



Tapping into the Ripe African Global Services Delivery Market

August 2024: Complimentary Abstract / Table of Contents

Market Report
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- ▶ Oracle Services
- ▶ Outsourcing Excellence
- ▶ Payer and Provider Business Process
- ▶ Payer and Provider Information Technology
- ▶ Price Genius – AMS Solution and Pricing Tool
- ▶ Pricing Analytics as a Service
- ▶ Process Intelligence
- ▶ Process Orchestration
- ▶ Procurement and Supply Chain
- ▶ Recruitment
- ▶ Retail and CPG
- ▶ Retirement Technologies
- ▶ Revenue Cycle Management
- ▶ Rewards and Recognition
- ▶ SAP Services
- ▶ Service Optimization Technologies
- ▶ Software Product Engineering Services
- ▶ Supply Chain Management (SCM) Services
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Background, aim, and coverage

Africa presents a rich and untapped playfield for global services, dominated by young talent pool (18-35 years), multilingual capabilities, and cost arbitrage. Favorable time zone (mainly interlapping with the UK and Europe) and government incentives further generates demand. With businesses incorporating CSR efforts in their investment decisions, Africa provides a rich impact sourcing environment complete with enthusiastic and qualified talent pool.

As market players evaluate these markets, they will need to be cognizant of the key trade-offs and associated risks for operating in the region. They will require a deeper insight into the role of each country in the global delivery portfolios and will need to understand the potential opportunities. A thorough research report on the Africa region capabilities, potential, and challenges can help organizations make better decisions.

In this report, we comprehensively look at the Africa region as an upcoming delivery destination for nearshoring/offshoring. It highlights the relative attractiveness of 14 key African countries for services delivery. The report covers various parameters to assess the attractiveness of global delivery. We focus on:

- Africa's services delivery landscape
- Key processes delivered by each country and potential opportunities
- Risk assessment of each country
- Impact sourcing in Africa
- Detailed profiles for leading service delivery countries

Scope of this report

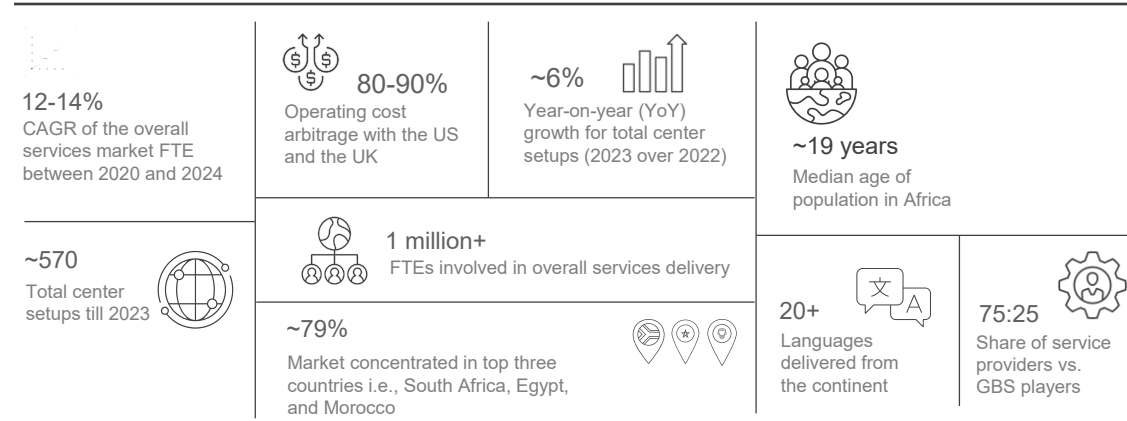
Geography: Africa

Industry: Overall services

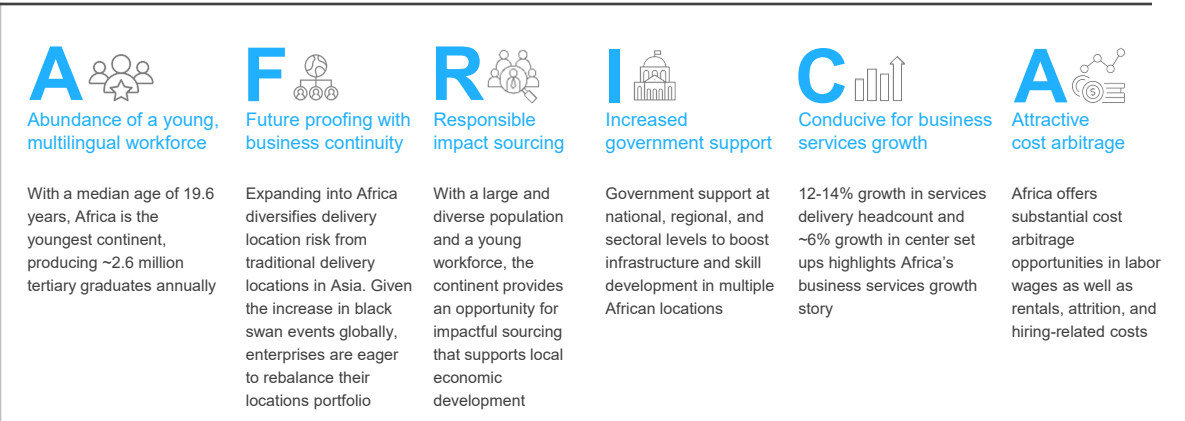
Services: Information Technology Services (ITS), Business Process Services (BPS), engineering, research, and development services, and others

This report provides an in-depth analysis of Africa as an emerging delivery destination; below are four charts to illustrate the depth of the report

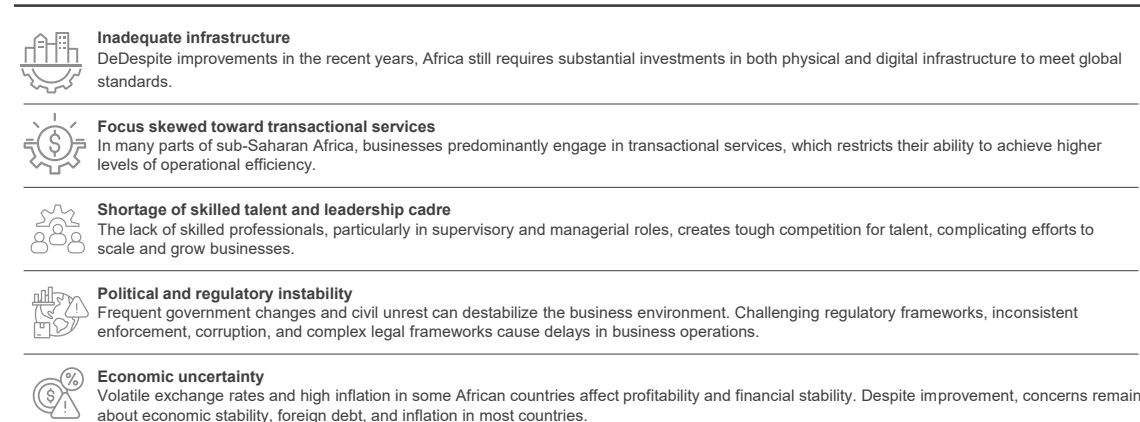
Africa global services market overview



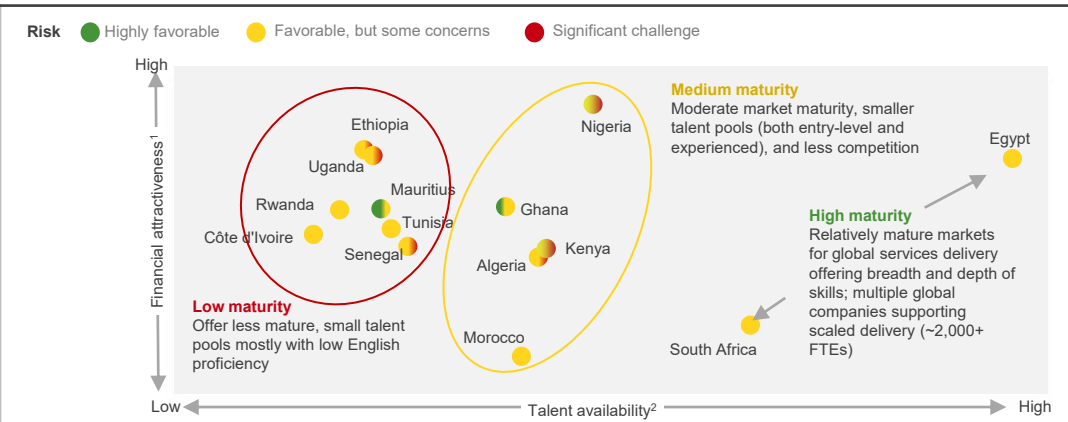
Drivers pushing global services delivery growth in Africa



Tradeoffs and risks associated with Africa region



Risk-reward assessment highlighting relevant trade-offs for 14 African countries



Research calendar

Locations Insider™

Published **Current release** Planned

Reports title	Release date
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Location Spotlight – Ireland	March 2024
Location Spotlight – Vadodara, India	March 2024
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