

# **2020-2025 Global CRM BPO Market Report - Production and Consumption Professional Analysis (Impact of COVID-19)**

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## **Abstracts**

CRM BPO is a software that covers a broad set of applications designed to help businesses manage many of the business processes such as customer data, customer interaction, access business information and automate sales. CRM BPO includes outsourcing of customer relationship management services to independent companies. This report elaborates the market size, market characteristics, and market growth of the CRM BPO industry, and breaks down according to the type, application, and consumption area of CRM BPO. The report also conducted a PESTEL analysis of the industry to study the main influencing factors and entry barriers of the industry.

In Chapter 3.4 of the report, the impact of the COVID-19 outbreak on the industry was fully assessed. Fully risk assessment and industry recommendations were made for CRM BPO in a special period. This chapter also compares the markets of Pre COVID-19 and Post COVID-19.

In addition, chapters 8-12 consider the impact of COVID-19 on the regional economy.

Key players in the global CRM BPO market covered in Chapter 13:

Chinetek

Accenture

HPE

Atento

SAP

Fujitsu

IBM

SyaRose

In Chapter 6, on the basis of types, the CRM BPO market from 2015 to 2025 is primarily split into:

Back-office outsourcing  
Front-office outsourcing

In Chapter 7, on the basis of applications, the CRM BPO market from 2015 to 2025 covers:

Large Enterprises  
Small And Medium Enterprises

Geographically, the detailed analysis of production, trade of the following countries is covered in Chapter 4.2, 5:

United States  
Europe  
China  
Japan  
India

Geographically, the detailed analysis of consumption, revenue, market share and growth rate of the following regions are covered in Chapter 8, 9, 10, 11, 12:

North America (Covered in Chapter 8)

United States

Canada

Mexico

Europe (Covered in Chapter 9)

Germany

UK

France

Italy

Spain

Others

Asia-Pacific (Covered in Chapter 10)

China

Japan

India

South Korea

Southeast Asia

Others

Middle East and Africa (Covered in Chapter 11)

Saudi Arabia

UAE

South Africa

Others

South America (Covered in Chapter 12)

Brazil

Others

Years considered for this report:

Historical Years: 2015-2019

Base Year: 2019

Estimated Year: 2020

Forecast Period: 2020-2025

## Contents

### **1 CRM BPO MARKET - RESEARCH SCOPE**

- 1.1 Study Goals
- 1.2 Market Definition and Scope
- 1.3 Key Market Segments
- 1.4 Study and Forecasting Years

### **2 CRM BPO MARKET - RESEARCH METHODOLOGY**

- 2.1 Methodology
- 2.2 Research Data Source
  - 2.2.1 Secondary Data
  - 2.2.2 Primary Data
  - 2.2.3 Market Size Estimation
  - 2.2.4 Legal Disclaimer

### **3 CRM BPO MARKET FORCES**

- 3.1 Global CRM BPO Market Size
- 3.2 Top Impacting Factors (PESTEL Analysis)
  - 3.2.1 Political Factors
  - 3.2.2 Economic Factors
  - 3.2.3 Social Factors
  - 3.2.4 Technological Factors
  - 3.2.5 Environmental Factors
  - 3.2.6 Legal Factors
- 3.3 Industry Trend Analysis
- 3.4 Industry Trends Under COVID-19
  - 3.4.1 Risk Assessment on COVID-19
  - 3.4.2 Assessment of the Overall Impact of COVID-19 on the Industry
  - 3.4.3 Pre COVID-19 and Post COVID-19 Market Scenario
- 3.5 Industry Risk Assessment

### **4 CRM BPO MARKET - BY GEOGRAPHY**

- 4.1 Global CRM BPO Market Value and Market Share by Regions
  - 4.1.1 Global CRM BPO Value (\$) by Region (2015-2020)

- 4.1.2 Global CRM BPO Value Market Share by Regions (2015-2020)
- 4.2 Global CRM BPO Market Production and Market Share by Major Countries
  - 4.2.1 Global CRM BPO Production by Major Countries (2015-2020)
  - 4.2.2 Global CRM BPO Production Market Share by Major Countries (2015-2020)
- 4.3 Global CRM BPO Market Consumption and Market Share by Regions
  - 4.3.1 Global CRM BPO Consumption by Regions (2015-2020)
  - 4.3.2 Global CRM BPO Consumption Market Share by Regions (2015-2020)

## **5 CRM BPO MARKET - BY TRADE STATISTICS**

- 5.1 Global CRM BPO Export and Import
- 5.2 United States CRM BPO Export and Import (2015-2020)
- 5.3 Europe CRM BPO Export and Import (2015-2020)
- 5.4 China CRM BPO Export and Import (2015-2020)
- 5.5 Japan CRM BPO Export and Import (2015-2020)
- 5.6 India CRM BPO Export and Import (2015-2020)
- 5.7 ...

## **6 CRM BPO MARKET - BY TYPE**

- 6.1 Global CRM BPO Production and Market Share by Types (2015-2020)
  - 6.1.1 Global CRM BPO Production by Types (2015-2020)
  - 6.1.2 Global CRM BPO Production Market Share by Types (2015-2020)
- 6.2 Global CRM BPO Value and Market Share by Types (2015-2020)
  - 6.2.1 Global CRM BPO Value by Types (2015-2020)
  - 6.2.2 Global CRM BPO Value Market Share by Types (2015-2020)
- 6.3 Global CRM BPO Production, Price and Growth Rate of Back-office outsourcing (2015-2020)
- 6.4 Global CRM BPO Production, Price and Growth Rate of Front-office outsourcing (2015-2020)

## **7 CRM BPO MARKET - BY APPLICATION**

- 7.1 Global CRM BPO Consumption and Market Share by Applications (2015-2020)
  - 7.1.1 Global CRM BPO Consumption by Applications (2015-2020)
  - 7.1.2 Global CRM BPO Consumption Market Share by Applications (2015-2020)
- 7.2 Global CRM BPO Consumption and Growth Rate of Large Enterprises (2015-2020)
- 7.3 Global CRM BPO Consumption and Growth Rate of Small And Medium Enterprises (2015-2020)

## **8 NORTH AMERICA CRM BPO MARKET**

- 8.1 North America CRM BPO Market Size
- 8.2 United States CRM BPO Market Size
- 8.3 Canada CRM BPO Market Size
- 8.4 Mexico CRM BPO Market Size
- 8.5 The Influence of COVID-19 on North America Market

## **9 EUROPE CRM BPO MARKET ANALYSIS**

- 9.1 Europe CRM BPO Market Size
- 9.2 Germany CRM BPO Market Size
- 9.3 United Kingdom CRM BPO Market Size
- 9.4 France CRM BPO Market Size
- 9.5 Italy CRM BPO Market Size
- 9.6 Spain CRM BPO Market Size
- 9.7 The Influence of COVID-19 on Europe Market

## **10 ASIA-PACIFIC CRM BPO MARKET ANALYSIS**

- 10.1 Asia-Pacific CRM BPO Market Size
- 10.2 China CRM BPO Market Size
- 10.3 Japan CRM BPO Market Size
- 10.4 South Korea CRM BPO Market Size
- 10.5 Southeast Asia CRM BPO Market Size
- 10.6 India CRM BPO Market Size
- 10.7 The Influence of COVID-19 on Asia Pacific Market

## **11 MIDDLE EAST AND AFRICA CRM BPO MARKET ANALYSIS**

- 11.1 Middle East and Africa CRM BPO Market Size
- 11.2 Saudi Arabia CRM BPO Market Size
- 11.3 UAE CRM BPO Market Size
- 11.4 South Africa CRM BPO Market Size
- 11.5 The Influence of COVID-19 on Middle East and Africa Market

## **12 SOUTH AMERICA CRM BPO MARKET ANALYSIS**

- 12.1 South America CRM BPO Market Size
- 12.2 Brazil CRM BPO Market Size
- 12.3 The Influence of COVID-19 on South America Market

## **13 COMPANY PROFILES**

### 13.1 Chinetek

- 13.1.1 Chinetek Basic Information
- 13.1.2 Chinetek Product Profiles, Application and Specification
- 13.1.3 Chinetek CRM BPO Market Performance (2015-2020)

### 13.2 Accenture

- 13.2.1 Accenture Basic Information
- 13.2.2 Accenture Product Profiles, Application and Specification
- 13.2.3 Accenture CRM BPO Market Performance (2015-2020)

### 13.3 HPE

- 13.3.1 HPE Basic Information
- 13.3.2 HPE Product Profiles, Application and Specification
- 13.3.3 HPE CRM BPO Market Performance (2015-2020)

### 13.4 Atento

- 13.4.1 Atento Basic Information
- 13.4.2 Atento Product Profiles, Application and Specification
- 13.4.3 Atento CRM BPO Market Performance (2015-2020)

### 13.5 SAP

- 13.5.1 SAP Basic Information
- 13.5.2 SAP Product Profiles, Application and Specification
- 13.5.3 SAP CRM BPO Market Performance (2015-2020)

### 13.6 Fujitsu

- 13.6.1 Fujitsu Basic Information
- 13.6.2 Fujitsu Product Profiles, Application and Specification
- 13.6.3 Fujitsu CRM BPO Market Performance (2015-2020)

### 13.7 IBM

- 13.7.1 IBM Basic Information
- 13.7.2 IBM Product Profiles, Application and Specification
- 13.7.3 IBM CRM BPO Market Performance (2015-2020)

### 13.8 SyaRose

- 13.8.1 SyaRose Basic Information
- 13.8.2 SyaRose Product Profiles, Application and Specification
- 13.8.3 SyaRose CRM BPO Market Performance (2015-2020)

## **14 MARKET FORECAST - BY REGIONS**

- 14.1 North America CRM BPO Market Forecast (2020-2025)
- 14.2 Europe CRM BPO Market Forecast (2020-2025)
- 14.3 Asia-Pacific CRM BPO Market Forecast (2020-2025)
- 14.4 Middle East and Africa CRM BPO Market Forecast (2020-2025)
- 14.5 South America CRM BPO Market Forecast (2020-2025)

## **15 MARKET FORECAST - BY TYPE AND APPLICATIONS**

- 15.1 Global CRM BPO Market Forecast by Types (2020-2025)
  - 15.1.1 Global CRM BPO Market Forecast Production and Market Share by Types (2020-2025)
  - 15.1.2 Global CRM BPO Market Forecast Value and Market Share by Types (2020-2025)
- 15.2 Global CRM BPO Market Forecast by Applications (2020-2025)



## List Of Tables

### LIST OF TABLES AND FIGURES

Figure CRM BPO Picture  
Table CRM BPO Key Market Segments  
Figure Study and Forecasting Years  
Figure Global CRM BPO Market Size and Growth Rate 2015-2025  
Figure Industry PESTEL Analysis  
Figure Global COVID-19 Status  
Figure Market Size Forecast Comparison of Pre COVID-19 and Post COVID-19  
Figure Global CRM BPO Value (\$) and Growth Rate (2015-2020)  
Table Global CRM BPO Value (\$) by Countries (2015-2020)  
Table Global CRM BPO Value Market Share by Regions (2015-2020)  
Figure Global CRM BPO Value Market Share by Regions in 2019  
Figure Global CRM BPO Production and Growth Rate (2015-2020)  
Table Global CRM BPO Production by Major Countries (2015-2020)  
Table Global CRM BPO Production Market Share by Major Countries (2015-2020)  
Figure Global CRM BPO Production Market Share by Regions in 2019  
Figure Global CRM BPO Consumption and Growth Rate (2015-2020)  
Table Global CRM BPO Consumption by Regions (2015-2020)  
Table Global CRM BPO Consumption Market Share by Regions (2015-2020)  
Figure Global CRM BPO Consumption Market Share by Regions in 2019  
Table Global CRM BPO Export Top 3 Country 2019  
Table Global CRM BPO Import Top 3 Country 2019  
Table United States CRM BPO Export and Import (2015-2020)  
Table Europe CRM BPO Export and Import (2015-2020)  
Table China CRM BPO Export and Import (2015-2020)  
Table Japan CRM BPO Export and Import (2015-2020)  
Table India CRM BPO Export and Import (2015-2020)  
Table Global CRM BPO Production by Types (2015-2020)  
Table Global CRM BPO Production Market Share by Types (2015-2020)  
Figure Global CRM BPO Production Share by Type (2015-2020)  
Table Global CRM BPO Value by Types (2015-2020)  
Table Global CRM BPO Value Market Share by Types (2015-2020)  
Figure Global CRM BPO Value Share by Type (2015-2020)  
Figure Global Back-office outsourcing Production and Growth Rate (2015-2020)  
Figure Global Back-office outsourcing Price (2015-2020)  
Figure Global Front-office outsourcing Production and Growth Rate (2015-2020)

Figure Global Front-office outsourcing Price (2015-2020)

Table Global CRM BPO Consumption by Applications (2015-2020)

Table Global CRM BPO Consumption Market Share by Applications (2015-2020)

Figure Global CRM BPO Consumption Share by Application (2015-2020)

Figure Global Large Enterprises Consumption and Growth Rate (2015-2020)

Figure Global Small And Medium Enterprises Consumption and Growth Rate (2015-2020)

Figure North America CRM BPO Market Consumption and Growth Rate (2015-2020)

Table North America CRM BPO Consumption by Countries (2015-2020)

Table North America CRM BPO Consumption Market Share by Countries (2015-2020)

Figure North America CRM BPO Consumption Market Share by Countries (2015-2020)

Figure United States CRM BPO Market Consumption and Growth Rate (2015-2020)

Figure Canada CRM BPO Market Consumption and Growth Rate (2015-2020)

Figure Mexico CRM BPO Market Consumption and Growth Rate (2015-2020)

Figure North America COVID-19 Status

Figure Europe CRM BPO Market Consumption and Growth Rate (2015-2020)

Table Europe CRM BPO Consumption by Countries (2015-2020)

Table Europe CRM BPO Consumption Market Share by Countries (2015-2020)

Figure Europe CRM BPO Consumption Market Share by Countries (2015-2020)

Figure Germany CRM BPO Market Consumption and Growth Rate (2015-2020)

Figure United Kingdom CRM BPO Market Consumption and Growth Rate (2015-2020)

Figure France CRM BPO Market Consumption and Growth Rate (2015-2020)

Figure Italy CRM BPO Market Consumption and Growth Rate (2015-2020)

Figure Spain CRM BPO Market Consumption and Growth Rate (2015-2020)

Figure Europe COVID-19 Status

Figure Asia-Pacific CRM BPO Market Consumption and Growth Rate (2015-2020)

Table Asia-Pacific CRM BPO Consumption by Countries (2015-2020)

Table Asia-Pacific CRM BPO Consumption Market Share by Countries (2015-2020)

Figure Asia-Pacific CRM BPO Consumption Market Share by Countries (2015-2020)

Figure China CRM BPO Market Consumption and Growth Rate (2015-2020)

Figure Japan CRM BPO Market Consumption and Growth Rate (2015-2020)

Figure South Korea CRM BPO Market Consumption and Growth Rate (2015-2020)

Figure Southeast Asia CRM BPO Market Consumption and Growth Rate (2015-2020)

Figure India CRM BPO Market Consumption and Growth Rate (2015-2020)

Figure Asia Pacific COVID-19 Status

Figure Middle East and Africa CRM BPO Market Consumption and Growth Rate (2015-2020)

Table Middle East and Africa CRM BPO Consumption by Countries (2015-2020)

Table Middle East and Africa CRM BPO Consumption Market Share by Countries

(2015-2020)

Figure Middle East and Africa CRM BPO Consumption Market Share by Countries (2015-2020)

Figure Saudi Arabia CRM BPO Market Consumption and Growth Rate (2015-2020)

Figure UAE CRM BPO Market Consumption and Growth Rate (2015-2020)

Figure South Africa CRM BPO Market Consumption and Growth Rate (2015-2020)

Figure South America CRM BPO Market Consumption and Growth Rate (2015-2020)

Table South America CRM BPO Consumption by Countries (2015-2020)

Table South America CRM BPO Consumption Market Share by Countries (2015-2020)

Figure South America CRM BPO Consumption Market Share by Countries (2015-2020)

Figure Brazil CRM BPO Market Consumption and Growth Rate (2015-2020)

Table Chinetek Company Profile

Table Chinetek Production, Value, Price, Gross Margin 2015-2020

Figure Chinetek Production and Growth Rate

Figure Chinetek Value (\$) Market Share 2015-2020

Table Accenture Company Profile

Table Accenture Production, Value, Price, Gross Margin 2015-2020

Figure Accenture Production and Growth Rate

Figure Accenture Value (\$) Market Share 2015-2020

Table HPE Company Profile

Table HPE Production, Value, Price, Gross Margin 2015-2020

Figure HPE Production and Growth Rate

Figure HPE Value (\$) Market Share 2015-2020

Table Atento Company Profile

Table Atento Production, Value, Price, Gross Margin 2015-2020

Figure Atento Production and Growth Rate

Figure Atento Value (\$) Market Share 2015-2020

Table SAP Company Profile

Table SAP Production, Value, Price, Gross Margin 2015-2020

Figure SAP Production and Growth Rate

Figure SAP Value (\$) Market Share 2015-2020

Table Fujitsu Company Profile

Table Fujitsu Production, Value, Price, Gross Margin 2015-2020

Figure Fujitsu Production and Growth Rate

Figure Fujitsu Value (\$) Market Share 2015-2020

Table IBM Company Profile

Table IBM Production, Value, Price, Gross Margin 2015-2020

Figure IBM Production and Growth Rate

Figure IBM Value (\$) Market Share 2015-2020

Table SyaRose Company Profile

Table SyaRose Production, Value, Price, Gross Margin 2015-2020

Figure SyaRose Production and Growth Rate

Figure SyaRose Value (\$) Market Share 2015-2020

Figure North America Market Consumption and Growth Rate Forecast (2020-2025)

Figure Europe Market Consumption and Growth Rate Forecast (2020-2025)

Figure Asia-Pacific Market Consumption and Growth Rate Forecast (2020-2025)

Figure Middle East and Africa Market Consumption and Growth Rate Forecast (2020-2025)

Figure South America Market Consumption and Growth Rate Forecast (2020-2025)

Table Global CRM BPO Market Forecast Production by Types (2020-2025)

Table Global CRM BPO Market Forecast Production Share by Types (2020-2025)

Table Global CRM BPO Market Forecast Value (\$) by Types (2020-2025)

Table Global CRM BPO Market Forecast Value Share by Types (2020-2025)

Table Global CRM BPO Market Forecast Consumption by Applications (2020-2025)

Table Global CRM BPO Market Forecast Consumption Share by Applications (2020-2025)

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