

# Riding Next Wave of Growth: Evolving Third-party UK and Ireland BPS Landscape

November 2021: Complimentary Abstract / Table of Contents



# Our research offerings

This report is included in the following research program(s):

## All Business Process Services

- ▶ Application Services
- ▶ Banking & Financial Services BPS
- ▶ Banking & Financial Services ITS
- ▶ Catalyst™
- ▶ Clinical Development Technology
- ▶ Cloud & Infrastructure
- ▶ Contingent Workforce Management
- ▶ Conversational AI
- ▶ Cost Excellence
- ▶ Customer Experience Management Services
- ▶ Cybersecurity
- ▶ Data & Analytics
- ▶ Digital Adoption Platforms (DAP)
- ▶ Digital Services
- ▶ Engineering Services
- ▶ Enterprise Platform Services
- ▶ Finance & Accounting
- ▶ Financial Services Technology (FinTech)
- ▶ Global Business Services
- ▶ Healthcare BPS
- ▶ Healthcare ITS
- ▶ Human Resources
- ▶ Insurance BPS
- ▶ Insurance ITS
- ▶ Insurance Technology (InsurTech)
- ▶ Insurance Third-Party Administration (TPA) Services
- ▶ Intelligent Document Processing (IDP)
- ▶ Interactive Experience (IX) Services
- ▶ IT Services Executive Insights™
- ▶ Life Sciences BPS
- ▶ Life Sciences ITS
- ▶ Locations Insider™
- ▶ Marketing Services
- ▶ Market Vista™
- ▶ Mortgage Operations
- ▶ Multi-country Payroll
- ▶ Network Services & 5G
- ▶ Outsourcing Excellence
- ▶ Pricing-as-a-Service
- ▶ Process Mining
- ▶ Procurement
- ▶ Recruitment Process Outsourcing
- ▶ Retirements Technologies
- ▶ Rewards & Recognition
- ▶ Service Optimization Technologies
- ▶ Supply Chain Management (SCM) Services
- ▶ Talent Excellence GBS
- ▶ Talent Excellence ITS
- ▶ Technology Skills & Talent
- ▶ Trust and Safety
- ▶ Work at Home Agent (WAHA) Customer Experience Management (CXM)
- ▶ Workplace Services

If you want to learn whether your organization has a membership agreement or request information on pricing and membership options, please contact us at [info@everestgrp.com](mailto:info@everestgrp.com)

Learn more about our  
**custom research capabilities**

Benchmarking

Contract assessment

Peer analysis

Market intelligence

Tracking: service providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios

# Contents

For more information on this and other research published by Everest Group, please contact us:

**Rajesh Ranjan**, Partner

**Rananjay Kumar**, Practice Director

**Sharang Sharma**, Practice Director

<b>1. Introduction and overview</b>	<b>04</b>
• Research methodology	05
• Background and/or introduction	06
<b>2. Executive summary</b>	<b>07</b>
• Key trends in UKI BPS market	08
• BPS growth drivers and challenges	09
• UKI BPS market opportunity overview	10
<b>3. UKI BPS market characteristics</b>	<b>11</b>
• Market size and growth	12
• Sourcing drivers for UKI buyers	13
• Market composition – horizontal segments, industry segments, and industry mix	14
• BPS deal trends – size and scope	17
<b>4. UKI BPS competitive play</b>	<b>19</b>
• Service provider landscape	20
• Service providers' UKI focused investments	21
• Service provider competitive landscape	23
<b>5. Future of UKI BPS market</b>	<b>24</b>
<b>6. Appendix</b>	<b>26</b>
• Glossary	27

## Background of the research

BPS industry has grown steadily in the UK and Ireland (UKI) over the last couple of decades. Through this journey, the industry has gone through steady evolution in terms of service portfolios, value proposition, as well as business models. However, the UKI BPS market growth faced double headwinds of Brexit and the COVID-19 pandemic in the last 12-18 months. While the market is expected to rebound over the next few years, it is important for service providers as well as enterprises to assess their directional accuracy and strategic intent, bearing in mind the rapidly evolving business environment in the UKI as well as globally.

As a matter of fact, it is well known that opportunities often take shape through the chisel of disruption. Hence, this is an opportune moment to reassess the underlying opportunities in the UKI BPS landscape. This would require a closer and nuanced inspection of the growth potential, emerging demand drivers, evolving sourcing models, key challenges faced, and the overall competitive landscape. Such an exercise will enable decision makers on both sides to make informed strategic decisions and corresponding capital allocations along the dimensions of people, process, and technology.

**In this report, we will answer the following key questions related to the BPS market in the UKI:**

- What is the outlook of the market?
- What are the key growth drivers and underlying trends?
- Which BPS segments hold better promise of growth?
- Who are the key service providers in the market?

### Scope of this report:



**Geography**  
UKI



**Industry**  
All industries



**Services**  
Business Process  
Services (BPS)

## Overview and abbreviated summary of key messages

Through this report, Everest Group takes a close look at the growth potential, emerging demand drivers, evolving sourcing models, key challenges, and the overall competitive landscape of the BPS outsourcing market in the UKI.

Some of the findings in this report, among others, are:

### Secular growth trends across traditional and emerging segments

The UKI BPO industry is expected to see significant growth, driven by industry segments such as life sciences and BFS, as well as an emerging demand for outsourcing in next-generation horizontal services such as content moderation, marketing, consulting, and automation services.

### Digital consideration at center of sourcing decisions

The UKI enterprises have significantly increased focus on digital capabilities post COVID-19 and Brexit to ensure business continuity, cost reduction, and enhanced customer experience. Digital initiatives by enterprises have been prioritized and enterprises are open to partnering with third-party providers to help them on this journey.

### Digital as a great leveller

Incumbents, such as Accenture, TCS, and Capita, enjoy a dominant position in several key segments; however, smaller players have started eating into their command on the market by offering digital offerings that promise significant improvement on cost and quality of services.

### BigTech digital and cloud play

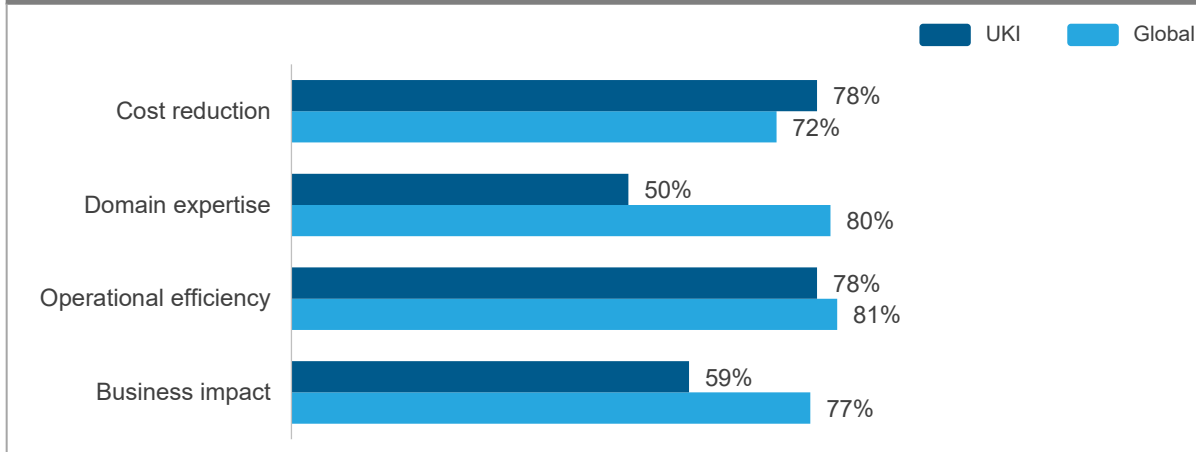
There is an increased opportunity to collaborate with hyperscalers / big tech to offer cloud platform-based BPS solutions.

### Increase in cost and compliance pressure in post Brexit UKI

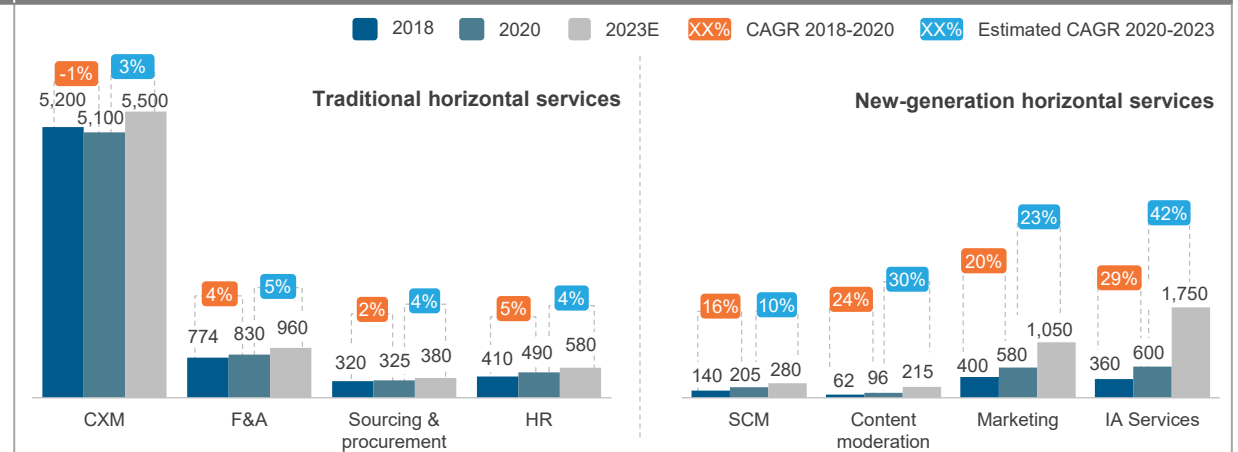
While Brexit and COVID-19 have had an adverse impact on several industries, it is also expected to create an opportunity for third-party service providers, as enterprises grapple with increased regulations and compliance work, increased cost pressures, and falling talent availability issues. Industries such as financial services and manufacturing are expected to see increased outsourcing in the near future.

# This study offers three distinct chapters providing a deep dive into key aspects of UKI BPS market; below are four charts to illustrate the depth of the report

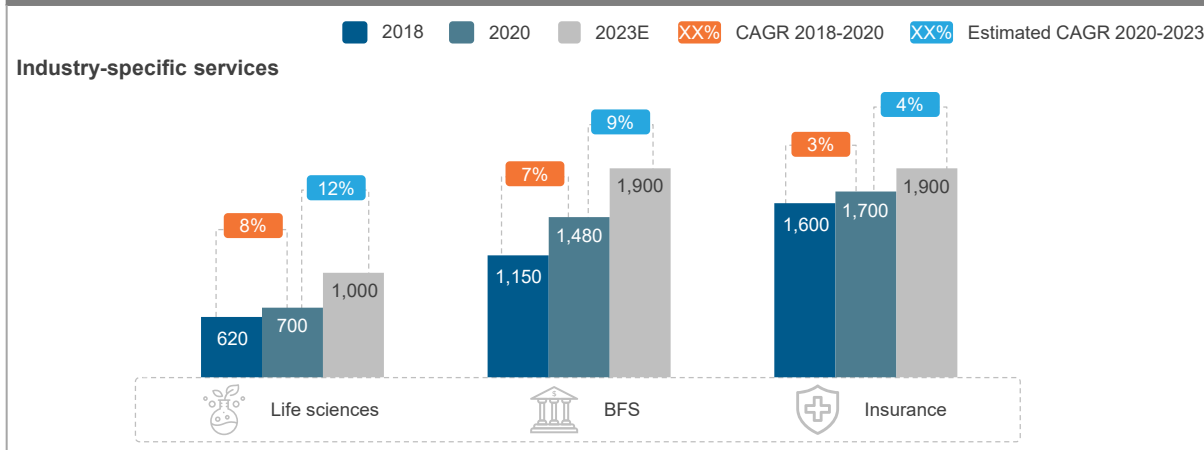
## Key drivers for BPS outsourcing



## Market composition by horizontal BPS segments



## Market composition by industry specific BPS segments



## Service provider landscape





Everest Group is a research firm focused on strategic IT, business services, engineering services, and sourcing. Our clients include leading global companies, service providers, and investors. Clients use our services to guide their journeys to achieve heightened operational and financial performance, accelerated value delivery, and high-impact business outcomes. Details and in-depth content are available at [www.everestgrp.com](http://www.everestgrp.com).

## Stay connected

### Website

[everestgrp.com](http://everestgrp.com)

### Social Media

-  @EverestGroup
-  @Everest Group
-  @Everest Group
-  @Everest Group

### Blog

[everestgrp.com/blog](http://everestgrp.com/blog)

### Dallas (Headquarters)

[info@everestgrp.com](mailto:info@everestgrp.com)  
+1-214-451-3000

### Bangalore

[india@everestgrp.com](mailto:india@everestgrp.com)  
+91-80-61463500

### Delhi

[india@everestgrp.com](mailto:india@everestgrp.com)  
+91-124-496-1000

### London

[unitedkingdom@everestgrp.com](mailto:unitedkingdom@everestgrp.com)  
+44-207-129-1318

### Toronto

[canada@everestgrp.com](mailto:canada@everestgrp.com)  
+1-647-557-3475

*This document is for informational purposes only, and it is being provided "as is" and "as available" without any warranty of any kind, including any warranties of completeness, adequacy, or fitness for a particular purpose. Everest Group is not a legal or investment adviser; the contents of this document should not be construed as legal, tax, or investment advice. This document should not be used as a substitute for consultation with professional advisors, and Everest Group disclaims liability for any actions or decisions not to act that are taken as a result of any material in this publication.*