

FINANCE & BUSINESS SERVICES

BPO Sector

Business process outsourcing (BPO) is a method of subcontracting various business-related operations to third-party vendors. Although BPO originally applied solely to manufacturing entities, BPO now applies to the outsourcing of services, too.

Many businesses, from small startups to large companies, choose to outsource processes, as new and innovative services are increasingly available in today's dynamic and highly competitive business climate. In general, business process outsourcing can be an effective way for companies to refine their operations to cut costs and create efficiencies.

Before COVID-19, this sector was one of the those that showed significant growth in the South African economy, especially in the Western Cape, with many international companies opting to set-up call centres within our borders. Western Cape Government continues to support this sector and facilitates increasing foreign investment towards setting up infrastructure to service the operations of this sector.



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