



Market Forecast

# Global BPS Market Forecast

2021 – 2025 H2 Update

## Report Abstract

December 2021

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284-pages



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## Who is This Vendor Assessment For?

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NelsonHall's "Global BPS Market Forecast: 2021-2025 H2 Update" report is a comprehensive market forecast report designed for:

- Sourcing managers monitoring the business process services (BPS) industry and seeking to identify leading vendors 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 identify market sizes and growth rates and their market share relative to their peers
- Financial analysts and investors specializing in the support services sector.

## Key Findings & Highlights

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The full breakdown of NelsonHall's BPS market forecast and vendor market shares across 81 BPS service lines, 39 geographies, and 39 industry sectors can be obtained via [NelsonHall's Self-Service Forecast Tool](#).

This self-service tool aims to assist executives in accessing the precise combinations of market size, growth, and vendor share information they require rapidly and cost-effectively, supporting more informed decision-making.

In particular, the "[NelsonHall Self-Service Market Forecasting tool](#)" enables executives to tailor the scope of any market forecast or vendor market share download by selecting one or multiple service lines, geographies, and industry sectors and downloading market size, growth, and vendor share information against these parameters. Furthermore, decision-makers are no longer inconvenienced by delays in the manual production of customized reports on their behalf.

The tool now covers not just business process services but has subsequently been expanded to support 13 IT outsourcing service lines, also by geography and industry sector.

BPS was an excellent industry to be in during the pandemic of 2020, largely escaping the ravages experienced by many other industries. Indeed the pandemic tended to sharpen enterprise decision-making and hasten the pace of digital transformation initiatives and the need for assistance from BPS vendors.

While volumes in some sectors will be slow to recover and a full economic recovery will take several years and not be achieved in 2021, attitudes towards digital transformation have been permanently heightened. Most enterprises will continue to experience a need for one or more of heightened cost reduction, reduced revenue leakage, improvements in customer experience, and increases in business model effectiveness.

## Scope of the Report

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

- The BPS market size for 2020 and the forecast for the business process services market through 2021 to 2025
- The business process services market sizes and forecasts 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 business process services market sizes and forecasts by service line
- The business process services market sizes and forecasts by combinations of service line and geography
- Vendor revenue shares for 2020 by service line and geography.

## About The Author

John is CEO of NelsonHall, the leading business process services (BPS) and IT services (ITS) research and analysis firm, and is widely regarded as one of the world's leading authorities on achieving business transformation through the application of BPS.

John is well-known around the world for his detailed analytical approach to research and his pragmatic style. He founded NelsonHall in 1998 on the principle that genuine market insight can only be derived from a bedrock of hard, empirical facts drawn from original market research, and this philosophy persists to this day, making NelsonHall one of the most highly valued global research firms.

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## About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at [guy.saunders@nelson-hall.com](mailto:guy.saunders@nelson-hall.com)

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