



Global CMS Market Forecast: 2017-2021

Market Forecast
Report Abstract

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research.nelsonhall.com





Who Is This Report For?

NelsonHall's "Global CMS Market Forecast: 2017-2022" report is a comprehensive market forecast report designed for:

- Sourcing managers monitoring the Customer Management Services (CMS) industry and identifying vendor suitability for shortlists and RFPs
- Executives seeking assistance in identifying levels of CMS vendor presence by service line and geography
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector.

Scope of the Report

The report provides a forecast for the global business process outsourcing market overall and by geography and by service line. It covers the following:

- The CMS market size for 2016 and the forecast for the CMS market through 2021
- The CMS market size and forecast for North America, specifically covering the U.S. and Canada, EMEA, specifically covering U.K., France, Germany, and Italy, Asia Pacific and Latin America
- Identification of the leading vendors together with their revenues and market shares by geography and service line.

Key Findings & Highlights

NelsonHall's "CMS Market Forecast: 2017-2021" consists of 80 pages.



Contents

1. CMS Market Forecast by Region

- Global Overview

- North America

- EMEA

- Asia Pacific

- Latin America

2. CMS Market Forecast by Service Type

- Customer Management Services

- Customer Care

- Technical Support

- Revenue Generation

- Order and Fulfilment Support

Report Length

80 pages

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