

BUSINESS SERVICES *Canada's business-services sector is a critical node in today's multinational, multi-value chain model. With a real GDP⁵⁶ of more than \$60 billion in 2011, the professional, scientific, and technical services sector (or business services sector) employed nearly 1.3 million people—more than seven percent of the country's total labour force. In fact, Canada is a preferred destination for complex and high-value-added information-technology and business-process outsourcing.*

Canada's business-process outsourcing (BPO) industry is sophisticated and mature, and includes a host of global leaders.

Canada has significant expertise in business-process outsourcing (BPO), human-resources management, customer-relationship management, knowledge-process outsourcing (KPO), finance and accounting, data mining, application-development labs, business continuity and disaster-planning support.

Engineering Services

Engineering is an area of exceptional strength for Canada, which is home to many major international firms such as **SNC-Lavalin**, **Trow Global**, **MMM Group**, **Golder**, **Hatch** and **Dessau**. The sector's specialized

expertise includes resource extraction, energy, telecommunications, transportation, infrastructure engineering and public-private partnerships. Many Canadian firms are international leaders in specific fields such as hydro projects and the construction of aluminum smelters.

Engineering services employed more than 100,000 Canadians in 2010, and generated revenues in excess of \$22.5 billion⁵⁷. That same year, Canadian companies were the fifth-largest exporter of engineering-design solutions among the world's⁵⁸ top engineering-design companies. Canadian companies in the sector serve clients in more than 125 countries⁵⁹; their enviable international reputation for top-quality engineering services has contributed to the healthy growth rates experienced by the industry in 2010 and in 2011.

Nearshoring and Offshoring

Canada is a leading provider of business-process outsourcing and information-technology outsourcing to US firms.

⁵⁶ In 2002 chained dollars

⁵⁷ Statistics Canada

⁵⁸ "How the Top International Design Firms Shared The 2010 Market", *Engineering News Record*, July 25, 2011, p. 38.

⁵⁹ Prism Economics and Analysis. *Canada's Consulting Engineering Sector in the International Economy*. 2009.