

The Telecom BPO Markets in India 2014 - 2019

Description: The Telecom market in India is the second largest in the world. It has now reached a subscriber base of 905 Million. The IT BPO sector in India has aggregate revenues of over 100 Billion+

Telecom & BFSI are the largest contributors to the growth of BPOs in India. The Telecom sector contributes almost 25%-30% of call centre business. Out of this voice processes alone contribute almost 60%-70% revenues.

The report gives an overview of the Telecom industry in India. It is followed by an overview of the BPO industry in India. The report then deep dives into the specific Telecom BPO industry in India. The telecom industry is now expected to consolidate. Existing and new players are expanding rapidly. This brings in a plethora of opportunities for BPOs servicing the Telecom sector.

More and more players have now started focusing on the domestic Telecom market. This opportunity comes with its own set of problems. Problems like growing costs on one hand and falling billing rates on the other has squeezed BPOs. Their margins are under tremendous pressures.

What is it that they are doing to maintain their competitiveness? Which are the prevalent and upcoming pricing models within this industry?

How have markets performed in the past? What is the forecast for the future till 2017? Telecom players and their vendors, major M&A deals in this industry within past 5 years, industry metrics like average margins, revenue per seat, latest news and profiles of top 6 BPO companies in India are the major highlights of this report.

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