

Customer Relationship Management (CRM) Outsourcing Market - Global Outlook and Forecast 2022-2028

<https://marketpublishers.com/r/C49121AFD631EN.html>

Date: March 2022

Pages: 65

Price: US\$ 3,250.00 (Single User License)

ID: C49121AFD631EN

Abstracts

Customer relationship management (CRM) outsourcing is a type of professional service provided by outsourcing vendors in the form of third-party services. The services include communications management, multi-channel customer engagement, and analytic solutions.

This report contains market size and forecasts of Customer Relationship Management (CRM) Outsourcing in Global, including the following market information:

Global Customer Relationship Management (CRM) Outsourcing Market Revenue, 2017-2022, 2023-2028, (\$ millions)

Global top five companies in 2021 (%)

The global Customer Relationship Management (CRM) Outsourcing market was valued at million in 2021 and is projected to reach US\$ million by 2028, at a CAGR of % during the forecast period.

The U.S. Market is Estimated at \$ Million in 2021, While China is Forecast to Reach \$ Million by 2028.

Communications Management Segment to Reach \$ Million by 2028, with a % CAGR in next six years.

The global key manufacturers of Customer Relationship Management (CRM) Outsourcing include IBM, Accenture, Cognizant, Infosys and HCL Technologies, etc. In

2021, the global top five players have a share approximately % in terms of revenue.

MARKET MONITOR GLOBAL, INC (MMG) has surveyed the Customer Relationship Management (CRM) Outsourcing companies, and industry experts on this industry, involving the revenue, demand, product type, recent developments and plans, industry trends, drivers, challenges, obstacles, and potential risks.

Total Market by Segment:

Global Customer Relationship Management (CRM) Outsourcing Market, by Type, 2017-2022, 2023-2028 (\$ millions)

Global Customer Relationship Management (CRM) Outsourcing Market Segment Percentages, by Type, 2021 (%)

Communications Management

Multi-Channel Customer Engagement

Analytic Solutions

Others

Global Customer Relationship Management (CRM) Outsourcing Market, by Application, 2017-2022, 2023-2028 (\$ millions)

Global Customer Relationship Management (CRM) Outsourcing Market Segment Percentages, by Application, 2021 (%)

Retail

BFSI

Telecom & IT

Healthcare

Others

Global Customer Relationship Management (CRM) Outsourcing Market, By Region and Country, 2017-2022, 2023-2028 (\$ Millions)

Global Customer Relationship Management (CRM) Outsourcing Market Segment Percentages, By Region and Country, 2021 (%)

North America

US

Canada

Mexico

Europe

Germany

France

U.K.

Italy

Russia

Nordic Countries

Benelux

Rest of Europe

Asia

China

Japan

South Korea

Southeast Asia

India

Rest of Asia

South America

Brazil

Argentina

Rest of South America

Middle East & Africa

Turkey

Israel

Saudi Arabia

UAE

Rest of Middle East & Africa

Competitor Analysis

The report also provides analysis of leading market participants including:

Key companies Customer Relationship Management (CRM) Outsourcing revenues in global market, 2017-2022 (estimated), (\$ millions)

Key companies Customer Relationship Management (CRM) Outsourcing revenues

share in global market, 2021 (%)

Further, the report presents profiles of competitors in the market, key players include:

IBM

Accenture

Cognizant

Infosys

HCL Technologies

Contents

1 INTRODUCTION TO RESEARCH & ANALYSIS REPORTS

- 1.1 Customer Relationship Management (CRM) Outsourcing Market Definition
- 1.2 Market Segments
 - 1.2.1 Market by Type
 - 1.2.2 Market by Application
- 1.3 Global Customer Relationship Management (CRM) Outsourcing Market Overview
- 1.4 Features & Benefits of This Report
- 1.5 Methodology & Sources of Information
 - 1.5.1 Research Methodology
 - 1.5.2 Research Process
 - 1.5.3 Base Year
 - 1.5.4 Report Assumptions & Caveats

2 GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT (CRM) OUTSOURCING OVERALL MARKET SIZE

- 2.1 Global Customer Relationship Management (CRM) Outsourcing Market Size: 2021 VS 2028
- 2.2 Global Customer Relationship Management (CRM) Outsourcing Market Size, Prospects & Forecasts: 2017-2028
- 2.3 Key Market Trends, Opportunity, Drivers and Restraints
 - 2.3.1 Market Opportunities & Trends
 - 2.3.2 Market Drivers
 - 2.3.3 Market Restraints

3 COMPANY LANDSCAPE

- 3.1 Top Customer Relationship Management (CRM) Outsourcing Players in Global Market
- 3.2 Top Global Customer Relationship Management (CRM) Outsourcing Companies Ranked by Revenue
- 3.3 Global Customer Relationship Management (CRM) Outsourcing Revenue by Companies
- 3.4 Top 3 and Top 5 Customer Relationship Management (CRM) Outsourcing Companies in Global Market, by Revenue in 2021
- 3.5 Global Companies Customer Relationship Management (CRM) Outsourcing

Product Type

3.6 Tier 1, Tier 2 and Tier 3 Customer Relationship Management (CRM) Outsourcing Players in Global Market

3.6.1 List of Global Tier 1 Customer Relationship Management (CRM) Outsourcing Companies

3.6.2 List of Global Tier 2 and Tier 3 Customer Relationship Management (CRM) Outsourcing Companies

4 MARKET SIGHTS BY PRODUCT

4.1 Overview

4.1.1 by Type - Global Customer Relationship Management (CRM) Outsourcing Market Size Markets, 2021 & 2028

4.1.2 Communications Management

4.1.3 Multi-Channel Customer Engagement

4.1.4 Analytic Solutions

4.1.5 Others

4.2 By Type - Global Customer Relationship Management (CRM) Outsourcing Revenue & Forecasts

4.2.1 By Type - Global Customer Relationship Management (CRM) Outsourcing Revenue, 2017-2022

4.2.2 By Type - Global Customer Relationship Management (CRM) Outsourcing Revenue, 2023-2028

4.2.3 By Type - Global Customer Relationship Management (CRM) Outsourcing Revenue Market Share, 2017-2028

5 SIGHTS BY APPLICATION

5.1 Overview

5.1.1 By Application - Global Customer Relationship Management (CRM) Outsourcing Market Size, 2021 & 2028

5.1.2 Retail

5.1.3 BFSI

5.1.4 Telecom & IT

5.1.5 Healthcare

5.1.6 Others

5.2 By Application - Global Customer Relationship Management (CRM) Outsourcing Revenue & Forecasts

5.2.1 By Application - Global Customer Relationship Management (CRM) Outsourcing

Revenue, 2017-2022

5.2.2 By Application - Global Customer Relationship Management (CRM) Outsourcing Revenue, 2023-2028

5.2.3 By Application - Global Customer Relationship Management (CRM) Outsourcing Revenue Market Share, 2017-2028

6 SIGHTS BY REGION

6.1 By Region - Global Customer Relationship Management (CRM) Outsourcing Market Size, 2021 & 2028

6.2 By Region - Global Customer Relationship Management (CRM) Outsourcing Revenue & Forecasts

6.2.1 By Region - Global Customer Relationship Management (CRM) Outsourcing Revenue, 2017-2022

6.2.2 By Region - Global Customer Relationship Management (CRM) Outsourcing Revenue, 2023-2028

6.2.3 By Region - Global Customer Relationship Management (CRM) Outsourcing Revenue Market Share, 2017-2028

6.3 North America

6.3.1 By Country - North America Customer Relationship Management (CRM) Outsourcing Revenue, 2017-2028

6.3.2 US Customer Relationship Management (CRM) Outsourcing Market Size, 2017-2028

6.3.3 Canada Customer Relationship Management (CRM) Outsourcing Market Size, 2017-2028

6.3.4 Mexico Customer Relationship Management (CRM) Outsourcing Market Size, 2017-2028

6.4 Europe

6.4.1 By Country - Europe Customer Relationship Management (CRM) Outsourcing Revenue, 2017-2028

6.4.2 Germany Customer Relationship Management (CRM) Outsourcing Market Size, 2017-2028

6.4.3 France Customer Relationship Management (CRM) Outsourcing Market Size, 2017-2028

6.4.4 U.K. Customer Relationship Management (CRM) Outsourcing Market Size, 2017-2028

6.4.5 Italy Customer Relationship Management (CRM) Outsourcing Market Size, 2017-2028

6.4.6 Russia Customer Relationship Management (CRM) Outsourcing Market Size,

2017-2028

6.4.7 Nordic Countries Customer Relationship Management (CRM) Outsourcing Market Size, 2017-2028

6.4.8 Benelux Customer Relationship Management (CRM) Outsourcing Market Size, 2017-2028

6.5 Asia

6.5.1 By Region - Asia Customer Relationship Management (CRM) Outsourcing Revenue, 2017-2028

6.5.2 China Customer Relationship Management (CRM) Outsourcing Market Size, 2017-2028

6.5.3 Japan Customer Relationship Management (CRM) Outsourcing Market Size, 2017-2028

6.5.4 South Korea Customer Relationship Management (CRM) Outsourcing Market Size, 2017-2028

6.5.5 Southeast Asia Customer Relationship Management (CRM) Outsourcing Market Size, 2017-2028

6.5.6 India Customer Relationship Management (CRM) Outsourcing Market Size, 2017-2028

6.6 South America

6.6.1 By Country - South America Customer Relationship Management (CRM) Outsourcing Revenue, 2017-2028

6.6.2 Brazil Customer Relationship Management (CRM) Outsourcing Market Size, 2017-2028

6.6.3 Argentina Customer Relationship Management (CRM) Outsourcing Market Size, 2017-2028

6.7 Middle East & Africa

6.7.1 By Country - Middle East & Africa Customer Relationship Management (CRM) Outsourcing Revenue, 2017-2028

6.7.2 Turkey Customer Relationship Management (CRM) Outsourcing Market Size, 2017-2028

6.7.3 Israel Customer Relationship Management (CRM) Outsourcing Market Size, 2017-2028

6.7.4 Saudi Arabia Customer Relationship Management (CRM) Outsourcing Market Size, 2017-2028

6.7.5 UAE Customer Relationship Management (CRM) Outsourcing Market Size, 2017-2028

7 PLAYERS PROFILES

7.1 IBM

7.1.1 IBM Corporate Summary

7.1.2 IBM Business Overview

7.1.3 IBM Customer Relationship Management (CRM) Outsourcing Major Product Offerings

7.1.4 IBM Customer Relationship Management (CRM) Outsourcing Revenue in Global Market (2017-2022)

7.1.5 IBM Key News

7.2 Accenture

7.2.1 Accenture Corporate Summary

7.2.2 Accenture Business Overview

7.2.3 Accenture Customer Relationship Management (CRM) Outsourcing Major Product Offerings

7.2.4 Accenture Customer Relationship Management (CRM) Outsourcing Revenue in Global Market (2017-2022)

7.2.5 Accenture Key News

7.3 Cognizant

7.3.1 Cognizant Corporate Summary

7.3.2 Cognizant Business Overview

7.3.3 Cognizant Customer Relationship Management (CRM) Outsourcing Major Product Offerings

7.3.4 Cognizant Customer Relationship Management (CRM) Outsourcing Revenue in Global Market (2017-2022)

7.3.5 Cognizant Key News

7.4 Infosys

7.4.1 Infosys Corporate Summary

7.4.2 Infosys Business Overview

7.4.3 Infosys Customer Relationship Management (CRM) Outsourcing Major Product Offerings

7.4.4 Infosys Customer Relationship Management (CRM) Outsourcing Revenue in Global Market (2017-2022)

7.4.5 Infosys Key News

7.5 HCL Technologies

7.5.1 HCL Technologies Corporate Summary

7.5.2 HCL Technologies Business Overview

7.5.3 HCL Technologies Customer Relationship Management (CRM) Outsourcing Major Product Offerings

7.5.4 HCL Technologies Customer Relationship Management (CRM) Outsourcing Revenue in Global Market (2017-2022)

7.5.5 HCL Technologies Key News

8 CONCLUSION

9 APPENDIX

9.1 Note

9.2 Examples of Clients

9.3 Disclaimer

List Of Tables

LIST OF TABLES

- Table 1. Customer Relationship Management (CRM) Outsourcing Market Opportunities & Trends in Global Market
- Table 2. Customer Relationship Management (CRM) Outsourcing Market Drivers in Global Market
- Table 3. Customer Relationship Management (CRM) Outsourcing Market Restraints in Global Market
- Table 4. Key Players of Customer Relationship Management (CRM) Outsourcing in Global Market
- Table 5. Top Customer Relationship Management (CRM) Outsourcing Players in Global Market, Ranking by Revenue (2021)
- Table 6. Global Customer Relationship Management (CRM) Outsourcing Revenue by Companies, (US\$, Mn), 2017-2022
- Table 7. Global Customer Relationship Management (CRM) Outsourcing Revenue Share by Companies, 2017-2022
- Table 8. Global Companies Customer Relationship Management (CRM) Outsourcing Product Type
- Table 9. List of Global Tier 1 Customer Relationship Management (CRM) Outsourcing Companies, Revenue (US\$, Mn) in 2021 and Market Share
- Table 10. List of Global Tier 2 and Tier 3 Customer Relationship Management (CRM) Outsourcing Companies, Revenue (US\$, Mn) in 2021 and Market Share
- Table 11. By Type – Global Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2021 & 2028
- Table 12. By Type - Customer Relationship Management (CRM) Outsourcing Revenue in Global (US\$, Mn), 2017-2022
- Table 13. By Type - Customer Relationship Management (CRM) Outsourcing Revenue in Global (US\$, Mn), 2023-2028
- Table 14. By Application – Global Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2021 & 2028
- Table 15. By Application - Customer Relationship Management (CRM) Outsourcing Revenue in Global (US\$, Mn), 2017-2022
- Table 16. By Application - Customer Relationship Management (CRM) Outsourcing Revenue in Global (US\$, Mn), 2023-2028
- Table 17. By Region – Global Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2021 & 2028
- Table 18. By Region - Global Customer Relationship Management (CRM) Outsourcing

Revenue (US\$, Mn), 2017-2022

Table 19. By Region - Global Customer Relationship Management (CRM) Outsourcing Revenue (US\$, Mn), 2023-2028

Table 20. By Country - North America Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2017-2022

Table 21. By Country - North America Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2023-2028

Table 22. By Country - Europe Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2017-2022

Table 23. By Country - Europe Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2023-2028

Table 24. By Region - Asia Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2017-2022

Table 25. By Region - Asia Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2023-2028

Table 26. By Country - South America Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2017-2022

Table 27. By Country - South America Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2023-2028

Table 28. By Country - Middle East & Africa Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2017-2022

Table 29. By Country - Middle East & Africa Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2023-2028

Table 30. IBM Corporate Summary

Table 31. IBM Customer Relationship Management (CRM) Outsourcing Product Offerings

Table 32. IBM Customer Relationship Management (CRM) Outsourcing Revenue (US\$, Mn), (2017-2022)

Table 33. Accenture Corporate Summary

Table 34. Accenture Customer Relationship Management (CRM) Outsourcing Product Offerings

Table 35. Accenture Customer Relationship Management (CRM) Outsourcing Revenue (US\$, Mn), (2017-2022)

Table 36. Cognizant Corporate Summary

Table 37. Cognizant Customer Relationship Management (CRM) Outsourcing Product Offerings

Table 38. Cognizant Customer Relationship Management (CRM) Outsourcing Revenue (US\$, Mn), (2017-2022)

Table 39. Infosys Corporate Summary

Table 40. Infosys Customer Relationship Management (CRM) Outsourcing Product Offerings

Table 41. Infosys Customer Relationship Management (CRM) Outsourcing Revenue (US\$, Mn), (2017-2022)

Table 42. HCL Technologies Corporate Summary

Table 43. HCL Technologies Customer Relationship Management (CRM) Outsourcing Product Offerings

Table 44. HCL Technologies Customer Relationship Management (CRM) Outsourcing Revenue (US\$, Mn), (2017-2022)

List Of Figures

LIST OF FIGURES

Figure 1. Customer Relationship Management (CRM) Outsourcing Segment by Type in 2021

Figure 2. Customer Relationship Management (CRM) Outsourcing Segment by Application in 2021

Figure 3. Global Customer Relationship Management (CRM) Outsourcing Market Overview: 2021

Figure 4. Key Caveats

Figure 5. Global Customer Relationship Management (CRM) Outsourcing Market Size: 2021 VS 2028 (US\$, Mn)

Figure 6. Global Customer Relationship Management (CRM) Outsourcing Revenue, 2017-2028 (US\$, Mn)

Figure 7. The Top 3 and 5 Players Market Share by Customer Relationship Management (CRM) Outsourcing Revenue in 2021

Figure 8. By Type - Global Customer Relationship Management (CRM) Outsourcing Revenue Market Share, 2017-2028

Figure 9. By Application - Global Customer Relationship Management (CRM) Outsourcing Revenue Market Share, 2017-2028

Figure 10. By Region - Global Customer Relationship Management (CRM) Outsourcing Revenue Market Share, 2017-2028

Figure 11. By Country - North America Customer Relationship Management (CRM) Outsourcing Revenue Market Share, 2017-2028

Figure 12. US Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2017-2028

Figure 13. Canada Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2017-2028

Figure 14. Mexico Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2017-2028

Figure 15. By Country - Europe Customer Relationship Management (CRM) Outsourcing Revenue Market Share, 2017-2028

Figure 16. Germany Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2017-2028

Figure 17. France Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2017-2028

Figure 18. U.K. Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2017-2028

Figure 19. Italy Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2017-2028

Figure 20. Russia Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2017-2028

Figure 21. Nordic Countries Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2017-2028

Figure 22. Benelux Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2017-2028

Figure 23. By Region - Asia Customer Relationship Management (CRM) Outsourcing Revenue Market Share, 2017-2028

Figure 24. China Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2017-2028

Figure 25. Japan Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2017-2028

Figure 26. South Korea Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2017-2028

Figure 27. Southeast Asia Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2017-2028

Figure 28. India Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2017-2028

Figure 29. By Country - South America Customer Relationship Management (CRM) Outsourcing Revenue Market Share, 2017-2028

Figure 30. Brazil Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2017-2028

Figure 31. Argentina Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2017-2028

Figure 32. By Country - Middle East & Africa Customer Relationship Management (CRM) Outsourcing Revenue Market Share, 2017-2028

Figure 33. Turkey Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2017-2028

Figure 34. Israel Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2017-2028

Figure 35. Saudi Arabia Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2017-2028

Figure 36. UAE Customer Relationship Management (CRM) Outsourcing Revenue, (US\$, Mn), 2017-2028

Figure 37. IBM Customer Relationship Management (CRM) Outsourcing Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 38. Accenture Customer Relationship Management (CRM) Outsourcing Revenue

Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 39. Cognizant Customer Relationship Management (CRM) Outsourcing Revenue

Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 40. Infosys Customer Relationship Management (CRM) Outsourcing Revenue

Year Over Year Growth (US\$, Mn) & (2017-2022)

Figure 41. HCL Technologies Customer Relationship Management (CRM) Outsourcing

Revenue Year Over Year Growth (US\$, Mn) & (2017-2022)

I would like to order

Product name: Customer Relationship Management (CRM) Outsourcing Market - Global Outlook and Forecast 2022-2028

Product link: <https://marketpublishers.com/r/C49121AFD631EN.html>

Price: US\$ 3,250.00 (Single User License / Electronic Delivery)

If you want to order Corporate License or Hard Copy, please, contact our Customer Service:

info@marketpublishers.com

Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/C49121AFD631EN.html>