



Global BPS Market Forecast: 2018-2022

Market Forecast
Report Abstract

June 2018

By John Willmott
BPS Market Development program
NelsonHall

305 pages

research.nelsonhall.com





Who Is This Report For?

NelsonHall's "Global BPS Market Forecast: 2018-2022" report is a comprehensive market forecast report 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 2017 and the forecast for the BPS market through 2018 to 2022
- 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 and document management
- The BPS market size and forecast for industry-specific or middle-office BPS covering insurance, banking, healthcare, and government industry-specific BPS along with supply chain management BPS, KPO, and analytics operations
- The BPS market size and forecast for back-office BPS covering HR outsourcing, finance and accounting outsourcing, and procurement outsourcing along with legal process outsourcing and corporate secretarial services
- Identification of the leading vendors together with their revenues and market shares by geography and service line.

Key Findings & Highlights

NelsonHall's "BPS Market Forecast: 2018-2022" consists of 305 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.

2017 has been an 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 is increasing 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. The automation opportunity in BPS is rapidly moving beyond RPA, through NLP, into service delivery involving completely new combinations of technologies and channels.



Contents

1. BPS Market Forecast by Geography

- Global Overview

- North America

- United States

- Canada

- EMEA

- U.K. & Ireland

- Germany

- France

- Italy

- Rest of Continental Europe

- Africa & Middle East

- Asia Pacific

- Latin America

2. BPS Market Forecast by Service Type

BPS Market Overview

Front Office BPS

- CX Services

- Document Management

- Sales & Marketing Outsourcing

Middle Office BPS

- Insurance BPS

 - Banking BPS

 - Government BPS

 - Healthcare Provider BPS

 - Supply Chain Management
-

- Pharmaceuticals BPS

- Telecom & Media BPS

- KPO

- Energy & Utilities BPS

- Other Middle Office

Back-Office BPS

- HR Outsourcing

- F&A Outsourcing

- Procurement

- Legal Process Outsourcing

- Corporate Secretarial Services Outsourcing

Report Length

305 pages

Report Author

John Willmott

john.willmott@nelson-hall.com