

# **Help Desk Outsourcing Market Report by Type (Outsourced Level 1 and Level 2, Outsourced Technical Helpdesk), Service Type (Legal Services, Facilities Management, HR Services, Finance and Accounting, and Others), Organization Size (Large Enterprises, Small and Medium-sized Enterprises), Industry Verticals (Automotive, Consumer Goods, IT (Information Technology), Telecommunication, and Others), and Region 2024-2032**

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## **Abstracts**

The global help desk outsourcing market size reached US\$ 9.0 Billion in 2023. Looking forward, IMARC Group expects the market to reach US\$ 17.4 Billion by 2032, exhibiting a growth rate (CAGR) of 7.29% during 2024-2032. The expansion of large and small and medium-sized enterprises, increasing demand for cost-efficient and streamlined customer support services, and the growing demand for efficient customer support services represent some of the key factors driving the market.

Help desk outsourcing refers to the practice of partnering with an external provider to manage customer support service. It offers faster response time and reliable, round-the-clock assistance for the needs of clients and internal employees. It assists organizations in gaining access to specialized expertise and improving service quality and operational efficiency. It also aids in reducing expenses of recruiting and training new and existing staff. It enables companies in mitigating risks associated with staff turnover, skill gaps and reliance on specific individuals for strategic support. Besides this, as it ensures a seamless onboarding process that minimizes disruptions and maintains continuity, the demand for help desk outsourcing services is increasing across the globe.

### Help Desk Outsourcing Market Trends:

Rapid urbanization and the expansion of public and private organizations represent one of the key factors positively influencing the market. Additionally, the escalating demand for efficient and streamlined customer support services is encouraging the adoption of help desk outsourcing services across the globe. Along with this, there is a rise in the volume of customer inquiries across multiple channels, which is driving the requirement for automated ticketing, routing, and self-service solutions. Apart from this, the widespread adoption of cloud-based helpdesk outsourcing platforms, on account of various advantages offered, which include scalability, flexibility, and ease of deployment, is favoring the market growth. Furthermore, the rising trend of bring your own device (BYOD) is catalyzing the demand for help desk outsourcing services. Additionally, the increasing utilization of help desk outsourcing services by small and medium-sized enterprises (SMEs) that have limited workspace and labor funds for in-house auxiliary departments is creating a positive outlook for the market. Moreover, the rising adoption of outsourcing services in the healthcare industry for cost optimization and allocation of resources to core medical services and strategic initiatives is propelling market growth. This, coupled with the rising trend of telehealth and remote patient monitoring (RPM) facilities, is increasing the need for help desk support to assist patients and healthcare providers with telemedicine platforms, video consultations, remote monitoring devices, and troubleshooting connectivity issues. RPM helps reduce travel costs and the risk of developing hospital-acquired infections (HAIs) among patients and healthcare professionals.

### Key Market Segmentation:

IMARC Group provides an analysis of the key trends in each segment of the global help desk outsourcing market, along with forecasts at the global, regional, and country levels from 2024-2032. Our report has categorized the market based on type, service type, organization size, and industry verticals.

### Type Insights:

Outsourced Level 1 and Level 2

Outsourced Technical Helpdesk

The report has provided a detailed breakup and analysis of the help desk outsourcing market based on the type. This includes outsourced Level 1 and Level 2 and outsourced technical helpdesk. According to the report, outsourced technical helpdesk represented the largest segment.

### Service Type Insights:

- Legal Services
- Facilities Management
- HR Services
- Finance and Accounting
- Others

The report has provided a detailed breakup and analysis of the help desk outsourcing market based on service type. This includes legal services, facilities management, HR services, finance and accounting, and others.

### Organization Size Insights:

- Large Enterprises
- Small and Medium-sized Enterprises

The report has provided a detailed breakup and analysis of the help desk outsourcing market based on organization size. This includes large enterprises and small and medium-sized enterprises. According to the report, large enterprises accounted for the largest market share.

### Industry Verticals Insights:

- Automotive
- Consumer Goods
- IT (Information Technology)
- Telecommunication
- Others

A detailed breakup and analysis of the help desk outsourcing market based on the industry verticals has also been provided in the report. This includes automotive, consumer goods, IT (information technology), telecommunication, and others.

### Regional Insights:

- North America
- United States
- Canada
- Asia-Pacific

China  
Japan  
India  
South Korea  
Australia  
Indonesia  
Others  
Europe  
Germany  
France  
United Kingdom  
Italy  
Spain  
Russia  
Others  
Latin America  
Brazil  
Mexico  
Others  
Middle East and Africa

The report has also provided a comprehensive analysis of all the major regional markets, which include North America (the United States and Canada); Asia Pacific (China, Japan, India, South Korea, Australia, Indonesia, and others); Europe (Germany, France, the United Kingdom, Italy, Spain, Russia and others); Latin America (Brazil, Mexico, and others); and the Middle East and Africa. According to the report, North America was the largest market for help desk outsourcing. Some of the factors driving the North America help desk outsourcing market included the rising reliance on automation for minimizing human errors, increasing adoption in various industries, advent of advanced technologies, etc.

#### Competitive Landscape:

The report has also provided a comprehensive analysis of the competitive landscape in the global helpdesk outsourcing market. Detailed profiles of all major companies have been provided. Some of the companies covered include Accenture Plc, Business Support Solution SA, Call Center Inter Galactica Sp. z o.o., Computer Generated Solutions Inc., HCL Technologies Limited, IBM Corporation, Infosys Limited, Qcom Outsourcing Ltd., Tata Consultancy Services Ltd. (Tata Group), Wipro Limited, etc. Kindly note that this only represents a partial list of companies, and the complete list

has been provided in the report.

#### Key Questions Answered in This Report:

How has the global help desk outsourcing market performed so far, and how will it perform in the coming years?

What are the drivers, restraints, and opportunities in the global help desk outsourcing market?

What is the impact of each driver, restraint, and opportunity on the global help desk outsourcing market?

What are the key regional markets?

Which countries represent the most attractive help desk outsourcing market?

What is the breakup of the market based on the type?

Which is the most attractive type in the help desk outsourcing market?

What is the breakup of the market based on the service type?

Which is the most attractive service type in the help desk outsourcing market?

What is the breakup of the market based on the organization size?

Which is the most attractive organization size in the help desk outsourcing market?

What is the breakup of the market based on the industry verticals?

Which is the most attractive industry verticals in the help desk outsourcing market?

What is the competitive structure of the global help desk outsourcing market?

Who are the key players/companies in the global help desk outsourcing market?

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