

UK Outsourcing Index Full Year 2018

Government outsourcing spend reaches highest level since 2015



Businesses signed outsourcing contracts worth

£2.9bn last year

£1.6bn

billion spent by financial services firms



The public sector outsourcing market soared to a three-year high in 2018

£2.9bn

worth of contracts signed by government organisations



Up

61%

year-on-year



A surge in technology investment was behind the strong performance in government outsourcing

£2bn

spent on contracts for IT and tech



Up

84%

year-on-year



The retail sector recorded the strongest year-on-year growth among UK businesses in 2018

308%

rise in total contract value



Retail firms focused on procuring contracts to drive premium customer experience

£339m

worth of deals signed last year



148

Agreements signed

£5.8bn

Total deal value

The number of outsourcing contracts agreed across the UK market reached a two-year high



Customer services dominated the UK business process outsourcing (BPO) market in 2018

43% of all BPO deals signed last year



Organisations focused on online customer support systems, call centre facilities and social media customer management

£491m

invested in 2018



2018 was a strong year for the BPO market

£2.7bn

of total investment

45%

year-on-year spending rise

Arvato - trusted business outsourcing partner

For over 50 years, many of the world's most respected companies and innovative public and private sector organisations have benefited from Arvato's outsourcing expertise.

For more information, visit: www.arvato.co.uk/outsourcing-index

Arvato UK | Phoenix One | 59-63 Farnham Road | Slough SL1 3TN | info@arvato.co.uk



data provided by NelsonHall