



# Global CXS Market Forecast

2024 – 2028

## Report Abstract

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NelsonHall

89-pages

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## Who is This Vendor Assessment For?

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NelsonHall's "Global CX Services Market Forecast: 2024-2028" report is a comprehensive market forecast report designed for:

- Sourcing managers monitoring the CX Services industry and seeking to identify leading vendors for shortlists and RFPs
- Executives seeking assistance in identifying levels of CX vendor presence by service line and geography
- Vendor marketing, sales, and business managers looking to identify market sizes and growth rates and their market share relative to their peers
- Financial analysts and investors specializing in the support services sector.

## Key Findings & Highlights

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The full breakdown of NelsonHall's BPS market forecast and vendor market shares across 81 BPS service lines, 39 geographies, and 39 industry sectors can be obtained via [NelsonHall's Self-Service Forecast Tool](#).

This self-service tool aims to assist executives in accessing the precise combinations of market size, growth, and vendor share information they require rapidly and cost-effectively, supporting more informed decision-making.

In particular, the "[NelsonHall Self-Service Market Forecasting tool](#)" enables executives to tailor the scope of any market forecast or vendor market share download by selecting one or multiple service lines, geographies, and industry sectors and downloading market size, growth, and vendor share information against these parameters. Furthermore, decision-makers are no longer inconvenienced by delays in the manual production of customized reports on their behalf.

## 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 service line. It covers the following:

- The CX Services market size for 2023 and the forecast for the business process services market through 2024 to 2028
- The business process services market sizes and forecasts for North America, specifically covering the U.S. and Canada; EMEA, specifically covering U.K., France, Germany, and Italy; Asia Pacific; and Latin America
- The CX services market sizes and forecasts by service line
- The CX services market sizes and forecasts by combinations of service line and geography
- Vendor revenue shares for 2023 by service line and geography.

## 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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## About NelsonHall

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, and Asia, 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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