

The Philippines GCC Market to Reach USD 67.97 Billion by 2032 | SNS Insider

The Philippines GCC market is expanding, led by IT services, rising KPO demand, digital transformation, AI adoption, and regulatory advances.

AUSTIN, TX, UNITED STATES, February 26, 2025 /EINPresswire.com/ -- The [Philippines GCC Market](#) was valued at USD 32.50 billion in 2023 and is expected to reach USD 67.97 billion by 2032, growing at a CAGR of 12.04% from 2024 to 2032. This growth includes increasing employee productivity across regions, advancements in compliance and risk metrics, rising AI integration, and expanding geographic distribution of services. The market is driven by strong technology adoption, regulatory improvements, and a skilled workforce, positioning the Philippines as a key hub for Global Capability Centers.



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Keyplayers:

- ☐ Accenture (Consulting, technology services, and outsourcing solutions)
- ☐ Concentrix (Customer engagement services and business process outsourcing)
- ☐ Teleperformance (Customer care and digital transformation services)
- ☐ Sitel Group (Customer experience management and support services)
- ☐ IBM (Cloud computing, AI, and business services)
- ☐ Cognizant (IT services, consulting, and digital solutions)
- ☐ Genpact (Business process management and digital transformation services)
- ☐ Infosys (IT services, consulting, and business process management)
- ☐ TCS (Tata Consultancy Services) (IT services, consulting, and business solutions)
- ☐ Wipro (IT services, consulting, and business process services)
- ☐ DXC Technology (IT services, cloud computing, and consulting)
- ☐ HP Inc. (Printing solutions, personal computers, and IT services)
- ☐ Oracle (Cloud applications and platforms, database solutions)

- SAP (Enterprise software solutions and business analytics)
- Alorica (Customer experience solutions and business process outsourcing)
- Sitel (Customer service and support solutions)
- Bain & Company (Consulting services in business strategy and management)
- BPO International (Call center services and business process outsourcing)
- Luxottica (Optical retail and eyewear manufacturing)
- JPMorgan Chase (Financial services, investment banking, and asset management)

By Service Type, IT Services Dominated the Philippines GCC Market with a 34% Share in 2023, Knowledge Process Outsourcing Set to be the Fastest-Growing

The IT Services segment dominated the Philippines GCC market in 2023 with a 34% share. Competitive labor costs, high English proficiency, and a skilled talent pool drive growth in this sector. Software development, IT infrastructure management, application maintenance, and cloud services are the main offerings. Accenture and IBM are among the companies that use the Philippines as a base for IT service delivery, which is cost-effective and of high quality. KPO is anticipated to grow at the fastest rate in the Philippines GCC market until 2032. This category includes specialized services like market research, analytics, data management, and high-skill business processes. Advanced research and analytics demand fuels growth, with firms like Deloitte and Thomson Reuters setting up Philippine centers for financial analysis, market intelligence, and data-driven decision-making.

By Industry Vertical, BFSI Segment Led the Philippines GCC Market with a 31% Share in 2023, Manufacturing and Automotive to be the Fastest-Growing

The Banking, Financial Services, and Insurance sector led the Philippines GCC market in 2023 with a 31% share. Expansion in this segment is driven by digitalization, improving customer experience, and operational effectiveness. BDO Unibank and PNB are among companies that utilize GCCs for centralized financial analysis, fraud detection, and customer service, ensuring regulatory compliance, risk management, and efficient digital banking solutions.

The Manufacturing and Automotive industry is set to experience fast growth in the Philippines GCC market, powered by Industry 4.0, automation, and supply chain innovation. Organizations invest in technology to enhance efficiency and cost-saving. Toyota Motor Philippines uses GCCs for design and engineering services, while Mitsubishi Motors uses shared services for procurement and logistics, speeding up innovation, product quality improvement, and manufacturing process optimization.

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By Organization Size, Large Enterprises Lead the Philippines GCC Market with Extensive Resources and Global Operations

Large enterprises dominate the Philippines GCC market, leveraging their financial strength, advanced technology, and global presence to drive operational efficiency. These corporations establish GCCs to streamline IT services, financial management, and analytics while benefiting from the country's skilled workforce and cost-effective environment. Industry giants like Accenture, IBM, and Deloitte have built large-scale operations in the Philippines, capitalizing on

strong infrastructure and business-friendly policies to enhance service delivery and global competitiveness.

Metro Manila Dominates the Philippines GCC Market with Skilled Workforce and Advanced Infrastructure

The Philippines is a top choice for Global Capability Centers due to its cultural affinity with Western business practices and strong English proficiency. Metro Manila led the market in 2023, hosting the highest number of GCCs in key districts like Makati, Taguig, Pasig, Quezon City, and Manila. The region offers a highly skilled workforce in IT, finance, and customer service, supported by robust infrastructure, including high-speed internet and efficient transport systems. Its proximity to government agencies enhances regulatory compliance, reinforcing Metro Manila as the premier hub for multinational GCC operations.

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