

CRM Outsourcing 2017 Global Market Expected to Grow at CAGR 5.75% and Forecast to 2019

WiseGuyReports has announced the addition of "Global CRM Outsourcing Market 2015-2019" that provides the market survey of CRM Outsourcing.

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[CRM Outsourcing SWOT Analysis And Forecast 2019](#)

About CRM Outsourcing

Customer relationship management (CRM) has become one of the most influential factors in building brand loyalty and strengthening of brand image. Call center interaction in CRM is often cited in defining customer service; however, there are many facets of CRM outsourcing that have evolved with rising customer needs and expectations. With the growing digitization in the CRM industry, service providers are innovating on their service offerings to expand their portfolio beyond call centers. These offerings include modern communication, multi-channel engagement of customers, self-service, and analytics solutions.



Technavio's analysts forecast the global CRM outsourcing market to grow at a CAGR of 5.75% over the period 2014-2019.

Covered in this Report

The global CRM outsourcing market is segmented on the basis of services end-users. Technavio's report, Global CRM Outsourcing Market 2015-2019, has been prepared based on an in-depth market analysis with inputs from industry experts. It covers the market landscape and its growth prospects in the coming years. The report also includes a discussion on the key vendors operating in this market.

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Key Vendors

- Accenture
- Capgemini

- Genpact
- IBM
- Tata Consultancy Services

Other Prominent Vendors

- 3i infotech
- Aditya Birla Minacs
- Aegis
- Cognizant
- Convergys
- EXL
- Firstsource
- HCL
- Hinduja Global Solutions
- HP
- Infosys
- Intelenet
- NCO Financial
- Sitel
- Teleperformance
- Teletech
- West
- Wipro
- WNS
- Xerox

Market Driver

- Cost-effective Operations
- For a full, detailed list, view our report

Market Challenge

- Attrition
- For a full, detailed list, view our report

Market Trend

- Cloud-based CRM
- For a full, detailed list, view our report

Key Questions Answered in this Report

- What will the market size be in 2018 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?

Complete Report Details @ <https://www.wiseguyreports.com/reports/59468-global-crm-outsourcing-market-2015-2019>

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