



Canada has been the world's largest provider of BPO services since the mid-2000s.
Photo courtesy of National Research Council Canada

Thanks to its proximity to—and cultural similarities with—the United States, Canada is a major player⁶⁰ on the world stage as a provider of BPO services. Canada's outsourcing industry recorded a second consecutive year of strong growth in 2011. Hosting services experienced particularly robust growth, as sales increased close to nine percent above the 2010 level⁶¹.

Since the mid-2000's, Canada has been the world's largest supplier of BPO services, significantly ahead of other destinations such as the Philippines, Mexico, Ireland and China. And as US-based multinationals continue to move outsourced and captive services closer to home, Canada is an increasingly attractive destination for foreign direct investment in this sector.

In its 2011 ranking of international suppliers of offshoring services, the global management-consulting firm **A.T. Kearney** rated Canada:

- Third in quality of business environment;
- Sixth in workforce availability and skills.

Canada is also home to several international leaders, such as CGI, the world's 12th-largest offshore service provider in 2012, with sales exceeding \$4 billion.

Canada is an essential and fully integrated component of North America's IT supply chain.

⁶⁰ Everest Research Institute, *Global Trends in BPO*, December 2008

⁶¹ Merit Outsourcing Advisors. Retrieved on May 1, 2012 from www.meritoutsourcing.com/canadianoutsourcingtrends/june2011update.html.