

Cloud ITSM Market by Component (Solutions and Services), Organization Size (Large Enterprises and Small & Medium Enterprises), and Industry Vertical (IT & Telecommunication, BFSI, Healthcare, Manufacturing, Retail, Education, and Others): Global Opportunity Analysis and Industry Forecast, 2018–2026

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Abstracts

IT service management is explicitly proposed to improve the organizations way of managing, approaching, and delivering IT services. In addition, cloud ITSM is frequently employed using a defined processes and framework, and mostly Information Technology Infrastructure Library (ITIL). Moreover, Information Technology Service Management (ITSM) is a set of policies, procedures, and processes, which improve, automate, and integrate the IT staff support for an organization's employees. Furthermore, cloud ITSM increases organizations operational efficiency and enhances employee/workers productivity by improving visibility and introducing automation into financial & service data.

Factors such as increase in adoption of cloud-based technologies is the key factor driving the market growth for cloud ITSM industry. In addition, integration of AI-Enabled tools with ITSM solutions is also expected to boost the market growth. However, security & privacy concerns for confidential data and business processes is expected to impede the market growth during the forecast period. Furthermore, widespread adoption of BYOD trend and increase in mobile workforce are expected to provide major growth opportunities for cloud ITSM market in the upcoming years. In addition, rise in demand among small & medium enterprises is also anticipated to provide lucrative opportunities for the market growth in the forthcoming years.

The global cloud ITSM market is segmented on the basis of component, organization size, industry vertical, and region. By component, the market is bifurcated into solutions and services. By organization size, the market is divided into large enterprises and small & medium enterprises. By industry vertical, the market is classified into IT & telecommunication, BFSI, healthcare, manufacturing, retail, education, and others. By region, the market is analyzed across North America, Europe, Asia-Pacific, and LAMEA.

The report analyzes the profiles of the key players operating in the market. These include Axios Systems, BMC Software, CA Technologies, Citrix Systems, Hewlett Packard Enterprise, International Business Machines Corporation (IBM), ManageEngine, Micro Focus, Microsoft Corporation, and ServiceNow.

KEY BENEFITS

The report provides an in-depth analysis of the global cloud ITSM market, outlining current trends, key driving factors, and potential areas for product investments.

Key players are analyzed with respect to their primary offerings, recent investments, and future development strategies.

Porter's five forces analysis illustrates the potency of buyers and suppliers operating in the industry.

The quantitative analysis of the global cloud ITSM market from 2018 to 2026 is provided to determine the market potential.

KEY MARKET SEGMENTS

BY COMPONENT

Solutions

Services

BY ORGANIZATION SIZE

Large Enterprises

Small & Medium Enterprises

BY INDUSTRY VERTICAL

IT & Telecommunication

BFSI

Healthcare

Manufacturing

Retail

Education

Others

BY REGION

North America

U.S.

Canada

Europe

UK

Germany

France

Rest of Europe

Asia-Pacific

China

India

Japan

South Korea

Australia

Rest of Asia-Pacific

LAMEA

Latin America

Middle East

Africa

KEY MARKET PLAYERS PROFILED IN THE REPORT

Axios Systems

BMC Software

CA Technologies

Citrix Systems

Hewlett Packard Enterprise

International Business Machines Corporation

ManageEngine

Micro Focus

Microsoft Corporation

ServiceNow

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Figure 68. Servicenow.: Revenue, 2016–2018 (\$Million)

Figure 69. Servicenow: Revenue Share By Region, 2018 (%)

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