



# Global BPO Market Forecast: 2015-2019

Market Forecast  
Report Abstract

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256 pages

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## Who Is This Report For?

NelsonHall's "Global BPO Market Forecast: 2015-2019" report is a comprehensive market forecast report designed for:

- Sourcing managers monitoring the business process outsourcing (BPO) industry and identifying vendor suitability for shortlists and RFPs
- Executives seeking assistance in identifying levels of BPO 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 BPO market size for 2014 and the forecast for the BPO market through 2015 to 2019?
- The BPO 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 BPO market size and forecast for front-office BPO covering customer management services and document management
- The BPO market size and forecast for industry-specific or middle-office BPO covering insurance, banking, and government industry-specific BPO
- The BPO market size and forecast for back-office BPO 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 "BPO Market Forecast: 2015-2019" consists of 256 pages. It is a comprehensive forecast of the BPO sector and is complemented by NelsonHall's self-service forecasting facility which enables users to download forecasts and vendor shares tailored to their needs across any combination of 80 BPO service lines, 40 geographies, and 30 industry sectors.

The BPO market continues to grow steadily, though the style of BPO is changing, with digital becoming increasingly important in the front-office, RPA increasingly being introduced in support of rule-based transactional processes in the middle-office and finance & accounting BPO, and social media and analytics emerging more strongly in HR services.

In terms of geographic market momentum, 2015 has seen a resurgence of BPO contract activity in North America though a slight slackening in Europe.

Newly launched BPO services are becoming increasingly platform based with suppliers increasing combining platforms and analytics in support of narrow pain points in industry-specific and back-office services. Within HR, RPO market growth remains strong and there is trend towards combining of recruitment services around both permanent and contingent labor.



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### 1. BPO Market Forecast by Geography

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- North America

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- EMEA

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- U.K. & Ireland

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- France

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- Germany

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- Italy

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- Rest of Continental Europe

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- Africa and Middle East

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- Asia Pacific

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- Latin America

### 2. BPO Market Forecast by Service Type

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- BPO Market Overview

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  - Front Office BPO

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  - Middle Office BPO

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  - Back-Office BPO
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## Report Length

256 pages

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