OA500

GLOBAL OUTSOURCING FIRM (BPO) INDEX

THE OA500 2025

An Objective Analysis & Ranking of the World's Top 500 Outsourcing Firms

Outsource Accelerator

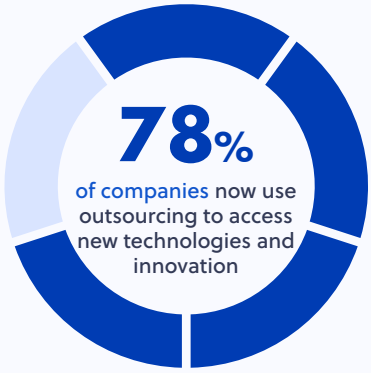
The OA500 – Navigating the AI-Driven Future

The world of work and business continues its dramatic transformation in 2025, shaped by artificial intelligence, automation, and the evolution of distributed workforces. The outsourcing, offshoring, and global staffing sector — collectively referred to as Business Process Outsourcing (BPO) — has become a cornerstone of modern enterprise strategy, with industry giants and emerging players alike embracing AI-augmented partnerships.

According to Precedence Research, the global outsourcing market reached USD 315.46 billion in 2024 and is projected to expand to USD 840.60 billion by 2034, growing at a CAGR of 10.30%. This remarkable growth reflects the industry's successful adaptation to technological disruption and changing business needs.

Strategic Evolution

The outsourcing industry has matured beyond its cost-reduction roots to become a strategic enabler of digital transformation. Key indicators show:



65%

of tech organizations have several outsourcing partners for critical business processes in 2024

15% - 30%

companies are seeing 15% to 30% returns in operational savings

AI Integration

The surge in AI adoption has reshaped traditional outsourcing models. While this presents challenges for conventional call centers, it has created opportunities for specialized knowledge process outsourcing (KPO) and staff augmentation services. The industry encompasses an expanding array of models:

- AI-augmented customer service
- Intelligent process automation
- Virtual teams and remote collaboration
- Specialized knowledge services
- Cloud-enabled operations

As outsourcing continues to shape the future of work, the OA500 serves as an essential benchmark for excellence, innovation, and strategic partnership in this rapidly evolving landscape. Through comprehensive research and objective evaluation, the OA500 enables businesses to navigate the complex outsourcing ecosystem with confidence and clarity.

Contents

1. The OA500 – Navigating the AI-Driven Future 02

2. About OA500 2025 04

3. The OA500 Methodology 05

- Limitations of the OA500 05
- OA500 Report Nomenclature 06

4. About Outsource Accelerator 07

5. Summary of Results and Key Findings 09

6. OA500 2025 20

- Rising Stars 21
- Fast-Growing BPOs 22
- Top 10 Outsourcing Firms 23
- Top 20 Outsourcing Firms 24
- Top 50 Outsourcing Firms 25
- Top 100 Outsourcing Firms 26
- Top 200 Outsourcing Firms 28
- Top 500 Outsourcing Firms 32

7. Further Information 43

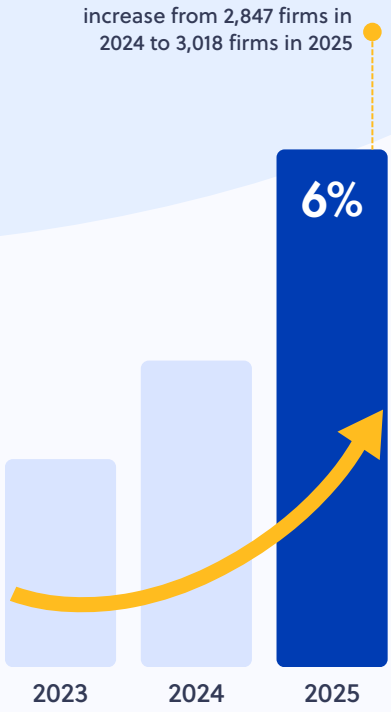
About OA500 2025

The Global Outsourcing Firm (BPO) Index catalogs, analyzes, and compares all known outsourcing firms globally, with 3,018 firms cataloged in 2025, representing a 6% increase from 2,847 firms in 2024. The index continues to serve as a valuable indicator of firm reputation and prominence.

The Index methodology, now in its third year of implementation, provides an efficient framework for tracking company progress, conducting cross-company comparisons, and maintaining a reliable ranking system.

The OA500 2025 report analyzes the top 500 firms from the expanded pool of 3,018 global players, representing 16.5% of all analyzed firms. Through objective and transparent analysis, the OA500 showcases the industry leaders while providing valuable insights for businesses worldwide.

The scope of OA500 encompasses diverse industries and service domains, including IT and software development, customer service, digital marketing, finance, healthcare, and more. Now in its third year, the index has become more relevant as it tracks the longitudinal progress of each firm, with ongoing improvements in data collection and contribution in terms of granularity, reliability, and universality.



The OA500 2025 Methodology

To create the index, Outsource Accelerator aggregated, researched, and annotated 3,018 BPOs worldwide using an objective scoring and weighting methodology to rank BPOs by their prominence.

The measures used to build and maintain the Global Outsourcing Firm (BPO) Index broadly fall under two primary categories – (i) Footprint and (ii) Quality.

A company's footprint refers to public visibility. The most established BPOs naturally generate a very high footprint score since any reasonable business will be fully visible on major search engines, social networks, and online directories.

The quality of a company is, of course, more complicated to quantify. However, using metadata points like Domain Authority (DA), site traffic, revenue, employee reviews, LinkedIn engagement, and third-party analysis, it is possible to get a reasonable picture of a company's reputation.

Limitations of the OA500

The OA500, while comprehensive in assessing the visibility, size, quality, and reliability of outsourcing firms through multiple metadata points, primarily emphasizes overall prominence rather than specific client fit or subjective attributes.

While size does impact these aspects, it doesn't necessarily ensure suitability, especially in specialized sectors like accounting or medicine, where smaller, specialized firms might offer better solutions.

The index excels at comparing the prominence of outsourcing firms. Still, it does not delve into individual suitability, pricing models, or service structures, making it important to consider specific requirements outside its scope.

While not infallible due to its reliance on available metadata, the Global Outsourcing Firm (BPO) Index offers the best objective analysis of global outsourcing companies, albeit not tailored to individual needs or verticals.

METHODOLOGY WHITEPAPER

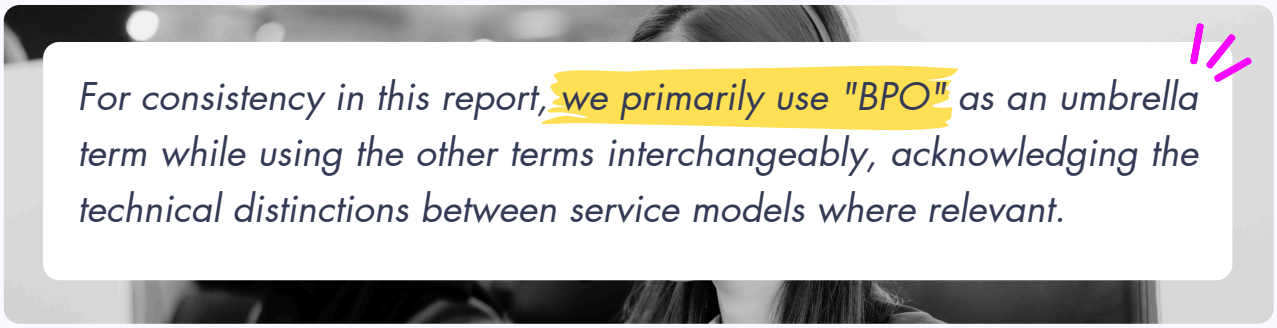
To learn more about OA500's evaluation process, download the methodology whitepaper.

OA500 Report Nomenclature

The outsourcing industry lacks a standard nomenclature for its activities and participants. The industry can be interchangeably referred to as outsourcing, offshoring, staff augmentation, staff leasing, BPO (business process outsourcing), and more recently, EOR (employer of record) and PEO (professional employer organization). There are differences between each term, but there is much overlap in practical application, and the usage tends to be based on colloquial preference.

The industry's service provider ecosystem is equally diverse, including traditional outsourcing firms, call centers, contact center operators, specialized BPO providers, managed service providers, global employment solutions companies, and staffing agencies. These providers often adapt their terminology based on regional preferences, market positioning, client familiarity, and specific service offerings.

While the term ‘business process outsourcing’ in its strict sense excludes the broader community of outsourcing, it is also generally used and accepted as a catchall for the industry. For consistency in this report, we primarily use "BPO" as an umbrella term while using the other terms interchangeably, acknowledging the technical distinctions between service models where relevant. This approach balances the need for precise terminology with practical industry usage, ensuring clear communication while recognizing the evolving nature of the outsourcing sector.



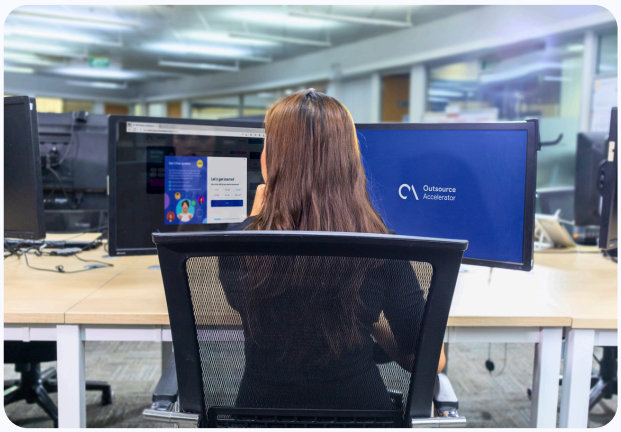
About Outsource Accelerator

Outsource Accelerator (OA) is the world's leading outsourcing marketplace. Founded in 2016, it continues to bridge the gap between global outsourcing suppliers and businesses worldwide.

The OA platform now features over 6,000 articles, 500+ podcast episodes, a YouTube channel, and a comprehensive directory with 4,000+ outsourcing firms... all designed to make it easier for clients to learn about – and engage with – outsourcing.

Under the leadership of founder Derek Gallimore, Outsource Accelerator provides comprehensive advisory, implementation, and co-management services to facilitate successful outsourcing partnerships.

Derek Gallimore
Founder and CEO
Outsource Accelerator



Join The Outsourcing Industry's #1 Sales & Marketing Platform

SOURCE PARTNER **PRO** | SOURCE PARTNER **ENTERPRISE**

100% qualified outsourcing inquiries with guaranteed discovery calls

- Guaranteed qualified outsourcing sales calls
- Needs analysis conducted for every discovery call
- Full SDR Concierge support
- Comprehensive call recordings & reports
- Powerful marketing tools, outbound opportunities & dashboard
- Advanced analytics & business intelligence tools
- Market-wide comparative performance insights
- **Now servicing SME & Enterprise requirements**

Learn more

Trusted by leading outsourcing brands

BOOTH & PARTNERS · hgs · OP360 · Wing · SOURCE PARTNER

Summary of Results and Key Findings

The outsourcing industry continues its strong growth trajectory, demonstrating resilience and adaptability despite global economic uncertainties. This year's OA500, which represents only 16.5% of all global outsourcing firms, now accounts for 93.9% of total industry revenue and 96% of the total workforce. This underscores the continued dominance of the top outsourcing firms, which are driving innovation, specialization, and operational efficiency in the sector.

This year's analysis expanded significantly, covering 3,018 companies, a 6% increase from 2024 and a 43% increase from 2023, reflecting a growing and increasingly competitive outsourcing landscape.

Despite this expansion and record revenue growth, web traffic among the world's top 500 outsourcing firms has fallen for a second consecutive year, declining 23% from 2024 levels and 41% from 2023. This sharp drop suggests a significant shift in digital engagement trends, possibly influenced by evolving client behaviors, changes in Google's search algorithms, and the rise of direct B2B engagement models.

This study leverages over 20 publicly available metadata points to conduct a detailed analysis of the world's leading outsourcing firms. However, it is important to emphasize that these rankings reflect general industry standing and should not be seen as an exhaustive guide for matching specific client needs, as subjective factors such as niche expertise, company culture, and industry specialization are not captured in the rankings.

Drawing from this extensive research, we present the key highlights and findings for 2025:

OA500 Firms Continue Double-Digit Growth

$660B
total tracked revenues,
↑ 11.6% increase from 2024

16.1%↓
private firms' revenue fell 16.1% in 2025 but stayed 36% above 2023

48.1%↑
public firms' revenue surged 48.1% YoY to $379B

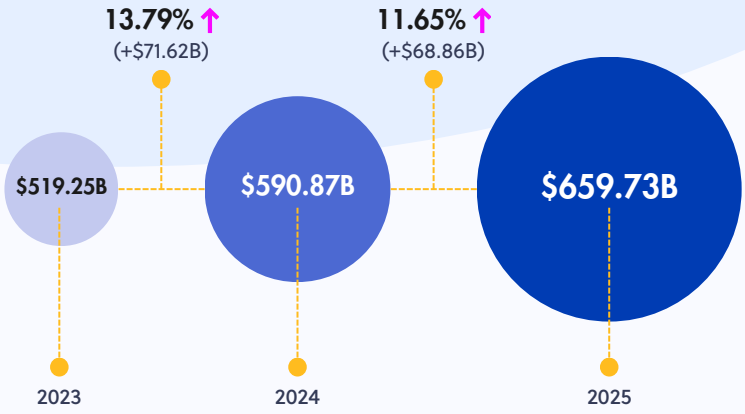
The global outsourcing industry maintained its strong momentum in 2025, with total tracked revenues reaching $660 billion, up 11.6% from 2024 and 25% from 2023. This sustained double-digit growth highlights the rising global reliance on outsourcing as businesses seek cost optimization, operational efficiency, and access to specialized skills.

Private firms experienced a revenue decline, falling from $335 billion in 2024 to $281 billion in 2025, a 16.1% drop. Despite this short-term dip, private BPO revenues remain 36% higher than in 2023, suggesting a longer-term upward trend.

Public firms saw a surge in revenue, growing 48.1% year-over-year to $379 billion, reflecting increased investor confidence, greater capital access, and aggressive expansion strategies.

The 77 largest firms (10,000+ staff) now account for 75.6% of total industry revenue, collectively generating $531 billion, demonstrating the ongoing consolidation of market power within the biggest firms.

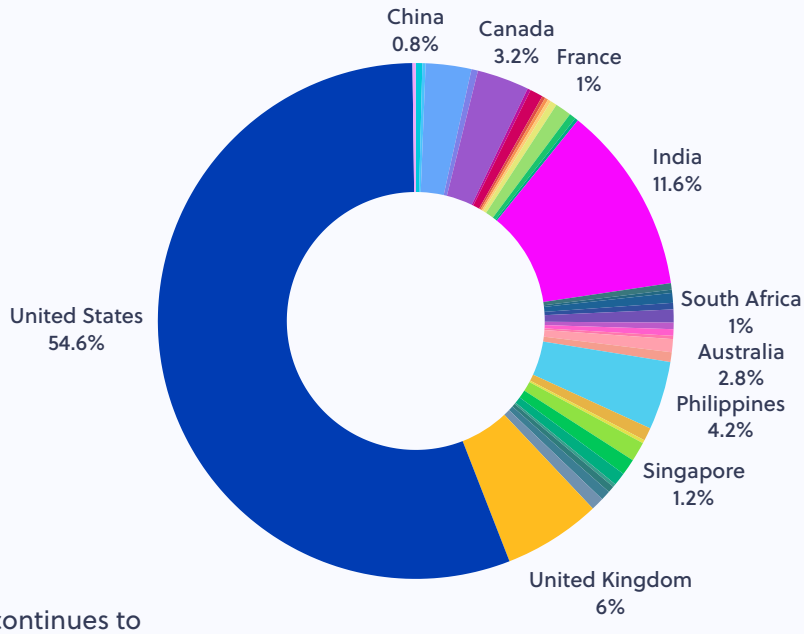
These figures illustrate the industry's resilience as leading firms continue to innovate and expand their capabilities despite economic headwinds and changing market dynamics.



** Data as of February 2025*

Industry Presence, Global Footprint and M&A

The geographical distribution of outsourcing firms remains concentrated in key markets, with the United States, India, and the United Kingdom leading the industry:



United States

The U.S. remains the top outsourcing powerhouse, with 273 firms in the OA500 and 6,684 operational locations, reinforcing its role as a global leader in business services, IT, and high-value outsourcing.

India

With 58 firms and 1,609 locations, India continues to be a dominant force in IT services and technical outsourcing, maintaining its reputation for cost-effective and high-quality service delivery.

United Kingdom

Hosting 30 firms across 570 locations, the UK remains a key player, benefiting from proximity to European markets and a well-developed financial services sector.

The Philippines

The country's BPO industry, comprising 21 firms and 103 locations, remains one of the strongest players in voice-based services and customer support.

Notably, the number of physical office locations for OA500 firms continues to decline, dropping to 10,918 in 2025, down from 11,493 in 2024 and 12,870 in 2023. This trend suggests an ongoing shift toward hybrid work models and increased use of AI-driven remote operations.

20
firms underwent mergers and acquisition

15
rebranded firms
- ↑ 4 increased in rankings
- ↓ 10 decreased in rankings
- ✦ 1 new entrant

4
firms were acquired

1
merged firm

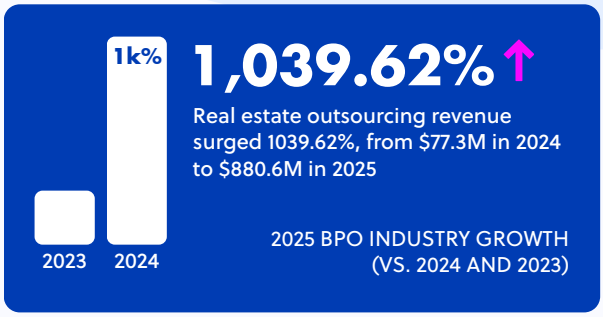
Among the OA500 firms, 20 underwent mergers and acquisition activity (M&A): 15 rebranded, four were acquired, and one merged. Of the 15 rebranded firms, 10 decreased in rankings, four increased, while one is a new entrant in the Top 500. Two of the four acquired firms increased in rankings, while the other half dropped. As for the merged company, its ranking decreased.

Before M&A	Acquired / Merged / Rebranded	OA500 2025 Ranking Change
Webhelp	Concentrix	↓ Decreased
Mass Markets	MCI	↑ Increased
Executive Boutique	Select VoiceCom	↓ Decreased
AVirtual	Outsourcery	↓ Decreased
Heloo	TaskUs	↑ Increased
Awesome OS	Awesome CX	↓ Decreased
Hitech Digital	Hi-Tech FPO	↓ Decreased
Aquity Solutions	IKS Health	↓ Decreased
Diversify Offshore Staffing Solutions	HGS OSS	↓ Decreased
Direct Answer	Bungee	↓ Decreased
ADI BackOffice	ADI Group	↓ Decreased
3S	Play Business Solutions	↑ Increased
Pride Technologies Consulting	Pride Global	↓ Decreased
Integritynet	Integranet Network Services	↑ Increased
Medical Billing Experts	OutsourceRCM	↓ Decreased
BizPRO	ALTIO	↓ Decreased
EnergyCare	ARG Group	↑ Increased
CSR Agents	LeadGlide	↑ Increased
Framework Science	TeamStation	↓ Decreased
International Service Partners, LLC	Uppteam	✦ New Entrant

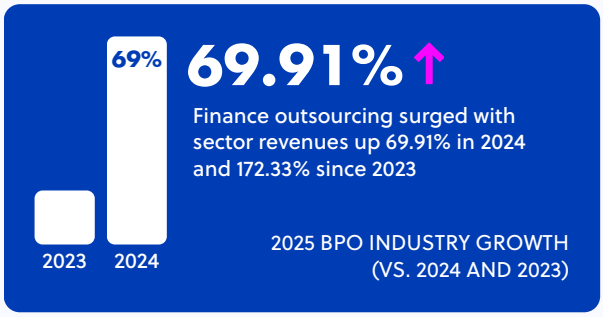
Sector Performance and Key Growth Areas

BPOs in the Business Services sector remain the largest, representing 78.2% of OA500 firms. The sector's broad coverage of customer service, IT support, finance, and back-office functions makes it an indispensable pillar of the industry.

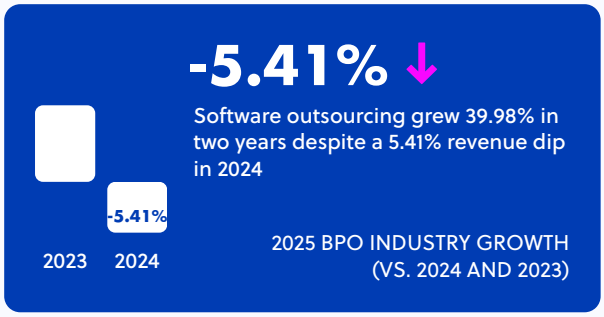
Several notable sector trends emerged in 2025:



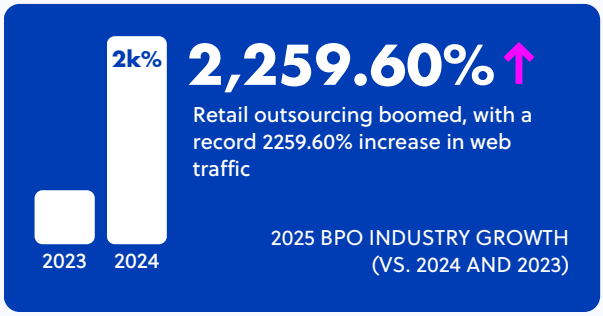
Real Estate outsourcing saw a staggering 1039.62% revenue increase from $77,275,000 in 2024 to $880,639,000 in 2025, highlighting a major expansion in property management and virtual real estate services.



Finance outsourcing surged, as revenues in the Finance sector grew 69.91% over 2024 and 172.33% since 2023, with more financial firms turning to BPOs for cost-efficient solutions. Web traffic to BPOs in the Finance sector also grew by a record 5718.48% — the highest among all sectors.



Software outsourcing remained strong, growing 39.98% over two years, despite a 5.41% revenue dip from 2024, signaling increasing competition and AI-driven automation pressures.



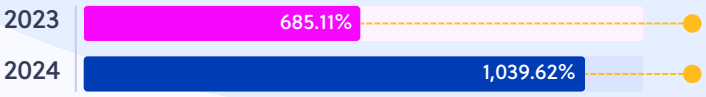
Retail outsourcing boomed, with a record 2259.60% increase in web traffic, reflecting e-commerce expansion and the growing need for outsourced logistics and customer support.

Conversely, Healthcare, HR & Staffing, Management Consulting, Information & Document Management, and Government outsourcing saw no measurable traffic in 2025, raising questions about their long-term viability in the BPO space.

2025 BPO Industry Growth

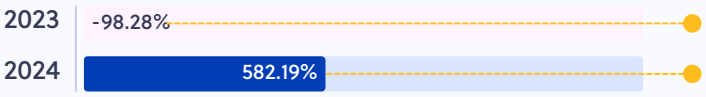
(vs. 2023 and 2024)

Real Estate



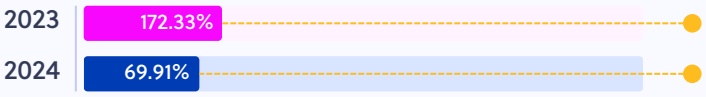
1,039.62%
Real Estate BPO industry growth in 2024

Manufacturing



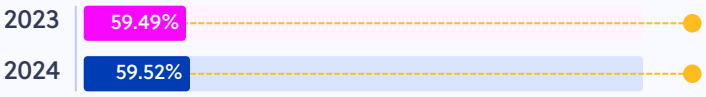
582.19%
Manufacturing BPO industry growth in 2024

Finance



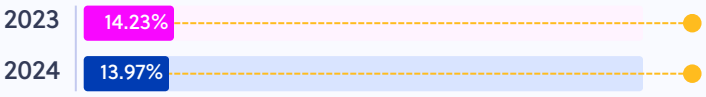
69.91%
Finance BPO industry growth in 2024

Organizations



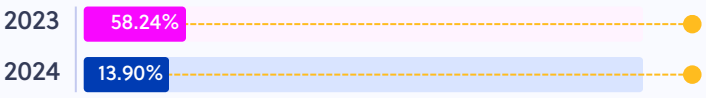
59.52%
Organizations BPO industry growth in 2024

Transportation



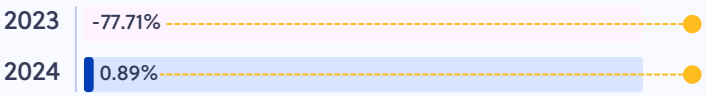
13.97%
Transportation BPO industry growth in 2024

Business Services



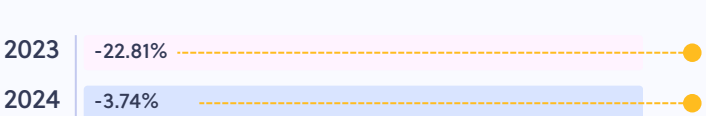
13.90%
Business Services BPO industry growth in 2024

Holding Companies & Conglomerates



0.89%
Holding Companies & Conglomerates BPO industry growth in 2024

Law Firms & Legal Services

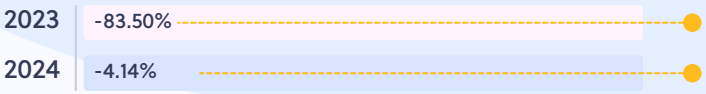


-3.74%
Law Firms & Legal Services BPO industry change in 2024

2025 BPO Industry Growth

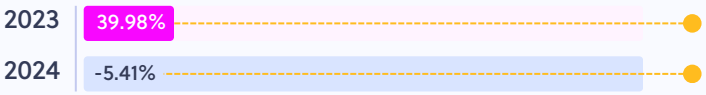
(vs. 2023 and 2024)

Telecommunications



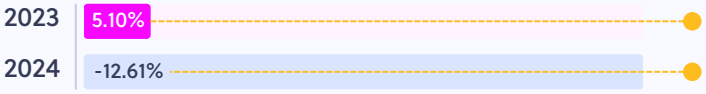
-4.14%
Telecommunications BPO industry change in 2024

Software



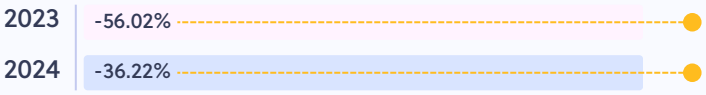
-5.41%
Software BPO industry change in 2024

Media & Internet



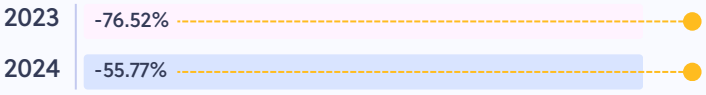
-12.61%
Media & Internet BPO industry change in 2024

Consumer Services



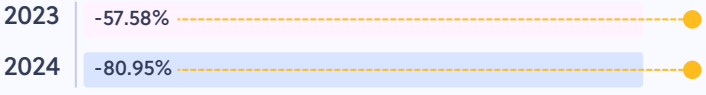
-36.22%
Consumer Services BPO industry change in 2024

Insurance



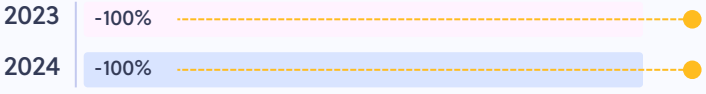
-55.77%
Insurance BPO industry change in 2024

Retail



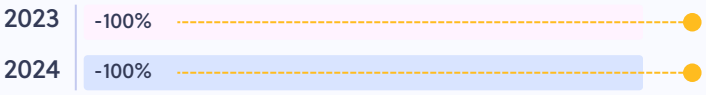
-80.95%
Retail BPO industry change in 2024

Healthcare



-100%
Healthcare BPO industry change in 2024

Information & Document Management

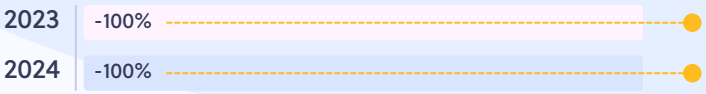


-100%
Information & Document Management BPO industry change in 2024

2025 BPO Industry Growth

(vs. 2023 and 2024)

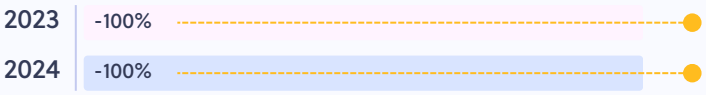
Management Consulting



-100%

Management Consulting BPO industry change in 2024

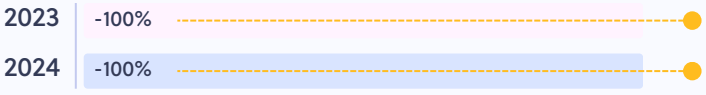
HR & Staffing



-100%

HR & Staffing BPO industry change in 2024

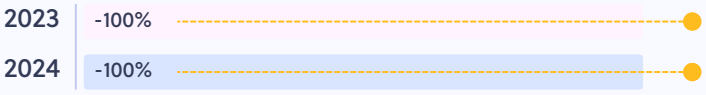
Government



-100%

Government BPO industry change in 2024

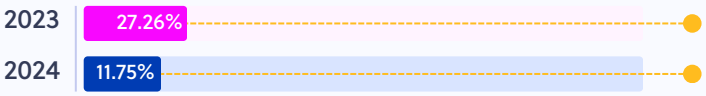
Hospitality



-100%

Hospitality BPO industry growth in 2024

Total BPO Growth



11.75%

Total BPO growth in 2024

New BPO industries

- **Education**
- **Hospitals & Physicians Clinics**

Online Presence and Ratings

Web Traffic Nosedive

Despite continued revenue growth, OA500 firms face a major challenge in online engagement, with total web traffic falling 23% year-over-year to 13.4 million visits, compared to 17.5 million in 2024 and 22.8 million in 2023.

The Business Services sector, home to the majority of the OA500 firms, experienced a 45.39% traffic drop, reflecting either changes in Google/search algorithms or shifts in user behavior. Meanwhile, the Finance and Retail sectors saw significant online traffic growth, reflecting shifting industry engagement trends.

Domain Authority and Digital Footprint

Despite the traffic drop, 93% of the OA500 firms maintain high digital footprint scores, demonstrating strong marketing efforts. However, only 64% rank well on quality analysis, suggesting some firms prioritize visibility over operational excellence.

Employee Satisfaction

≤5k employees

SME BPOs (≤5,000 employees) average 3.9/5.0 in Glassdoor, reflecting high employee satisfaction.

10k employees

Large BPOs (10,000+ employees) average 3.5, slightly below the overall 3.7 industry rating.

4.2 and 4.0

The Philippines (4.2) and Australia (4.0) boast the highest employee satisfaction among major outsourcing hubs.

Workforce Trends and Shifting Dynamics

The total OA500 workforce stands at 7.44 million, a 5.3% decrease from 2024, indicating efficiency gains through automation and AI-driven solutions. However, compared to 2023, the workforce is 17.27% larger, reflecting long-term growth in outsourcing demand.

Key Workforce Trends:

77 BPOs

77 BPOs now employ 10,000+ workers, up from 70 in 2024, reflecting continued market consolidation.

86.2%

The Business Services sector accounts for 86.2% of total OA500 employees.

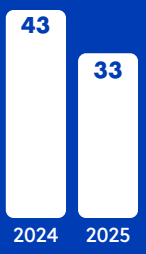
92.8%

Finance, Government, and Media & Internet saw massive workforce growth, while Software and Business Services, which comprise 92.8% of OA500 firms, experienced workforce reductions.

These shifts highlight ongoing industry evolution as firms adapt to AI advancements, changing labor costs, and shifting service demands.

Source Partner Growth

The Source Partner program offers BPOs unrivaled access to Outsource Accelerator, the world's leading outsourcing marketplace. The program provides sales, marketing & business intelligence for the offshore, remote, and outsourcing industry players.



33 Source Partners

Despite fewer Source Partners, their collective revenue surged to $14.9 billion, up 11.7% from 2024 and 64.8% from 2023.

The OA500 2025 includes 33 Source Partners, down from 43 in 2024, with 26 returning from last year. Despite fewer Source Partners, their collective revenue surged to $14.9 billion, up 11.7% from 2024 and 64.8% from 2023.

Strategic partnerships continue to fuel growth, innovation, and high-quality lead generation in the outsourcing industry.

Key Changes from OA500 2024

6%

More BPOs were analyzed: 3,018 firms, which is up 6% from 2024.

$702.4B

Industry revenue surged to $702.4 billion, up 12.6% year-over-year.

10K+

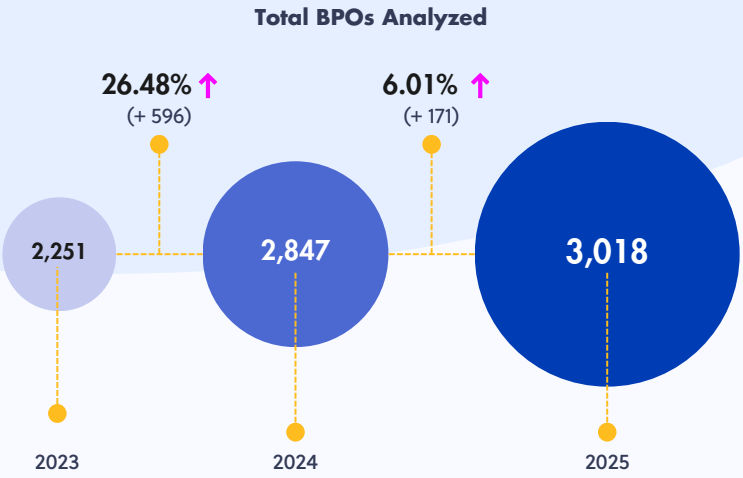
The number of large BPOs (10,000+ seats) increased, highlighting consolidation.

Public ↑

Public BPOs gained market share, while private BPOs faced revenue declines.

Web ↓

Web traffic continues to drop, raising concerns about digital engagement strategies.



** Data as of February 2025*

Ranking Comparisons

In 2025, 266 (53.2%) of the Top 500 BPOs moved up in the rankings, while 209 (41.8%) saw a decline. Only eight companies (1.6%) retained their previous positions, and 17 newcomers (3.4%) successfully secured a spot on the list.

- Revenue among firms in the Top 500 grew by 11.6%, increasing from $590.9 billion to $659.7 billion.
- Compared to 2023, the OA500 revenue surged by 25% from $527.7 billion.
- The Top 100 BPOs collectively generated $521 billion in 2025, marking a 12% increase from 2024 and 15% growth over 2023.
- The total workforce has grown by 18% since 2023, rising from 6.29 million to 7.44 million, despite a 5% workforce reduction in 2025 compared to 2024.

17 (3.4%) new entrants

266 (53.2%) improved rankings

8 (1.6%) retained 2024 rankings

209 (41.8%) decreased rankings

These shifts underscore the industry's agility and competitiveness, with firms continuously adapting to changing client demands, technological advancements, and evolving economic conditions.

The Road Ahead

The outsourcing industry remains on a solid growth path, with double-digit revenue gains, strong sector expansions, and increasing reliance on specialized BPO services. However, firms face new challenges in digital visibility, workforce optimization, and AI-driven disruption.

Key Areas to Watch in 2025 and Beyond:

Healthcare Outsourcing Growth

Staffing shortages in the U.S. healthcare sector will likely drive increased outsourcing of administrative and patient support roles.

Retail and Finance Sector Expansions

As e-commerce and fintech adoption rise, demand for customer service, fraud prevention, and compliance outsourcing will accelerate.

AI Disruption in Call Centers

Large-scale AI adoption threatens traditional call center jobs, though staff augmentation and hybrid models may offer new growth opportunities.

Despite these uncertainties, OA500 firms continue to dominate the industry, capturing nearly all revenue and workforce share. As emerging technologies and evolving business demands reshape outsourcing, the OA500 remains well-positioned to drive efficiency, scalability, and digital transformation for companies worldwide.

OA500 2025

The Global Outsourcing Firm (BPO) Index offers an objective assessment of outsourcing firms worldwide. This year, we analyzed over 3,000 firms, and the OA500 represents the top 500 in the industry.

We are proud to recognize this year's Top 500 outsourcing firms.

Congratulations!

Resources:

OA500 2025 interactive directory - Top 500 firms

OA500 2025 full report

OA500 2025 methodology white paper

OA500 2025: Rising Stars

While established industry leaders continue to dominate the market, several fast-growing BPO firms made remarkable ranking jumps within the Top 500. These Rising Stars, which climbed 500+ positions in the rankings compared to 2024, highlight emerging players that are disrupting the outsourcing landscape.

These firms demonstrated exceptional growth, innovation, and market expansion, solidifying their position among the world's top outsourcing providers.

Symphony HRS ↑ +594

2025 OA RANK	2024 OA RANK
127	721

Solvo ↑ +652

2025 OA RANK	2024 OA RANK
128	780

Intouch Call Center ↑ +1078

2025 OA RANK	2024 OA RANK
150	1,228

Aucera ↑ +610

2025 OA RANK	2024 OA RANK
157	767

Accsource ↑ +758

2025 OA RANK	2024 OA RANK
173	931

Play Business Solutions ↑ +751

2025 OA RANK	2024 OA RANK
174	925

BillingParadise ↑ +648

2025 OA RANK	2024 OA RANK
249	897

COPC ↑ +520

2025 OA RANK	2024 OA RANK
264	784

Managed Outsource ↑ +1087

2025 OA RANK	2024 OA RANK
302	1,389

A Courteous Communications ↑ +727

2025 OA RANK	2024 OA RANK
342	1069

GLOBAL OUTSOURCING FIRM (BPO) INDEX: Fast-Growing BPOs

Beyond the Top 500, several outsourcing firms saw tremendous ranking increases, indicating rapid growth and the potential to break into the OA500 in future years. These firms, while still outside the Top 500, have surged by over 500 ranks compared to 2024, making them key players to watch.

These Fast-Growing BPOs are expanding their operations, enhancing their service offerings, and rapidly climbing the global outsourcing rankings. Many of these firms could break into the OA500 in the near future if they sustain their momentum and innovation.

Growup ↑ +574

2025 OA RANK	2024 OA RANK
526	1,100

Extenteam ↑ +661

2025 OA RANK	2024 OA RANK
531	1,192

Offshore Business Processing ↑ +508

2025 OA RANK	2024 OA RANK
544	1,052

Phoenix Virtual ↑ +957

2025 OA RANK	2024 OA RANK
557	1,514

Affirm Data ↑ +651

2025 OA RANK	2024 OA RANK
558	1,209

Profitline ↑ +806

2025 OA RANK	2024 OA RANK
581	1,387

ShoreAgents ↑ +555

2025 OA RANK	2024 OA RANK
582	1,137

Ideon Limited ↑ +696

2025 OA RANK	2024 OA RANK
591	1,287

SNT Group ↑ +821

2025 OA RANK	2024 OA RANK
592	1,413

TMC Outsourced ↑ +551

2025 OA RANK	2024 OA RANK
624	1,175

Top 10 Outsourcing Firms

1 Teleperformance

379.50

Teleperformance is an outsourced omnichannel customer experience management company that has been helping clients in around 160 markets all over the world for over four decades.

Teleperformance
each interaction matters

Read Teleperformance's full company analysis →

OA RANK	FIRM	OA SCORE
2	Accenture	360.25

3 Wipro

360.25

Wipro is a global powerhouse in the field of Information and Communications Technology, Business Process Outsourcing.

wipro

Read Wipro's full company analysis →

4	CGI	357.50
5	Capgemini	354.75
6	Concentrix	352

7 Cognizant

346.50

Cognizant is focused on strong growth and ability to take up the most difficult challenges, the company won the following awards in the International ICT Awards Philippines in 2015.

cognizant

Read Cognizant's full company analysis →

8	Tata Consultancy	346.50
9	Tech Mahindra	343.75
10	Genpact	343.75

Top 20 Outsourcing Firms

OA RANK	FIRM	OA SCORE
11	Infosys	341

12 HCL Technologies

341

HCLTech is a next-generation global technology company that helps enterprises reimagine their businesses for the digital age.

Read HCL Technologies' full company analysis →

13	SS&C Technologies	338.25
14	Indra	338.25
15	TTEC	335.50

16 EXL Service

332.75

EXL is the indispensable partner for leading businesses in data-led industries such as insurance, banking and financial services, healthcare, retail and logistics.

Read EXL Service's full company analysis →

17	TDCX	332.75
18	Hexaware	332.75

19 TaskUs

330

TaskUs started as a virtual personal assistant company that quickly grew to become an internationally renowned outsourcing organization.

Read TaskUs' full company analysis →

20	Coforge	327.25

Top 50 Outsourcing Firms

OA RANK	FIRM	OA SCORE
21	Five9	321.75
22	WNS	319
23	HGS	319
24	NTT Data	319
25	Genesys	316.25
26	Atento	316.25
27	DXC	316.25
28	Capita	313.5
29	Neusoft	310.75
30	Firstsource	310.75
31	Datamatics	310.75
32	Alight	308
33	Conduent	305.25
34	Grant Thornton	305.25
35	NextGen	302.50

OA RANK	FIRM	OA SCORE
36	eClerx	302.50
37	Transcom	302.50
38	Athenahealth	302.50
39	Canon Business Process Services	302.50
40	Softtek	297
41	Canon	297
42	Exela	294.25
43	iQor	294.25
44	TransPerfect	294.25
45	Crowe	294.25
46	Williams Lea	291.5
47	GeBBS Healthcare	288.75
48	Emapta	288.75
49	Foundever	286
50	247ai	286

Top 100 Outsourcing Firms

OA RANK	FIRM	OA SCORE
51	3i Infotech	286
52	RSM	283.25
53	IBEX	283.25
54	Alorica	280.5
55	Information Services Group	277.75
56	Movate	275
57	Sutherland Global Services	269.50
58	Infosys BPM	269.50
59	iTransition	269.50
60	RDI	266.75
61	Sword Global	266.75
62	ResultsCX	266.75
63	iEnergizer	264
64	Flatworld Solutions	264
65	Omega Healthcare	264

OA RANK	FIRM	OA SCORE
66	Computer Generated Solutions	264
67	CSG Inbound Communication	263.25
68	HTC Global	261.25
69	Acquire BPO	261.25
70	MCI	261.25
71	N-iX	258.50
72	Volt	258.50
73	Intouch CX	255.75
74	Everise	255.75
75	Aptara	255.75
76	VXI	253
77	Qualfon	253
78	Certis	253
79	Seequent	253
80	Eclaro	253

Top 100 Outsourcing Firms

OA RANK	FIRM	OA SCORE
81	Telus	252
82	Tessi	250.25
83	Visionary RCM Infotech	250.25
84	Cloudstaff	247.5
85	Collection House	247.5
86	AGS Health	247.5
87	Telvista	247.5
88	CBE Companies	247.5
89	Afni	247.5
90	Probe CX	244.75
91	Ubiquity	244.75
92	Support Services Group	244.75
93	AMS	244.75
94	Rock Connections	244.75

OA RANK	FIRM	OA SCORE
95	TatvaSoft	244.75
96	Covisian	242
97	Servion	242
98	Forrest Solutions	242
99	STARTEK	239.25
100	Aureon	239.25

Top 200 Outsourcing Firms

OA RANK	FIRM	OA SCORE
101	PSG Global Solutions	239.25
102	Ascendum	239.25
103	Office Beacon	239.25
104	SupportNinja	239.25
105	CRIF Solutions	239.25
106	Integreon	236.5
107	Straive	236.5
108	Chetu	236.5
109	SupportYourApp	236.5
110	Kiriworks	236.5
111	Intelcia	236.5
112	Civica Medical Billing and Collection	236.5
113	Netsmartz	236.5
114	Conneqt	233.75
115	SCICOM	233.75

OA RANK	FIRM	OA SCORE
116	KMC Solutions	233.75
117	iMedX	231
118	Datamark	231
119	Majorel	231
120	Access Healthcare	231
121	QX Global	231
122	Sabio	231
123	Moneypenny	231
124	Belay	231
125	ePlanet Communications	231
126	ToA Global	231
127	Symphony HRS	231
128	Solvo	231
129	Bill Gosling Outsourcing	228.25
130	Personiv	228.25

Top 200 Outsourcing Firms

OA RANK	FIRM	OA SCORE
131	Arise	228.25
132	Aeries Technology	228.25
133	Vee Technologies	225.5
134	Infinit-O	225.5
135	Liveops	225.5
136	24/7 Medical Billing	225.5
137	Wishup	225.5
138	Eckoh	222.75
139	ADEC Innovations	222.75
140	Rely Services	222.75
141	Cogneesol	222.75
142	ePerformax Contact Centers and BPO	222.75
143	Outsourced	222.75
144	Xceed	220
145	Silver Touch	220

OA RANK	FIRM	OA SCORE
146	Cyfuture	220
147	Damco Solutions	220
148	Infinx	220
149	BELKINS	220
150	Intouch Call Center	220
151	RCG Global Services	220
152	Influx	220
153	Helpware	217.25
154	Intradiem	217.25
155	Peak Support	217.25
156	Enshored	217.25
157	Aucera	214.5
158	IDS Infotech	214.5
159	Percepta	214.5
160	Global Healthcare Resource	214.5

Top 200 Outsourcing Firms

OA RANK	FIRM	OA SCORE
161	Pomeroy	214.5
162	VSynergize	214.5
163	Auxis	214.5
164	Specialty Answering Service	214.5
165	Invensis Inc	214.5
166	Paradigm Quest	214.5
167	Bluechip	214.5
168	Intetics	214.5
169	Flairstech	214.5
170	PartnerHero	211.75
171	Sun Knowledge	211.75
172	Booth & Partners	211.75
173	Accsource	211.75
174	Play Business Solutions	211.75
175	Code brew labs	211.75

OA RANK	FIRM	OA SCORE
176	Radixweb	211.75
177	Systems Limited	209.25
178	Konecta	209
179	Apex	209
180	SBL Knowledge Services	209
181	Client Services	209
182	MicroSourcing	209
183	iSupport Worldwide	209
184	Virtual Employee	209
185	Affinity Express	209
186	Whistl	209
187	AnswerNet	209
188	IKS Health	209
189	Five Star Call Centers	209
190	Wing Assistant	209

Top 200 Outsourcing Firms

OA RANK	FIRM	OA SCORE
191	TSI	209
192	Transcosmos	209
193	CCI Global	209
194	iSON Xperiences	209
195	NashTech	206.25
196	SunTec India	206.25
197	InfoCision	206.25
198	Allied Global	206.25
199	Cogito	206.25
200	Alta Resources	206.25

Top 500 Outsourcing Firms

OA RANK	FIRM	OA SCORE
201	ContactPoint 360, Inc	206.25
202	Tkxel	206.25
203	Ansafone	206.25
204	Virtual Gurus	206.25
205	CXC	206.25
206	Intelegencia	206.25
207	iPlace	206.25
208	Cameo	203.5
209	Working Solutions	203.5
210	Valor	203.5
211	Ruby	203.5
212	Go4Customer	203.5
213	Congruent	203.5
214	RuralShores	203.5
215	Time Etc	203.5

OA RANK	FIRM	OA SCORE
216	Huntswood	203.5
217	Medcare MSO	203.5
218	STAFFVIRTUAL	203.5
219	Sourcefit	200.75
220	PRTR	200.75
221	Omni Agent	200.75
222	The Connection	200.75
223	Openxcell	200.75
224	ReceptionHQ	200.75
225	Unity Communications	200.75
226	Epicenter	200.75
227	MAI	200.75
228	MultiplyMii	200.75
229	Glints	200.75
230	CPM International	200.25

Top 500 Outsourcing Firms

OA RANK	FIRM	OA SCORE
231	Fusion CX	198
232	MyOutDesk	198
233	Premier BPO	198
234	Solix	198
235	Alcor	198
236	ROI CX Solutions	198
237	UNO Call Center	198
238	Suma Soft	198
239	Mangalam Infotech	198
240	Datacom	198
241	TSA Group	198
242	Americall	195.25
243	Advantage Communications	195.25
244	Alvaria	195.25
245	Eastvantage	195.25

OA RANK	FIRM	OA SCORE
246	Nexa	195.25
247	Dialog Direct	195.25
248	Boldly	195.25
249	BillingParadise	195.25
250	JindalX	195.25
251	OutPLEX	195.25
252	KURA	192.5
253	eNoah iSolution	192.5
254	Nowcom	192.5
255	inDinero	192.5
256	Open Access	192.5
257	Revele	192.5
258	Quatrro	192.5
259	Genisys	192.5
260	CanadaDirect	192.5

Top 500 Outsourcing Firms

OA RANK	FIRM	OA SCORE
261	Alert Communications	192.5
262	FinThrive	192.5
263	ValueCoders	192.5
264	COPC	192.5
265	Revelo	192.5
266	Seven Seven	190
267	Analytix Solutions	189.75
268	MAP COMMUNICATIONS	189.75
269	Abtran	189.75
270	AnswerConnect	189.75
271	Conectys	189.75
272	Global Response	189.75
273	Britannic Technologies	189.75
274	Martal Group	189.75
275	Rewardsco	189.75

OA RANK	FIRM	OA SCORE
276	ERNI	189.75
277	Quantanite	189.75
278	NexRep	189.75
279	Ant Marketing	189.75
280	Touchstone	189.75
281	Central Research	189.75
282	Sleek	189.75
283	Sales Focus	189.75
284	Boldr	189.75
285	itelbpo	189.75
286	OfficePartners360	187.5
287	Focus Services	187
288	MiraMed Ajuba	187
289	The Office Gurus	187
290	Mindpearl	187

Top 500 Outsourcing Firms

OA RANK	FIRM	OA SCORE
291	Inktel	187
292	Apidel	187
293	Beyond Codes	187
294	Matrix Business Services	187
295	CallTek	187
296	HR Knowledge	187
297	Echo Managed Services	187
298	Penbrothers	187
299	Ontop	187
300	Physicians Revenue	187
301	ClearSource	187
302	Managed Outsource	187
303	Connext	187
304	Zfort Group	187
305	UKAD	187

OA RANK	FIRM	OA SCORE
306	Sigma Connected	187
307	Red Oak Technologies	185
308	Magellan Solutions	184.25
309	PGBS	184.25
310	TeleDirect	184.25
311	ResQ	184.25
312	WiserBrand	184.25
313	Ventrica	184.25
314	ESG Global	184.25
315	Salelytics	184.25
316	D&V	184.25
317	Atlas	184.25
318	Infinity	184.25
319	WeblineIndia	184.25
320	5CA	184.25

Top 500 Outsourcing Firms

OA RANK	FIRM	OA SCORE
321	IIMI Intelligent Image Management Inc.	182.5
322	TATWA	182.5
323	One To One Contacts	181.5
324	TSD Global	181.5
325	Arcgate	181.5
326	PRWT	181.5
327	Humach	181.5
328	Prialto	181.5
329	Remote CoWorker	181.5
330	EOS Globe	181.5
331	OnBrand24	181.5
332	Contract Callers	181.5
333	DICEUS	181.5
334	Zirtual	181.5

OA RANK	FIRM	OA SCORE
335	ASC Technologies	181.5
336	Sybrid	181.5
337	Oworkers	181.5
338	Hi-Tech BPO	181.5
339	Sand Martin Consultants	181.5
340	Imagenet	181.5
341	ARDEM	181.5
342	A Courteous Communications	181.5
343	BruntWork	181.5
344	KPSG Group	181.5
345	IBN Technologies	181.5
346	Aabasoft	181.5
347	Merchants SA	178.75
348	Source One	178.75
349	Wood Bows	178.75

Top 500 Outsourcing Firms

OA RANK	FIRM	OA SCORE
350	Allday PA	178.75
351	Gear	178.75
352	VADS	178.75
353	BrightKey	178.75
354	BPA Quality	178.75
355	JBS	178.75
356	Global Strategic Business Process	178.75
357	IPI	178.75
358	The Remote Group	178.75
359	Uptech	178.75
360	Accedo Technologies	178.75
361	Tricor	177.75
362	Gatestone	177.5
363	Callnovo	176
364	Avantive Solutions	176

OA RANK	FIRM	OA SCORE
365	Vcare	176
366	Datainox	176
367	Digicall Group	176
368	Vserve Ebusiness	176
369	VoiceNation	176
370	20four7VA	176
371	RND Softech	176
372	Abby Connect	176
373	hammerjack	176
374	GoTeam	176
375	Fusion	176
376	Superstaff	176
377	Empire Flippers	176
378	DDC Outsourcing Solutions	176
379	MST Holding	176

Top 500 Outsourcing Firms

OA RANK	FIRM	OA SCORE
380	Data Dimensions	173.25
381	Asesoftware	173.25
382	Solartis	173.25
383	Content Guru	173.25
384	AnswerFirst	173.25
385	Campaign Headquarters	173.25
386	AMBS CALL CENTER	173.25
387	Horatio	173.25
388	Rootstack	173.25
389	Clark Outsourcing	173.25
390	Six Eleven	173.25
391	Bottleneck	173.25
392	Magic	173.25
393	HOPLA Online	173.25
394	Filta	173.25

OA RANK	FIRM	OA SCORE
395	ExpertCallers	173.25
396	Target HR	173.25
397	Awesome CX	171
398	VIPdesk Connect	170.5
399	XACT	170.5
400	31West	170.5
401	Transparent BPO	170.5
402	IQ BackOffice	170.5
403	Call Experts	170.5
404	Ossisto	170.5
405	IdeasUnlimited	170.5
406	The One Technologies	170.5
407	Volo	170.5
408	Pena4	170.5
409	Outbooks	170.5

Top 500 Outsourcing Firms

OA RANK	FIRM	OA SCORE
410	MontPac	170.5
411	Arhamsoft	170.5
412	Medical Answering Services	170.5
413	Amrut Software	170.5
414	Innowise	170.5
415	ConnectOS	167.75
416	Novacomp	167.75
417	Infomineo	167.75
418	Zealous Services	167.75
419	Arcanys	167.75
420	HKT	167.75
421	TDS	167.75
422	Web Spiders	167.75
423	SoftAge	167.75
424	SKS Business Services	167.75

OA RANK	FIRM	OA SCORE
425	Med DataCare Pro	167.75
426	Bloom	167.75
427	LTVplus	167.75
428	AnswerPhone	167.75
429	InflowCX	167.75
430	Avanza Outsourcing	167.75
431	TLC Associates, Inc.	167.75
432	Bold Connect	167.5
433	Unify Healthcare	167.5
434	KG Invicta Services	165
435	Alldigi Tech	165
436	Gexel	165
437	Beepo	165
438	Vindhya e-Infomedia	165
439	Customer Direct	165

Top 500 Outsourcing Firms

OA RANK	FIRM	OA SCORE
440	TeraCode	165
441	Liq	165
442	Insuresoft	165
443	Visaya KPO	165
444	A1 Call Center	165
445	Callcare	165
446	Topaz Services	165
447	Springboard	165
448	InHouse Contact Center	165
449	CMS	165
450	California Marketing	165
451	QWay Healthcare	165
452	DDC FPO	165
453	CCS	165
454	Technotask	165

OA RANK	FIRM	OA SCORE
455	TELECOMINC	165
456	Omni Interactions	165
457	Intelligent Office	165
458	BCS Technology International Pty Ltd	165
459	Full Potential Solutions	162.5
460	JAMS HR Solutions	162.5
461	The Functionary	162.5
462	Skybridge Americas	162.25
463	Full Scale	162.25
464	Enroute	162.25
465	Iterum Connections	160
466	Alliance Virtual	159.5
467	Perfect Data Entry	159.5
468	Centrecom	159.5
469	Salesroad	159.5

Top 500 Outsourcing Firms

OA RANK	FIRM	OA SCORE
470	ACU-Serve	159.5
471	Spectrum BPO	159.5
472	Evoltis	157.5
473	TKM Customer Solutions	157.5
474	Taskforce BPO	156.75
475	Grupo Electrotecnica	156.75
476	One World Direct	156.75
477	Infolet	156.75
478	Fastco	156.75
479	A Better Answer	156.75
480	Daythree	156.75
481	Clear Harbor	156.75
482	BDO Panama	156.75
483	EPS	156.75

OA RANK	FIRM	OA SCORE
484	Aalpha	156.75
485	Glorium Technologies	156.75
486	GraceMark	155
487	Peak Outsourcing	155
488	ManekTech	155
489	The Methodical Group	155
490	Invedus Intelligent Outsourcing	154

Top 500 Outsourcing Firms

OA RANK	FIRM	OA SCORE
491	Brickwork	154
492	IO Solutions	154
493	NarraSoft	154
494	TAS United	154
495	Piton Global	154
496	Stratpoint	154
497	Yoummday	154
498	Acreaty Management Consultant (P) Ltd	154
499	Simply Contact	152.5
500	Transact	152.5

Further Information

This document was published as part of Outsource Accelerator's research and publications.

For further information related to this document, reprint rights, or general inquiries regarding other Outsource Accelerator services, contact

info@outsourceaccelerator.com

Reproduction of this document and all content within is prohibited unless authorized by Outsource Accelerator. All rights reserved 2025.

For more details about Outsource Accelerator's services, please visit our website at:

outsourceaccelerator.com

Media Contact:

News and Public Relations, Outsource Accelerator

npr-team@outsourceaccelerator.com

Sponsorship Opportunities:

Want to connect with Outsource Accelerator's 300,000 readers?
Learn more at

outsourceaccelerator.com/publisher

or email us at

advertising@outsourceaccelerator.com