

COVID-19 Outbreak-Global Help Desk Outsourcing Industry Market Report-Development Trends, Threats, Opportunities and Competitive Landscape in 2020

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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.

The Help Desk Outsourcing market revenue was xx.xx Million USD in 2019, and will reach xx.xx Million USD in 2025, with a CAGR of x.x% during 2020-2025.

Under COVID-19 outbreak globally, this report provides 360 degrees of analysis from supply chain, import and export control to regional government policy and future influence on the industry. Detailed analysis about market status (2015-2020), enterprise competition pattern, advantages and disadvantages of enterprise products, industry development trends (2020-2025), regional industrial layout characteristics and macroeconomic policies, industrial policy has also been included. From raw materials to end users of this industry are analyzed scientifically, the trends of product circulation and sales channel will be presented as well. Considering COVID-19, this report provides comprehensive and in-depth analysis on how the epidemic push this industry transformation and reform.

In COVID-19 outbreak, Chapter 2.2 of this report provides an analysis of the impact of COVID-19 on the global economy and the Help Desk Outsourcing industry.

Chapter 3.7 covers the analysis of the impact of COVID-19 from the perspective of the industry chain.

In addition, chapters 7-11 consider the impact of COVID-19 on the regional economy.

The Help Desk Outsourcing market can be split based on product types, major applications, and important countries as follows:

Key players in the global Help Desk Outsourcing market covered in Chapter 12:

CSC
Stefanini
Dynasis
Support.com
Ciber
Iyogi
Qcom Outsourcing
Atos
Northrop Grumman
HP Enterprise Services
Pomeroy
Unisys
HCL Technologies
Inforonics Global Services
Getronics
Fujitsu
CompuCom
Genpact
Dell
CGI Group
Hudson Software
Wipro
Kayako
Xerox
Attivasoft
Maintech
T-System
TCS

TELUS International

IBM

In Chapter 4 and 14.1, 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 5 and 14.2, 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 consumption, revenue, market share and growth rate, historic and forecast (2015-2025) of the following regions are covered in Chapter 6, 7, 8, 9, 10, 11, 14:

North America (Covered in Chapter 7 and 14)

United States

Canada

Mexico

Europe (Covered in Chapter 8 and 14)

Germany

UK

France

Italy

Spain

Russia

Others

Asia-Pacific (Covered in Chapter 9 and 14)

China

Japan

South Korea

Australia

India

Southeast Asia

Others

Middle East and Africa (Covered in Chapter 10 and 14)

Saudi Arabia

UAE

Egypt

Nigeria

South Africa

Others

South America (Covered in Chapter 11 and 14)

Brazil

Argentina

Columbia

Chile

Others

Years considered for this report:

Historical Years: 2015-2019

Base Year: 2019

Estimated Year: 2020

Forecast Period: 2020-2025

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