



# Market Forecast

## Global BPS Market Forecast

2020 - 2024

### Report Abstract

July 2020

By Name

Job Title

NelsonHall

354-pages

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## Who is This Vendor Assessment For?

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NelsonHall's "Global BPS Market Forecast: 2020-2024" report is a comprehensive market forecast report designed for:

- Sourcing managers monitoring the business process services (BPS) industry, and identifying 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 is aimed at assisting executives in accessing the precise combinations of market size, growth, and vendor share information they require rapidly and cost-effectively, in support of 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 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.

2018 has been another excellent year for pure-play BPS vendors and, going forward, the need for process reimagination and digitalization supported by the possibilities created by new technologies will continue to expand opportunities for BPS vendors both to extend the scope of existing contracts and to assist clients in identifying and implementing new digital process models and new ways of working within their shared services and retained organizations. While opportunities to assist enterprises in scaling and managing RPA implementations remain, the leading edge of the automation opportunity in BPS has moved beyond RPA, through NLP and management of unstructured documents, into service delivery involving completely new combinations of technologies and channels.

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## Scope of the Report

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

- The BPS market size for 2019 and the forecast for the business process services market through 2020 to 2024
- The business process services 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.

## 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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