Defense, Healthcare, Public Sector, Banking, Financial Services, and Insurance, IT & Telecom, Retail, Others), By Category (Traditional SCM BPO, Business Process-as-Service (BPaaS), By

End-User (Order Management, Inventory Management, After Market Service, Logistics, SCM Analytics, Manufacturing Operations, Sourcing, Procurement), By Sourcing (Onshore, Offshore, Nearshore), By Component (Software, Service). Over 70 tables and charts showcase findings from our latest survey report on Supply Chain Management BPO markets.

## Supply Chain Management BPO Market Insights, 2025

The Supply Chain Management BPO Market is expanding as businesses outsource procurement, logistics, inventory management, and demand forecasting to third-party providers. Companies like Accenture, IBM, and Genpact are offering AI-driven supply chain analytics, robotic process automation (RPA), and blockchain-based transparency solutions to enhance supply chain resilience. The rise of e-commerce, just-in-time inventory strategies, and supply chain disruptions (e.g., COVID-19, geopolitical tensions) has fueled demand for flexible, cost-efficient outsourcing solutions. However, concerns over data security, compliance risks, and supplier reliability remain key considerations for businesses.

## Five Trends that will define global Supply Chain Management BPO market in 2025 and Beyond

A closer look at the multi-million market for Supply Chain Management BPO identifies rapidly shifting consumer preferences across categories. By focusing on growth and resilience, leading Supply Chain Management BPO companies are prioritizing their investments across categories, markets, and geographies. The report analyses the most important market trends shaping the new landscape to support better decisions for the long and short-term future. The impact of tariffs by the US administration also significantly impact the profitability of Supply Chain Management BPO vendors.

What are the biggest opportunities for growth in the Supply Chain Management BPO industry?

The Supply Chain Management BPO sector demonstrated remarkable resilience over the past year across developed and developing economies. Further, the market presents significant opportunities to leverage the existing momentum towards actions by 2032. On the other hand, recent macroeconomic developments including rising inflation and supply chain disruptions are putting pressure on companies. The chapter assists users to identify growth avenues and address business challenges to make informed commercial decisions with unique insights, data forecasts, and in-depth market

analyses.

## Supply Chain Management BPO Market Segment Insights

The Supply Chain Management BPO industry presents strong offers across categories. The analytical report offers forecasts of Supply Chain Management BPO industry performance across segments and countries. Key segments in the industry include%li%By Application (Aerospace & Defense, Healthcare, Public Sector, Banking, Financial Services, and Insurance, IT & Telecom, Retail, Others), By Category (Traditional SCM BPO, Business Process-as-Service (BPaaS), By End-User (Order Management, Inventory Management, After Market Service, Logistics, SCM Analytics, Manufacturing Operations, Sourcing, Procurement), By Sourcing (Onshore, Offshore, Nearshore), By Component (Software, Service). The largest types, applications, and sales channels, fastest growing segments, and the key factors driving each of the categories are included in the report.

Forecasts of each segment across five regions are provided from 2021 through 2032 for Asia Pacific, North America, Europe, South America, Middle East, and African regions. In addition, Supply Chain Management BPO market size outlook is provided for 22 countries across these regions.

## Market Value Chain

The chapter identifies potential companies and their operations across the global Supply Chain Management BPO industry ecosystem. It assists decision-makers in evaluating global Supply Chain Management BPO market fundamentals, market dynamics, and disruptive trends across the value chain segments.

## Scenario Analysis and Forecasts

Strategic decision-making in the Supply Chain Management BPO industry is multi-faceted with the increased need for planning across scenarios. The report provides forecasts across three case scenarios%li%low growth, reference case, and high growth cases.

## Asia Pacific Supply Chain Management BPO Market Analysis%li%A Promising Growth Arena for Business Expansion

As companies increasingly expand across promising Asia Pacific markets with over 4.5

billion population, the medium-to-long-term future remains robust. The presence of the fastest-growing economies such as China, India, Thailand, Indonesia, and Vietnam coupled with strengthening middle-class populations and rising disposable incomes drive the market. In particular, China and India are witnessing rapid shifts in consumer purchasing behavior. China is recovering steadily with optimistic forecasts for 2025. Further, Japanese and South Korean markets remain stable with most companies focusing on new product launches and diversification of sales channels.

### The State of Europe Supply Chain Management BPO Industry 2025%li%Focus on Accelerating Competitiveness

As companies opt for an integrated agenda for competitiveness, the year 2025 presents optimistic scenarios for companies across the ecosystem. With signs of economic recovery across markets, companies are increasing their investments. Europe is one of the largest markets for Supply Chain Management BPO with demand from both Western Europe and Eastern European regions increasing over the medium to long-term future. Increasing omnichannel shopping amidst robust consumer demand for value purchases shapes the market outlook. The report analyses the key Supply Chain Management BPO market drivers and opportunities across Germany, France, the United Kingdom, Spain, Italy, Russia, and other Europe.

The US Supply Chain Management BPO market Insights%li%Vendors are exploring new opportunities within the US Supply Chain Management BPO industry.

Easing inflation coupled with strengthening consumer sentiment is encouraging aggressive actions from the US Supply Chain Management BPO companies. Market players consistently focusing on innovation and pursuing new ways to create value are set to excel in 2025. In addition, the Canadian and Mexican markets offer lucrative growth pockets for manufacturers and vendors. Focus on private-brand offerings and promotions, diversified sales channels, expansion into niche segments, adoption of advanced technologies, and sustainability are widely observed across the North American Supply Chain Management BPO market.

Latin American Supply Chain Management BPO market outlook rebounds in line with economic growth.

Underlying demand remains higher among urban consumers with an optimistic economic outlook across Brazil, Argentina, Chile, and other South and Central American countries. Increased consumer spending has been reported in Q1 -2025 and

the prospects remain strong for rest of 2025. Aggressive ecosystem moves to create new sources of income are widely observed across markets in the region. Marketing activities focused on customer insights, operations, and support functions are quickly gaining business growth in the region.

## Middle East and Africa Supply Chain Management BPO Markets%li%New Opportunities for Companies Harnessing Diversity

Rapid growth in burgeoning urban locations coupled with a young and fast-growing population base is attracting new investments in the Middle East and African Supply Chain Management BPO markets. Designing expansion and marketing strategies to cater to the local consumer base supports the market prospects. In addition to Nigeria, Algeria, South Africa, and other markets, steady growth markets in Ethiopia, Rwanda, Ghana, Tanzania, the Democratic Republic of Congo, and others present significant prospects for companies. On the other hand, Middle Eastern Supply Chain Management BPO markets including the UAE, Saudi Arabia, Qatar, and Oman continue to offer lucrative pockets of growth.

## Competitive Landscape%li%How Supply Chain Management BPO companies outcompete in 2025?

The ability to respond quickly to evolving consumer preferences and adapt businesses to niche consumer segments remains a key growth factor. The report identifies the leading companies in the industry and provides their revenue for 2024. The market shares of each company are also included in the report. Further, business profiles, SWOT analysis, and financial analysis of each company are provided in detail. Key companies analyzed in the report include A.P. Moller – Maersk, Accenture Plc, Capgemini SE, Genpact Ltd, HCL Technologies Ltd, IBM Corp, Infosys Ltd, Tata Consultancy Services Ltd, UPS Supply Chain Solutions Inc, WNS Global Services Pvt. Ltd.

## Supply Chain Management BPO Market Segmentation

### By Application

#### Aerospace & Defense

#### Healthcare

Public Sector

Banking, Financial Services, and Insurance

IT & Telecom

Retail

Others

By Category

Traditional SCM BPO

Business Process-as-Service (BPaaS)

By End-User

Order Management

Inventory Management

After Market Service

Logistics

SCM Analytics

Manufacturing Operations

Sourcing

Procurement

By Sourcing

Onshore

Offshore

Nearshor

By Component

Software

Service

Leading Companies

A.P. Moller – Maersk

Accenture Plc

Capgemini SE

Genpact Ltd

HCL Technologies Ltd

IBM Corp

Infosys Ltd

Tata Consultancy Services Ltd

UPS Supply Chain Solutions Inc

WNS Global Services Pvt. Ltd

Reasons to Buy the report

Make informed decisions through long and short-term forecasts across 22 countries and segments.

Evaluate market fundamentals, dynamics, and disrupting trends set to shape 2025 and beyond.

Gain a clear understanding of the competitive landscape, with product portfolio and growth strategies.

Get an integrated understanding of the entire market ecosystem and companies.

Stay ahead of the competition through plans for growth in a changing environment for your geographic expansion.

Assess the impact of advanced technologies and identify growth opportunities based on actionable data and insights.

Get free Excel spreadsheet and PPT versions along with the report PDF.



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**Healthcare**

**Public Sector**

**Banking, Financial Services, and Insurance**

**IT & Telecom**

**Retail**

**Others**

### **By Category**

**Traditional SCM BPO**

**Business Process-as-Service (BPaaS)**

### **By End-User**

**Order Management**

**Inventory Management**

**After Market Service**

**Logistics**

**SCM Analytics**

**Manufacturing Operations**

**Sourcing**

**Procurement**

### **By Sourcing**

Onshore  
Offshore  
Nearshor  
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Software  
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**Accenture Plc**

**Capgemini SE**

**Genpact Ltd**

**HCL Technologies Ltd**

**IBM Corp**

**Infosys Ltd**

**Tata Consultancy Services Ltd**

**UPS Supply Chain Solutions Inc**

**WNS Global Services Pvt. Ltd**

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