BPO Vietnam Companies: A Buyer's Guide to Call Centres, Back Office and Data Services

Vietnam's BPO sector handles customer support, back-office processing, finance and accounting, data services and IT help desks for companies in Asia, Europe and North America. It is smaller than the Philippines' voice-heavy industry and leans towards IT and software-adjacent work. That makes it a strong fit for technical support, data work and Asian-language service, and a more careful choice for high-volume English voice.

What Vietnamese BPO providers do

- **Customer experience and contact centers.** One research house puts Vietnam's customer-experience BPO market at around US$0.55 billion.
- **Finance and accounting.** Bookkeeping, payroll, accounts payable and receivable.
- **Data and document processing.** Data entry, annotation, transcription, document digitization.
- **HR and recruitment process outsourcing.**
- **IT help desk and technical support.**
- **Healthcare back office.** Smaller, at roughly US$139 million in 2025, but growing in 2026.

Where Vietnam is strongest

Japanese and Korean-language support. Japanese firms were early investors, and Vietnamese providers include joint ventures such as BELLSYSTEM24-Hoa Sao, which has served Japanese and multinational clients for more than 15 years.

Technical and IT-enabled services. The same pool of tech graduates that feeds software outsourcing staff technical help desks and data teams.

Document-heavy back office. Providers such as DIGI-TEXX, a German-invested company, serve banking, insurance, e-commerce and document-intensive clients, and opened a new operations centre in January 2026.

Where to be careful

Vietnam's English proficiency sits in the moderate band globally, behind the Philippines, so voice work in English needs careful testing. Run a live call sample before you commit. For email, chat, and back-office tasks, written English is generally stronger than spoken English.

Cost

Industry estimates suggest labor cost savings of 70% to 80% compared with US equivalents, though the actual figure depends on the role, language, and provider margin.

How to choose a BPO partner

1. Define the process, volume, hours, and languages.
2. Ask for references in your industry and call them.
3. Request a pilot with 5 to 10 agents or a single defined process for 30 to 60 days.
4. Check security: ISO 27001, access controls, clean-desk policy and Vietnam's data protection requirements.
5. Agree on service levels, reporting and exit terms in writing.

Finding providers

Outsource2Vietnam.com includes a BPO and call centre section where you can browse Vietnamese providers and contact them through their own websites. Compare several, and ask each the same questions.

Browse BPO companies in Vietnam at **Outsource2Vietnam.com**.