

# United States, EU, Japan, China, India and Southeast Asia CRM Outsourcing Market Size, Status and Forecast 2021

<https://marketpublishers.com/r/U59D96E6225EN.html>

Date: December 2016

Pages: 105

Price: US\$ 3,300.00 (Single User License)

ID: U59D96E6225EN

## Abstracts

### Notes:

Production, means the output of CRM Outsourcing

Revenue, means the sales value of CRM Outsourcing

This report studies the global CRM Outsourcing market, analyzes and researches the CRM Outsourcing development status and forecast in United States, EU, Japan, China, India and Southeast Asia.

This report focuses on the top players in global market, like

IBM Corporation

Mckesson Corporation

Xerox Corporatio

Dell

Hewlett-Packard Company

HCL Technologies

Cognizant Technology Solutions

Siemens AG

Anthelio Healthcare Solutions

Tata Consultancy Services

Infosys Limited

Wipro Limited

Accenture PLC

Allscripts Healthcare Solutions

Market segment by Regions/Countries, this report covers

United States

EU

Japan

China

India

Southeast Asia

Market segment by Type, CRM Outsourcing can be split into

Telemarketing Services

Order Management Services

Customer Services

Technical Support Service

Market segment by Application, CRM Outsourcing can be split into

Retail

Institutions (BFSI)

Banking/Insurance

Telecommunication

Government

Travel and Hospitality

## Contents

United States, EU, Japan, China, India and Southeast Asia CRM Outsourcing Market Size, Status and Forecast 2021

### **1 INDUSTRY OVERVIEW OF CRM OUTSOURCING**

#### 1.1 CRM Outsourcing Market Overview

##### 1.1.1 CRM Outsourcing Product Scope

##### 1.1.2 Market Status and Outlook

#### 1.2 Global CRM Outsourcing Market Size and Analysis by Regions

##### 1.2.1 United States

##### 1.2.2 EU

##### 1.2.3 Japan

##### 1.2.4 China

##### 1.2.5 India

##### 1.2.6 Southeast Asia

#### 1.3 CRM Outsourcing Market by Type

##### 1.3.1 Telemarketing Services

##### 1.3.2 Order Management Services

##### 1.3.3 Customer Services

##### 1.3.4 Technical Support Service

#### 1.4 CRM Outsourcing Market by End Users/Application

##### 1.4.1 Retail

##### 1.4.2 Institutions (BFSI)

##### 1.4.3 Banking/Insurance

##### 1.4.4 Telecommunication

##### 1.4.5 Government

##### 1.4.6 Travel and Hospitality

### **2 GLOBAL CRM OUTSOURCING COMPETITION ANALYSIS BY PLAYERS**

#### 2.1 CRM Outsourcing Market Size (Value) by Players (2015-2016)

#### 2.2 Competitive Status and Trend

##### 2.2.1 Market Concentration Rate

##### 2.2.2 Product/Service Differences

##### 2.2.3 New Entrants

##### 2.2.4 The Technology Trends in Future

### **3 COMPANY (TOP PLAYERS) PROFILES**

#### **3.1 IBM Corporation**

- 3.1.1 Company Profile
- 3.1.2 Main Business/Business Overview
- 3.1.3 Products, Services and Solutions
- 3.1.4 CRM Outsourcing Revenue (Value) (2011-2016)
- 3.1.5 Recent Developments

#### **3.2 Mckesson Corporation**

- 3.2.1 Company Profile
- 3.2.2 Main Business/Business Overview
- 3.2.3 Products, Services and Solutions
- 3.2.4 CRM Outsourcing Revenue (Value) (2011-2016)
- 3.2.5 Recent Developments

#### **3.3 Xerox Corporatio**

- 3.3.1 Company Profile
- 3.3.2 Main Business/Business Overview
- 3.3.3 Products, Services and Solutions
- 3.3.4 CRM Outsourcing Revenue (Value) (2011-2016)
- 3.3.5 Recent Developments

#### **3.4 Dell**

- 3.4.1 Company Profile
- 3.4.2 Main Business/Business Overview
- 3.4.3 Products, Services and Solutions
- 3.4.4 CRM Outsourcing Revenue (Value) (2011-2016)
- 3.4.5 Recent Developments

#### **3.5 Hewlett-Packard Company**

- 3.5.1 Company Profile
- 3.5.2 Main Business/Business Overview
- 3.5.3 Products, Services and Solutions
- 3.5.4 CRM Outsourcing Revenue (Value) (2011-2016)
- 3.5.5 Recent Developments

#### **3.6 HCL Technologies**

- 3.6.1 Company Profile
- 3.6.2 Main Business/Business Overview
- 3.6.3 Products, Services and Solutions
- 3.6.4 CRM Outsourcing Revenue (Value) (2011-2016)
- 3.6.5 Recent Developments

#### **3.7 Cognizant Technology Solutions**

- 3.7.1 Company Profile
- 3.7.2 Main Business/Business Overview
- 3.7.3 Products, Services and Solutions
- 3.7.4 CRM Outsourcing Revenue (Value) (2011-2016)
- 3.7.5 Recent Developments
- 3.8 Siemens AG
  - 3.8.1 Company Profile
  - 3.8.2 Main Business/Business Overview
  - 3.8.3 Products, Services and Solutions
  - 3.8.4 CRM Outsourcing Revenue (Value) (2011-2016)
  - 3.8.5 Recent Developments
- 3.9 Anthelio Healthcare Solutions
  - 3.9.1 Company Profile
  - 3.9.2 Main Business/Business Overview
  - 3.9.3 Products, Services and Solutions
  - 3.9.4 CRM Outsourcing Revenue (Value) (2011-2016)
  - 3.9.5 Recent Developments
- 3.10 Tata Consultancy Services
  - 3.10.1 Company Profile
  - 3.10.2 Main Business/Business Overview
  - 3.10.3 Products, Services and Solutions
  - 3.10.4 CRM Outsourcing Revenue (Value) (2011-2016)
  - 3.10.5 Recent Developments
- 3.11 Infosys Limited
- 3.12 Wipro Limited
- 3.13 Accenture PLC
- 3.14 Allscripts Healthcare Solutions

## **4 GLOBAL CRM OUTSOURCING MARKET SIZE BY TYPE AND APPLICATION (2011-2016)**

- 4.1 Global CRM Outsourcing Market Size by Type (2011-2016)
- 4.2 Global CRM Outsourcing Market Size by Application (2011-2016)
- 4.3 Potential Application of CRM Outsourcing in Future
- 4.4 Top Consumer/End Users of CRM Outsourcing

## **5 UNITED STATES CRM OUTSOURCING DEVELOPMENT STATUS AND OUTLOOK**

5.1 United States CRM Outsourcing Market Size (2011-2016)

5.2 United States CRM Outsourcing Market Size and Market Share by Players (2015-2016)

## **6 EU CRM OUTSOURCING DEVELOPMENT STATUS AND OUTLOOK**

6.1 EU CRM Outsourcing Market Size (2011-2016)

6.2 EU CRM Outsourcing Market Size and Market Share by Players (2015-2016)

## **7 JAPAN CRM OUTSOURCING DEVELOPMENT STATUS AND OUTLOOK**

7.1 Japan CRM Outsourcing Market Size (2011-2016)

7.2 Japan CRM Outsourcing Market Size and Market Share by Players (2015-2016)

## **8 CHINA CRM OUTSOURCING DEVELOPMENT STATUS AND OUTLOOK**

8.1 China CRM Outsourcing Market Size (2011-2016)

8.2 China CRM Outsourcing Market Size and Market Share by Players (2015-2016)

## **9 INDIA CRM OUTSOURCING DEVELOPMENT STATUS AND OUTLOOK**

9.1 India CRM Outsourcing Market Size (2011-2016)

9.2 India CRM Outsourcing Market Size and Market Share by Players (2015-2016)

## **10 SOUTHEAST ASIA CRM OUTSOURCING DEVELOPMENT STATUS AND OUTLOOK**

10.1 Southeast Asia CRM Outsourcing Market Size (2011-2016)

10.2 Southeast Asia CRM Outsourcing Market Size and Market Share by Players (2015-2016)

## **11 MARKET FORECAST BY REGIONS, TYPE AND APPLICATION (2016-2021)**

11.1 Global CRM Outsourcing Market Size (Value) by Regions (2016-2021)

11.2 Global CRM Outsourcing Market Size (Value) by Type (2016-2021)

11.3 Global CRM Outsourcing Market Size by Application (2016-2021)

## **12 CRM OUTSOURCING MARKET DYNAMICS**

- 12.1 CRM Outsourcing Market Opportunities
- 12.2 CRM Outsourcing Challenge and Risk
  - 12.2.1 Competition from Opponents
  - 12.2.2 Downside Risks of Economy
- 12.3 CRM Outsourcing Market Constraints and Threat
  - 12.3.1 Threat from Substitute
  - 12.3.2 Government Policy
  - 12.3.3 Technology Risks
- 12.4 CRM Outsourcing Market Driving Force
  - 12.4.1 Growing Demand from Emerging Markets
  - 12.4.2 Potential Application

## **13 MARKET EFFECT FACTORS ANALYSIS**

- 13.1 Technology Progress/Risk
  - 13.1.1 Substitutes
  - 13.1.2 Technology Progress in Related Industry
- 13.2 Consumer Needs Trend/Customer Preference
- 13.3 External Environmental Change
  - 13.3.1 Economic Fluctuations
  - 13.3.2 Other Risk Factors

## **14 RESEARCH FINDING/CONCLUSION**

## **15 APPENDIX**

- Author List
- Disclosure Section
- Research Methodology
- Data Source
- China Disclaimer

The report requires updating with new data and is sent in 2-3 business days after order is placed.



## List Of Tables

### LIST OF TABLES AND FIGURES

Figure CRM Outsourcing Product Scope

Figure Global CRM Outsourcing Market Size (2011-2016)

Table Global CRM Outsourcing Market Size and Growth Rate by Regions (2011-2016)

Figure Global CRM Outsourcing Market Share by Regions in 2015

Figure United States CRM Outsourcing Market Size and Growth Rate by Regions (2011-2016)

Figure EU CRM Outsourcing Market Size and Growth Rate by Regions (2011-2016)

Figure Japan CRM Outsourcing Market Size and Growth Rate by Regions (2011-2016)

Figure China CRM Outsourcing Market Size and Growth Rate by Regions (2011-2016)

Figure India CRM Outsourcing Market Size and Growth Rate by Regions (2011-2016)

Figure Southeast Asia CRM Outsourcing Market Size and Growth Rate by Regions (2011-2016)

Figure Global CRM Outsourcing Market Share by Type in 2015

Figure Telemarketing Services Market Size (Value) and Growth Rate (2011-2016)

Figure Order Management Services Market Size (Value) and Growth Rate (2011-2016)

Figure Customer Services Market Size (Value) and Growth Rate (2011-2016)

Figure Technical Support Service Market Size (Value) and Growth Rate (2011-2016)

Figure Global CRM Outsourcing Market Share by Application in 2015

Figure CRM Outsourcing Market Size and Growth Rate in Retail (2011-2016)

Figure CRM Outsourcing Market Size and Growth Rate in Institutions (BFSI) (2011-2016)

Figure CRM Outsourcing Market Size and Growth Rate in Banking/Insurance (2011-2016)

Figure CRM Outsourcing Market Size and Growth Rate in Telecommunication (2011-2016)

Figure CRM Outsourcing Market Size and Growth Rate in Government (2011-2016)

Figure CRM Outsourcing Market Size and Growth Rate in Travel and Hospitality (2011-2016)

Table CRM Outsourcing Market Size (Value) by Players (2015-2016)

Figure CRM Outsourcing Market Size Share by Players in 2015

Figure CRM Outsourcing Market Size Share by Players in 2016

Table IBM Corporation Basic Information List

Table CRM Outsourcing Business Revenue of IBM Corporation (2011-2016)

Figure IBM Corporation CRM Outsourcing Business Revenue Market Share in 2015

Table Mckesson Corporation Basic Information List

Table CRM Outsourcing Business Revenue of Mckesson Corporation (2011-2016)  
Figure Mckesson Corporation CRM Outsourcing Business Revenue Market Share in 2015

Table Xerox Corporatio Basic Information List

Table CRM Outsourcing Business Revenue of Xerox Corporatio (2011-2016)

Figure Xerox Corporatio CRM Outsourcing Business Revenue Market Share in 2015

Table Dell Basic Information List

Table CRM Outsourcing Business Revenue of Dell (2011-2016)

Figure Dell CRM Outsourcing Business Revenue Market Share in 2015

Table Hewlett-Packard Company Basic Information List

Table CRM Outsourcing Business Revenue of Hewlett-Packard Company (2011-2016)

Figure Hewlett-Packard Company CRM Outsourcing Business Revenue Market Share in 2015

Table HCL Technologies Basic Information List

Table CRM Outsourcing Business Revenue of HCL Technologies (2011-2016)

Figure HCL Technologies CRM Outsourcing Business Revenue Market Share in 2015

Table Cognizant Technology Solutions Basic Information List

Table CRM Outsourcing Business Revenue of Cognizant Technology Solutions (2011-2016)

Figure Cognizant Technology Solutions CRM Outsourcing Business Revenue Market Share in 2015

Table Siemens AG Basic Information List

Table CRM Outsourcing Business Revenue of Siemens AG (2011-2016)

Figure Siemens AG CRM Outsourcing Business Revenue Market Share in 2015

Table Anthelio Healthcare Solutions Basic Information List

Table CRM Outsourcing Business Revenue of Anthelio Healthcare Solutions (2011-2016)

Figure Anthelio Healthcare Solutions CRM Outsourcing Business Revenue Market Share in 2015

Table Tata Consultancy Services Basic Information List

Table CRM Outsourcing Business Revenue of Tata Consultancy Services (2011-2016)

Figure Tata Consultancy Services CRM Outsourcing Business Revenue Market Share in 2015

Table Infosys Limited Basic Information List

Table CRM Outsourcing Business Revenue of Infosys Limited (2011-2016)

Figure Infosys Limited CRM Outsourcing Business Revenue Market Share in 2015

Table Wipro Limited Basic Information List

Table CRM Outsourcing Business Revenue of Wipro Limited (2011-2016)

Figure Wipro Limited CRM Outsourcing Business Revenue Market Share in 2015

Table Accenture PLC Basic Information List

Table CRM Outsourcing Business Revenue of Accenture PLC (2011-2016)

Figure Accenture PLC CRM Outsourcing Business Revenue Market Share in 2015

Table Allscripts Healthcare Solutions Basic Information List

Table CRM Outsourcing Business Revenue of Allscripts Healthcare Solutions (2011-2016)

Figure Allscripts Healthcare Solutions CRM Outsourcing Business Revenue Market Share in 2015

Table Global CRM Outsourcing Market Size by Type (2011-2016)

Figure Global CRM Outsourcing Market Size Share by Type in 2011

Figure Global CRM Outsourcing Market Size Share by Type in 2012

Figure Global CRM Outsourcing Market Size Share by Type in 2013

Figure Global CRM Outsourcing Market Size Share by Type in 2014

Figure Global CRM Outsourcing Market Size Share by Type in 2015

Figure Global CRM Outsourcing Market Size Share by Type in 2016

Table Global CRM Outsourcing Market Size by Application (2011-2016)

Figure Global CRM Outsourcing Market Size by Application in 2011

Figure Global CRM Outsourcing Market Size by Application in 2012

Figure Global CRM Outsourcing Market Size by Application in 2013

Figure Global CRM Outsourcing Market Size by Application in 2014

Figure Global CRM Outsourcing Market Size by Application in 2015

Figure Global CRM Outsourcing Market Size by Application in 2016

Table Top Consumer/End Users of CRM Outsourcing

Figure United States CRM Outsourcing Market Size and Growth Rate by Regions (2011-2016)

Table United States CRM Outsourcing Market Size by Players (2011-2016)

Figure United States CRM Outsourcing Market Size Share by Players in 2015

Figure United States CRM Outsourcing Market Size Share by Players in 2016

Figure EU CRM Outsourcing Market Size and Growth Rate by Regions (2011-2016)

Table EU CRM Outsourcing Market Size by Players (2011-2016)

Figure EU CRM Outsourcing Market Size Share by Players in 2015

Figure EU CRM Outsourcing Market Size Share by Players in 2016

Figure Japan CRM Outsourcing Market Size and Growth Rate by Regions (2011-2016)

Table Japan CRM Outsourcing Market Size by Players (2011-2016)

Figure Japan CRM Outsourcing Market Size Share by Players in 2015

Figure Japan CRM Outsourcing Market Size Share by Players in 2016

Figure China CRM Outsourcing Market Size and Growth Rate by Regions (2011-2016)

Table China CRM Outsourcing Market Size by Players (2011-2016)

Figure China CRM Outsourcing Market Size Share by Players in 2015

Figure China CRM Outsourcing Market Size Share by Players in 2016  
Figure India CRM Outsourcing Market Size and Growth Rate by Regions (2011-2016)  
Table India CRM Outsourcing Market Size by Players (2011-2016)  
Figure India CRM Outsourcing Market Size Share by Players in 2015  
Figure India CRM Outsourcing Market Size Share by Players in 2016  
Figure Southeast Asia CRM Outsourcing Market Size and Growth Rate by Regions (2011-2016)  
Table Southeast Asia CRM Outsourcing Market Size by Players (2011-2016)  
Figure Southeast Asia CRM Outsourcing Market Size Share by Players in 2015  
Figure Southeast Asia CRM Outsourcing Market Size Share by Players in 2016  
Figure Global CRM Outsourcing Market Size (Value) by Regions (2016-2021)  
Table Global CRM Outsourcing Market Size by Regions (2016-2021)  
Figure Global CRM Outsourcing Market Size Share by Regions in 2017  
Figure Global CRM Outsourcing Market Size Share by Regions in 2021  
Table Global CRM Outsourcing Market Size by Type (2016-2021)  
Figure Global CRM Outsourcing Market Size Share by Type in 2017  
Figure Global CRM Outsourcing Market Size Share by Type in 2021  
Table Global CRM Outsourcing Market Size by Application (2016-2021)  
Figure Global CRM Outsourcing Market Size by Application in 2017  
Figure Global CRM Outsourcing Market Size by Application in 2021

## I would like to order

Product name: United States, EU, Japan, China, India and Southeast Asia CRM Outsourcing Market Size, Status and Forecast 2021

Product link: <https://marketpublishers.com/r/U59D96E6225EN.html>

Price: US\$ 3,300.00 (Single User License / Electronic Delivery)

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

[info@marketpublishers.com](mailto:info@marketpublishers.com)

## Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/U59D96E6225EN.html>

To pay by Wire Transfer, please, fill in your contact details in the form below:

First name:  
Last name:  
Email:  
Company:  
Address:  
City:  
Zip code:  
Country:  
Tel:  
Fax:  
Your message:

**\*\*All fields are required**

Customer signature \_\_\_\_\_

Please, note that by ordering from marketpublishers.com you are agreeing to our Terms & Conditions at <https://marketpublishers.com/docs/terms.html>

To place an order via fax simply print this form, fill in the information below and fax the completed form to +44 20 7900 3970

