2020 ANNUAL SURVEY OF PHILIPPINE BUSINESS AND INDUSTRY

Information Technology - Business Process Management

Final Results

Information Technology - Business Process Management (IT-BPM) is based on a special tabulation from the final results of the 2020 Annual Survey of Philippine Business and Industry (ASPBI). IT-BPM covers selected industries in the Information and Communication (Section J) and Administrative and Support Service Activities (Section N).

BPM services refers to provision of a bundled service package that combines information technology-intensive services with labour (manual or professional depending on the solution), machinery and facilities to support, host and manage a business process for a client, including financial business processes, such as financial transaction processing, credit card processing, payment services, lending services; human resource business processes, such as benefits administration, payroll processing, personnel administration; supply chain management business processes, such as inventory management, procurement services, logistics services, production scheduling and order processing; customer relations management business processes, such as help desk, call centre, customer service; vertical market business processes, conducted by specific industries such as electric, chemical, petroleum; and other business processes for client. *Central Product Classification version 2.1, United Nations Statistical Division.*

2,005
Total Number of Establishments

Top Three Industries in terms of Number of Establishments

532 Establishments — Computer Programming Activities

419 Establishments — Customer Relationship Management Activities

238 Establishments — Other Information Technology and Computer Service Activities

766,536 Total Number of Employees

PhP 388.49 billion Total Compensation

382 Average Number of Workers per Establishment

PhP 508,229 Average Annual Compensation per Paid Employee

2020 INFORMATION TECHNOLOGY-BUSINESS PROCESS MANAGEMENT

Total Revenue PhP 739.21 billion

Total Expense PhP 645.26 billion

Top Three Industry Subclass in terms of Revenue and Expense

Customer Relationship Management Activities
- PhP 404.14 billion
- PhP 352.43 billion

Sales and Marketing (including Telemarketing) Activities
- PhP 82.17 billion
- PhP 76.03 billion

Computer Programming Activities
- PhP 73.52 billion
- PhP 68.01 billion

PhP 192.85 billion — Total Revenue from Transactions Outside the Country

Top Three Countries in terms of Revenue from Transactions Outside the Country

1. **PhP 118.91 billion** United States of America
2. **PhP 20.83 billion** Australia
3. **PhP 13.47 billion** United Kingdom