

# **Workplace Services Market by End-User Outsourcing Services (Managed Communication and Collaboration Services, Managed Mobility Services, Managed IT Asset Services), Tech Support Services, Organization Size, Vertical, and Region - Global Forecast to 2022**

<https://marketpublishers.com/r/W4482301C14EN.html>

Date: October 2017

Pages: 151

Price: US\$ 5,650.00 (Single User License)

ID: W4482301C14EN

## **Abstracts**

“Workplace services projected to grow at a CAGR of 11.0% during the forecast period”

Workplace services covers the managed services adopted for workplace. The workplace services market size is expected to grow from USD 71.53 billion in 2017 to USD 120.68 billion by 2022, at a Compound Annual Growth Rate (CAGR) of 11.0% during the forecast period. The market is driven by the measurable business value realized by implementing workplace services within enterprise, transferring the burden of compliance to workplace MSPs, and organizations’ increasing need to focus more on their core competencies. However, enterprises face various obstacles while adopting the workplace services, such as the lack of flexibility and scalability in MSPs workplace service offerings.

“Tech support services segment is expected to have the fastest growth rate during the forecast period”

Workplace service providers offer end-to-end IT support to end-users in enterprises. These workplace services include service desks, self-service, and onsite/desk side support services. The diverse range of technologies and platforms across enterprises demands the presence of an accessible, resourceful IT environment that can bear all calamities. The rapid change in technology, introduction of cloud and mobility in organizations, and skilled workforce have also created the need for a single point of connection, which can handle all IT-related issues. This need is expected to raise the

demand for tech support services during the forecast period.

“Managed mobility service segment is expected to have the fastest growth rate during the forecast period”

The growing use of productivity applications, rising workforce decentralization, globalization of businesses, prominence of cloud-based enterprise mobility management, and increasing use of smartphones, tablets, and laptops at workplaces have created a need to manage a wide range of applications and devices in enterprises. Managed mobility deals with the entire life cycle of managing devices and accessories. Organizations use managed mobility services to keep a close eye on the devices in the network, whether they are corporate-owned or personal devices. The BYOD trend and increased use of mobile devices within the enterprise are expected to drive the growth of managed mobility services market during the forecast period.

“North America is expected to contribute to the largest market share during the forecast period”

North America is expected to hold the largest market share and dominate the workplace services market from 2017 to 2022. The top countries contributing to the adoption of workplace services in North America are the US and Canada, out of which, about 75% of the market share is contributed by the US. The market in North America is expected to witness a slow growth rate during the forecast period, as compared to other regions, as the workplace services in this region is already well-established and may attain stagnancy. The market in Asia Pacific (APAC) is in the initial growth phase; however, APAC is expected to be the fastest-growing region in the global workplace services market. The key reason for the high growth is the presence of many workplace service providers and their facilities, such as managed mobility and distribution centers, in this region.

The break-up profiles of primary participants are given below

By company: Tier 1: 45%, Tier 2: 31%, and Tier 3: 24%

By designation: C-level: 76%, Director level: 15%, and Others: 9%

By region: North America: 38%, Europe: 28%, APAC: 22%, and RoW: 12%

The various key workplace services providers discussed in the report are given below:

1. DXC Technology (US)
2. Wipro (India)
3. IBM (US)
4. TCS (India)
5. Atos (France)
6. NTT DATA (Japan)
7. HCL (India)
8. Fujitsu (Japan)
9. CompuCom (US)
10. Cognizant (US)
11. Unisys (US)
12. Accenture (Ireland)
13. Capgemini (France)
14. T-Systems (Germany)
15. Zensar (India)
16. Getronics (the Netherlands)
17. Computacenter (UK)
18. Infosys (India)
19. Tech Mahindra (India)
20. Pomeroy (US)
21. Insight Enterprises (US)
22. Genpact (Bermuda)
23. Long View Systems (Canada)
24. Microland (India)
25. C3i (US)

## Research Coverage

The workplace services market has been segmented on the basis of workplace service types, organizational sizes, verticals, and regions. A detailed analysis of the key industry players has been done to provide key insights into their business overviews; workplace services offering; key strategies; new workplace service launches; partnerships, agreements, and collaborations; business expansions; and competitive landscape associated with the workplace services market.

The report will help the market leaders/new entrants in this market in the following ways

This report segments the workplace services market comprehensively and provides the closest approximations of the revenue numbers for the overall market and the subsegments across different regions.

This report helps stakeholders understand the pulse of the market and provides them with information on key market drivers, restraints, challenges, and opportunities.

This report helps stakeholders to better understand the competitors and gain more insights to enhance their position in the business. The competitive landscape section includes competitor ecosystem, new product developments, partnerships, and mergers and acquisitions.

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