



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.

Table Of Content

Notes:

PART 01: Executive summary

Highlights

PART 02: Scope of the report

Market overview

Top-vendor offerings

PART 03: Market research methodology

Research methodology

Economic indicators

PART 04: Introduction

Key market highlights

PART 05: Economic overview

PART 06: Market landscape

Market overview

Market size and forecast

Five forces analysis

PART 07: Market segmentation by service

Global technical support outsourcing market by service

Global technical support outsourcing market by call center technical support outsourcing

Global technical support outsourcing market by helpdesk support outsourcing

PART 08: Geographical segmentation

Global technical support outsourcing market by geography

Americas

EMEA

APAC

PART 09: Market drivers

PART 10: Impact of drivers

PART 11: Market challenges

PART 12: Impact of drivers and challenges

PART 13: Market trends

PART 14: Vendor landscape

Major vendors

Other prominent vendors

PART 15: Key vendor analysis

Hudson Software

Inforonics Global Services

Qcom Outsourcing

Wipro

PART 16: Appendix

List of abbreviations

PART 17: Explore Technavio

List of EXhibits

Exhibit 01: Countries covered for market analysis

Exhibit 02: Product offerings

Exhibit 03: Global technical support outsourcing market

Exhibit 04: Global technical support outsourcing market 2015-2020 (\$ billions)

Exhibit 05: Five forces analysis

Exhibit 06: Global technical support outsourcing market by service 2015

Exhibit 07: Global technical support outsourcing market by service 2015-2020

Exhibit 08: Global technical support outsourcing market by call center technical support outsourcing 2015-2020 (\$ billions)

Exhibit 09: Segmentation of global helpdesk support outsourcing market by service

Exhibit 10: Global technical support outsourcing market by helpdesk support outsourcing 2015-2020 (\$ billions)

Exhibit 11: Global technical support outsourcing market by geography 2015

Exhibit 12: Impact of drivers

Exhibit 13: Impact of drivers and challenges

Exhibit 14: Other prominent vendors

Exhibit 15: Hudson Software: Service offerings

Exhibit 16: Inforonics Global Services: Service offerings

Exhibit 17: Inforonics Global Services: Service offerings

Exhibit 18: Qcom Outsourcing: Service offerings

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