



# Market Forecast

## Global BPS Market Forecast

2020 - 2024

### Report Abstract

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82-pages

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## Who is This Vendor Assessment For?

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The purpose of this study is to provide vendors and users with a market forecast of the global customer experience services market by geography and service type.

The study complements the market assessments and analyses that are produced within NelsonHall's CX Services Subscription Services, and is designed for:

- Marketing, sales and business managers developing strategies to target service opportunities within the customer experience services market
- Executives in purchasing organizations seeking an understanding of:
  - The customer experience services market
  - The segmentation of the customer experience services market
  - Vendor market shares in customer experience services.
- Consultants advising clients on vendor selection
- Financial analyst specializing in the CX Services sector.

## Scope of the Report

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

- The CX service market size for 2019 and the forecast for the customer experience services market through 2020 to 2024
- The business process services 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.

## About The Author

Ivan Kotzev is NelsonHall's Customer Experience (CX) Services Lead Analyst, with global responsibility for CX services research and client support.

Known for his keen analytical ability and knowledge of the latest developments in CX services delivery and transformation, Ivan assists clients worldwide in understanding and getting the most from CX services across areas including analytics, social media, omnichannel integration, and multi-process CX. Ivan is also a leading voice on how automation is revolutionizing the customer experience.

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NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research, and is widely respected for the quality, depth and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at [guy.saunders@nelson-hall.com](mailto:guy.saunders@nelson-hall.com)

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