

SERVICES

Business Services

- **Massive.** The sector generated sales of more than \$60 billion in 2010 and employed nearly 1.3 million people—more than seven percent of the country's total labour force.
- **A preferred destination for complex and high-value-added information-technology and business-process outsourcing.** Canada has significant expertise in 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. Engineering services employ more than 100,000 Canadians, and generate annual operating revenues in excess of \$22.5 billion (2010). In 2010, Canadian companies were the fifth-largest exporter of engineering-design solutions among the world's top engineering-design companies. The sector's specialized expertise includes resource extraction, energy, telecommunications, transportation, infrastructure engineering and public-private partnerships.
- **Nearshoring and offshoring.** Canada is a leading provider of business-process outsourcing (BPO) and information-technology outsourcing to US firms. Thanks to a large and skilled workforce, and its proximity to—and cultural similarities with—the US, Canada has become a major player on the world stage as a provider of BPO services. Canada also offers significant time-zone advantages over outsourcing firms based in Southern Asia and the Far East.



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