



## Global Technical Support Outsourcing Market 2016-2020

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### Report Description

#### About the Technical Support Outsourcing Market

Outsourcing and in-house models are the two ways through which businesses can obtain technical support. Products and services offered by most technical support organizations are mostly similar. However, quality differentiation helps outsourcing enterprises gain a competitive edge over others in securing lifetime customer relationships.

IT companies are now increasingly shifting their focus from a cost reduction approach to customer-centric services. Typically, technical support service organizations are managed as cost centers. Earlier, providers focused on key success metrics, such as efficiency, productivity, and regulatory compliance, instead of customer satisfaction. However, providers now prefer a balanced scorecard of metrics that includes not only costs and compliance but also measurements to gauge customer satisfaction levels.

Technavios analysts forecast the global technical support outsourcing market to grow at a CAGR of 6.53% during the period 2016-2020.

#### Covered in this report

The report covers the present scenario and the growth prospects of the global technical support outsourcing market for 2016-2020.

The market is divided into the following segments based on geography:

Americas

APAC

EMEA

Technavio's report, Global Technical Support Outsourcing Market 2016-2020, has been prepared based on an in-depth market analysis with inputs from industry experts. The report covers the market landscape and its growth

prospects over the coming years. The report also includes a discussion of the key vendors operating in this market.

#### Key vendors

Hudson Software

Inforonics Global Services

Qcom Outsourcing

Wipro

#### Other prominent vendors

Atos

Attivasoft

CGI Group

Ciber

CompuCom

CSC

Dell

Dynasis

Fujitsu

Genpact

Getronics

HCL Technologies

HP

IBM

iYogi

Kayako

Maintech

Northrop Grumman

Pomeroy

Stefanini

Support.com

TCS

TELUS International

T-Systems

Unisys

Xerox

#### Market driver

Need to focus on core competencies and improve efficiency

For a full, detailed list, view our report

#### Market challenge

Loss of control in customer service quality

For a full, detailed list, view our report

#### Market trend

Growing popularity among SMEs

For a full, detailed list, view our report

#### Key questions answered in this report

What will the market size be in 2020 and what will the growth rate be?

What are the key market trends?

What is driving this market?

What are the challenges to market growth?

Who are the key vendors in this market space?

What are the market opportunities and threats faced by the key vendors?

What are the strengths and weaknesses of the key vendors?

You can request one free hour of our analysts time when you purchase this market report. Details are provided within the report.

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**Office: United States**

State Tower, 90 State Street, Suite 700, Albany,  
NY 12207, United States

Toll Free: 866-997-4948 (USA-Canada)

Tel: +1-518-621-2074

E: [sales@marketresearchreports.biz](mailto:sales@marketresearchreports.biz)