

BPO LANDSCAPE

PEOPLE INTENSIVE

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TECH ENABLED

TRADITIONAL BPO / CONSULTING

SOFTWARE-ENABLED BPO

GENERAL BPO AND IT⁽¹⁾

FINANCE & ACCOUNTING

GOVERNANCE, RISK, COMPLIANCE

HUMAN RESOURCES OUTSOURCING

OUTSOURCED CUSTOMER CARE

OPERATIONS / SUPPLY CHAIN MANAGEMENT

(1) Qualification between Traditional BPO / Consulting and Software-enabled BPO does not apply