

IT-enabled Services

Summary

Protectionist measures taken by the developed countries coupled with the global meltdown are expected to take a toll on the near-term prospects of the Indian ITeS industry, causing the ITeS export growth rate to decelerate to 7-8 per cent in 2009-10 from 16 per cent in 2008-09. However, long-term prospects look bright and CRISIL Research expects exports to grow at a CAGR of 17 per cent between 2009-10 and 2013-14. KPO exports are expected to outpace the average industry growth rate, and we project KPO exports to grow at a CAGR of 21 per cent over the next 5 years.

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