

CRM Outsourcing 2017 Global Market Expected to Grow at CAGR of 5.75% and Forecast to 2021

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[CRM Outsourcing Market 2017](#)

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.



The 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. The 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

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