Global BPS Market Forecast: 2019-2023

Market Forecast
Report Abstract

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NelsonHall

307 pages

research.nelsonhall.com

Who Is This Report For?

NelsonHall's "Global BPS Market Forecast: 2019-2023" 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

NelsonHall's "BPS Market Forecast: 2018-2022" consists of 304 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 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

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 business process services market size for 2018 and the forecast for the business process services market through 2019 to 2023

- 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.

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