

India's BPO Big Six surge ahead

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BANGALORE: Their total share of the worldwide market in outsourced information technology services might be minuscule: just 2.4 percent; but India's top six players in this arena grew at a scorching pace that was 3 to 4 times faster in 2007 than the world average.

A Gartner study released on Thursday said the BPO or Business Process Outsourcing Big Six, were attracting big deals — worth \$ 100 million or more — and spread over many years.

With 2007 revenues of \$5162 million as compared to \$ 3828 in 2006, TCS led the pack, though its growth was the least of the six — 34.8 per cent. Infosys, Wipro, Cognizant, Satyam and HCL were the next five in that order, with growth rates that ranged from 38.5 per cent (Infosys) to a blazing 50 per cent (Cognizant).

The Indian players took 3.6 per cent of the U.S. market and were just scratching the surface in Europe with 1.9 per cent. "While application development and management services provided the bulk of their revenue, they were gradually diversifying into consulting and infrastructure management," said Gartner's Senior Research Analyst Arup Roy.