



Global BPS Market Forecast: 2017-2021

Market Forecast
Report Abstract

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Who Is This Report For?

NelsonHall's "Global BPS Market Forecast: 2017-2022" report is a comprehensive market forecast report designed for:

- Sourcing managers monitoring the business process outsourcing (BPS) industry and identifying vendor suitability for shortlists and RFPs
- Executives seeking assistance in identifying levels of BPS vendor presence by service line and geography
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector.

Scope of the Report

The report provides a forecast for the global business process outsourcing market overall and by geography and by service line. It covers the following:

- The BPS market size for 2016 and the forecast for the BPS market through 2017 to 2021
- The BPS market size and forecast for North America, specifically covering the U.S. and Canada, EMEA, specifically covering U.K., France, Germany, and Italy, Asia Pacific and Latin America
- The BPS market size and forecast for front-office BPS covering customer management services and document management
- The BPS market size and forecast for industry-specific or middle-office BPS covering insurance, banking, and government industry-specific BPS
- The BPS market size and forecast for back-office BPS covering HR outsourcing, finance and accounting outsourcing, and procurement outsourcing
- Identification of the leading vendors together with their revenues and market shares by geography and service line.

Key Findings & Highlights

NelsonHall's "BPS Market Forecast: 2017-2021" consists of 306 pages.

The BPS market had been experiencing a level of relatively low growth by its standards in recent years as the downturn led to business uncertainty and an increasing reluctance by organizations to take major sourcing decisions in an uncertain business climate.

However, the level of BPS contract activity has steadily been building during the course of 2013, with the level of BPS contract value awarded higher in Q2 2013 than in Q1 2013, and higher in Q3 2013 than in Q2 2013.

BPS TCV in North America has been steadily strengthening during 2013, with BPS TCV in Europe holding firm alongside an increasing contribution from emerging markets.

In particular, the commercial sector has been retaking the lead in BPS TCV with some resurgence in financial services BPS activity, with:

- Renewed activity in customer management services driven by the need for external expertise to support multi-channel and online retailing and the increasing focus on CSAT and revenue generation
- The high activity in health insurance in the U.S. and the high potential among healthcare providers as their business models change
- High contract activity within the investment banking community together with some resurgence in mortgage and loan BPS
- Continuing high levels of activity in multi-process FAO, with sourcing & procurement outsourcing beginning to become a more viable possibility alongside purchase-to-pay
- Elsewhere supplier confidence within HR outsourcing remains high with some level of increased interest in multi-process HR outsourcing and RPO market growth remaining strong as organizations improve and standardize their recruiting processes across geographies.



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306 pages

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