

Outsourcing Market in BFS Sector 2017 Global Market Expected to Grow at CAGR 6 % and Forecast to 2021

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This report covers the growth prospects of the global [outsourcing market in BFS sector](#) with segmentations based on services such as information technology outsourcing (ITO) and business process outsourcing (BPO). The key regions based on market shares include the Americas, EMEA, and APAC. The report also includes an analysis of the leading vendors of this market, which include Accenture, IBM, Genpact, and TCS.

Market Overview of Global Outsourcing Market in BFS Sector



The global outsourcing market in the BFS Sector is projected to account for a CAGR of over 6% during the forecast period.

This market research indicates the emergence of new outsourcing destinations, such as Sri Lanka and Colombia, because some of the traditional outsourcing destinations, such as Brazil, Russia, India, and China, have witnessed economic slowdown in the recent past. The increasing need for customer analytics and the need to create better customer segmentation models are expected to propel market growth during the forecast period. Analytics help an organization to develop new channels and products according to customer requirements, and offer better customer service.

Segmentation of global outsourcing market in BFS sector by service

- ITO
- BPO

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Market shares and analysis of leading regions in global outsourcing market in BFS sector

- Americas
- APAC
- EMEA

The Americas accounted for the largest share of the global outsourcing market in BFS sector, where North America is one of the key contributors, primarily because of challenges such as regulatory compliances and the economic volatility faced by financial organizations in this region.

The EMEA region has gained importance as a capital market BPO destination because of its proximity to capital markets outsourcing clients located in the US and Europe. Time saving, improvement in service quality, and high customer satisfaction, are some of the factors that have made this region favorable for ITO and BPO activities.

Credit card processing, call center, disaster recovery, and data processing are some of the major BPO businesses in APAC, which remains the most cost-effective application outsourcing service delivery location.

Key vendors in global outsourcing market in BFS sector

- Accenture
- IBM
- Genpact
- TCS

Market research and analysis of the competitive scenario indicates that the global outsourcing market in BFS sector is highly fragmented due to the presence of large and small players. The competition in the market is likely to intensify further as several players are entering this market.

In order to grow, vendors should build strong capabilities in regulatory compliance and risk management solutions. Therefore, they are shifting focus toward developing skills in analytics, cloud, and mobility to harness the opportunities available and gain a competitive advantage.

The other prominent vendors of the market include:

- Aegis
- Attra Infotech
- Capgemini
- CGI
- Cognizant
- CSC
- Dell

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Key questions answered in report

- What are the key factors driving the global outsourcing market in BFS sector?
- What are the key market trends impacting the growth of the global outsourcing market in BFS sector?
- What are the various opportunities and threats faced by the vendors in the global outsourcing market in BFS sector?
- Growth forecast for the key segments of the global outsourcing market in BFS sector?
- Trending factors influencing the market shares for EMEA, APAC, and Americas?
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CONTACT US:

NORAH TRENT

Partner Relations & Marketing Manager

sales@wiseguyreports.com

www.wiseguyreports.com

Ph: +1-646-845-9349 (US)

Ph: +44 208 133 9349 (UK)

Norah Trent
WiseGuy Research Consultants Pvt. Ltd.
+1 646 845 9349 / +44 208 133 9349
[email us here](#)

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