

# **Global Help Desk Outsourcing Market 2018 by Manufacturers, Countries, Type and Application, Forecast to 2023**

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## **Abstracts**

Helpdesk outsourcing refers to the process of engaging an external resource or service provider to provide technical support to employees and manage the same. It has gained in popularity over the past few years as firms are seeking to minimize in-house expenses. Apart from the inherent cost advantages, it can aid in enhancing the productivity within a short time because of a well-trained and continuously monitored workforce. Scalability in terms of handling of calls can also be ensured. These services are also providing a competitive edge to the SMBs that do not have the resources to build and maintain a technical help desk.

### **Scope of the Report:**

This report studies the Help Desk Outsourcing market status and outlook of Global and major regions, from angles of players, countries, product types and end industries; this report analyzes the top players in global market, and splits the Help Desk Outsourcing market by product type and applications/end industries.

Helpdesk outsourcing is the process of the business engaging resources outside the company to manage customer service and technical assistance support for their customers. Outsourcing helps the organization to decrease the operational cost and to reach maximum end users.

Factors such as consumerization of IT drive the growth of the market. Several MNCs as well as SMEs are outsourcing their help desk services to reduce the overall TCO. Help desk outsourcing services are being increasingly adopted by organizations with the rise in the mobile workforce and the adoption of the BYOD culture.

The global Help Desk Outsourcing market is valued at xx million USD in 2017 and is expected to reach xx million USD by the end of 2023, growing at a CAGR of xx% between 2017 and 2023.

The Asia-Pacific will occupy for more market share in following years, especially in China, also fast growing India and Southeast Asia regions.

North America, especially The United States, will still play an important role which cannot be ignored. Any changes from United States might affect the development trend of Help Desk Outsourcing.

Europe also play important roles in global market, with market size of xx million USD in 2017 and will be xx million USD in 2023, with a CAGR of xx%.

Market Segment by Companies, this report covers

CSC

HCL Technologies

HP Enterprise Services

IBM

Qcom Outsourcing

Wipro

Market Segment by Regions, regional analysis covers

North America (United States, Canada and Mexico)

Europe (Germany, France, UK, Russia and Italy)

Asia-Pacific (China, Japan, Korea, India and Southeast Asia)

South America (Brazil, Argentina, Colombia)

Middle East and Africa (Saudi Arabia, UAE, Egypt, Nigeria and South Africa)

Market Segment by Type, covers

Outsourced Level 1 and Level 2 Support Services

Outsourced Technical Helpdesk Support Services

Market Segment by Applications, can be divided into

Large Enterprises

Small and Medium Enterprises

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