Global Technical Support Outsourcing Market 2016 Share,Trend,Segmentation and Forecast to 2020

WiseGuyReports.Com Publish a New Market Research Report On –"Global Technical Support Outsourcing Market 2016 Share,Trend,Segmentation and Forecast to 2020".

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

[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.

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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

The 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

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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?

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