

## Abstract

*This Report is the leading guide to the rapidly evolving North American Contact Center outsourcing market and vendors. It explains the advantages, risks and trade-offs of North American and offshore outsourcers and explains how US and Canadian vendors have responded to competitive pressures from abroad. It provides detailed analysis of leading vendors, services, technology, pricing and the trends driving this hot market.*

The **2006 North American Contact Center Outsourcing Market Report** shows you how to obtain the greatest cost savings for your company while optimizing your customers' experience. This is your essential guide for navigating the maze of outsourcing options and making the right decision for your company.

### Report Highlights

- DMG Consulting forecasts a resurgence in North American contact center outsourcing in 2006 and 2007
- For the first time in many years, the number of seats in the Canadian contact center outsourcing market is projected to grow by 5% to 8% to meet increased demand in 2006
- North American vendors will respond to global competition for core capabilities by providing commoditized pricing, value-added services and great deals for clients
- Global outsourcing firms are expected to buy their way aggressively into the North American market, increasing options for end users
- Businesses of all sizes will be able to choose from a large number of vendors offering specialized services and vertical expertise
- The contact center outsourcing market will consolidate and strengthen through mergers

### Report Scope

- Overview of the North American contact center outsourcing market, trends, projections and how vendors have responded to the offshore challenge
- Analysis of leading North American outsourcers, including detailed comparisons of financials, service offerings, functional capabilities, vertical expertise, technology and all factors needed to select an ideal partner for your business
- Service pricing
- Company reviews for seven leading North American vendors
- Comprehensive North American contact center outsourcing directory covering 80-plus vendors



#### Order Information

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### KEY REASONS TO BUY THIS REPORT

- This Report provides an in-depth, objective analysis of the rapidly evolving North American contact center outsourcing market and the latest developments in on-shoring and near-shoring
- Learn the crucial factors to consider when selecting a contact center outsourcer and see how vendor offerings compare
- Find out how functional and technological innovations and offerings are altering the landscape of contact center and business process outsourcing
- Get the service, technology and pricing data you need to select an outstanding partner and make the right investment for your company
- Obtain the most complete list of North American contact center outsourcers to make it easy for your company to find a partner that meets your needs
- Save considerable time and money in your selection process and learn how to get the most rapid ROI from your outsourcing partnership

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