

Helpdesk Outsourcing Market in Japan: Key Research Findings 2015

◆ **Research Outline**

Yano Research Institute has conducted a study on the domestic helpdesk outsourcing market with the following conditions:

1. Research period: From May to October, 2015
2. Research target: Helpdesk service providers for system operation maintenances and those within the call center services
3. Research methodologies: Face-to-face interviews by the expert researchers, surveys via telephone/email, and literature search

What are helpdesk outsourcing services?

The helpdesk outsourcing services in this research indicate those services acting for responding to various questions on how to use or how to trouble shoot the problems of PCs, software and other IT related products.

◆ **Key Findings**

■ **Helpdesk Outsourcing Market in FY2018 Projected to Attain 231,950 Million Yen**

The domestic helpdesk outsourcing market is likely to be slightly on the rise, with CAGR (compound annual growth rate) from FY2013 to FY2018 to be 0.8, achieving 231,950 million yen by 2018, based on the sales of the businesses.

■ **Helpdesk Services for Intracompany Systems at Customers On the Decline**

IT outsourcing has been widely accepted at companies, so that the supporting demands for cloud computing and data center services have been rising. On the other hand, however, supporting needs for the intracompany systems at the customers, including PCs and client-and-server systems, have been on the decline. It is because default settings and operations of PCs are increasingly user-friendly, and tablets and other easy-setting terminals that do not need much help have been gaining ground, so that less helpdesk supports are needed. In addition, unit price of helpdesk services for employees and intracompany-system personnel has been reduced, since such services have become provided from offshore.

■ **Expansion of Support for Smartphone Services for General Consumers**

The helpdesk services for general consumers (external users) of smartphones and other products with rising number of shipment volume have increased the users. However, because new subscribers and users cannot be expected like ISP (Internet Service Providers), and because number of applications and services with fewer needs of support has been increasing for such products, the future growth of the help desk services for general consumers is likely to remain small.

◆ **Report format:**

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Language: Japanese

Format: 195 pages in A4 format

Price: 150,000 yen (The consumption tax shall additionally be charged for the sales in Japan.)

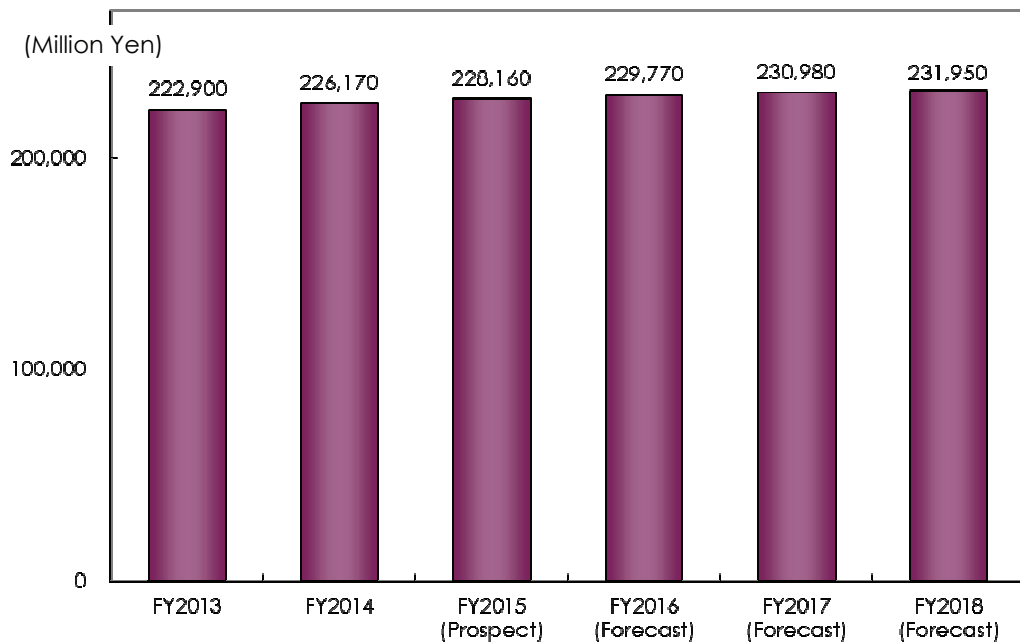
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■ **Figure 1: Transition and Forecast of Helpdesk Outsourcing Market Size**



	FY2013	FY2014	FY2015 (Prospect)	FY2016 (Forecast)	FY2017 (Forecast)	FY2018 (Forecast)
Market Size	222,900	226,170	228,160	229,770	230,980	231,950
(Y-o-Y Comparison)	-	101.5%	100.9%	100.7%	100.5%	100.4%
(CAGR)	-	1.5%	1.2%	1.0%	0.9%	0.8%

Estimated by Yano Research Institute

Notes:

1. The market size is based on the sales of the businesses.

2. CAGR is the compound annual growth rate from FY2013 to the concerned fiscal year.