



Global BPS Market Forecast: 2016-2020

Market Forecast
Report Abstract

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By John Willmott
BPS Market Development program
NelsonHall

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Who Is This Report For?

NelsonHall's "BPS Market Forecast: 2016-2020" consists of 307 pages. It is a comprehensive forecast of the BPS 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 81 BPS service lines, 39 geographies, and 39 industry sectors.

NelsonHall's "Global BPS Market Forecast: 2016-2020" report is 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 2015 and the forecast for the BPS market through 2016 to 2020?
- 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, document management, and sales & marketing outsourcing
- The BPS market size and forecast for industry-specific or middle-office BPS within banking, insurance, healthcare payor, government, pharmaceuticals, supply chain management, telecoms & media, energy & utilities industry-specific BPS, and KPO
- The BPS market size and forecast for back-office BPS covering HR outsourcing, finance and accounting outsourcing, procurement outsourcing, legal process outsourcing, and corporate secretarial services
- Identification of the leading vendors together with their revenues and market shares by geography and service line for each of the above.

Key Findings & Highlights

NelsonHall's "BPS Market Forecast: 2016-2020" consists of 307 pages.

This report covers 34 of the main business process services (BPS) service lines covered by NelsonHall, providing market forecasts and vendor revenue shares for each combination of service line and geography.

The full breakdown of NelsonHall's BPS market forecast and vendor market shares across 78 BPS service lines, 30 geographies, and 33 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.

Report Length

306 pages

Report Author

John Willmott

john.willmott@nelson-hall.com



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