

2020-2025 Global Help Desk Outsourcing Market Report - Production and Consumption Professional Analysis (Impact of COVID-19)

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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.

This report elaborates the market size, market characteristics, and market growth of the Help Desk Outsourcing industry, and breaks down according to the type, application, and consumption area of Help Desk Outsourcing. 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 Help Desk Outsourcing 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 Help Desk Outsourcing market covered in Chapter 13:

Deutsche Telekom AG

CGI Group

Multishoring.info

Wipro Limite

Qcom Outsourcing

Accenture

Maintech, Inc.

Capgemini SE

Corporation Service Company (CSC)

Attivasoft LLC

Computacenter plcAtos SE
HP Enterprise Services
Ciber Global
Tieto Oyj
HCL Technologies Limited
Kayako
IBM
Getronics

In Chapter 6, on the basis of types, the Help Desk Outsourcing market from 2015 to 2025 is primarily split into:

Outsourced Level 1 and Level 2 Support Services
Outsourced Technical Help desk Support Services

In Chapter 7, on the basis of applications, the Help Desk Outsourcing 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

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