

Customer Relationship Management Market by Component (Software and Service), Deployment Model (On-premise, Cloud, and Hybrid) Organization size (Large Scale, Small & Medium Size Enterprise) Application (Customer Service, Customer, Experience Management, CRM Analytics, Marketing Automation, Salesforce Automation and Others), and Industry Vertical (BFSI, Healthcare, Energy & Utility, IT & Telecommunication, Retail & E-commerce, Manufacturing, Government & Defense , Media & Entertainment and Others): Global Opportunity Analysis and Industry Forecast, 2020-2027

<https://marketpublishers.com/r/C233D6A83677EN.html>

Date: April 2021

Pages: 334

Price: US\$ 6,169.00 (Single User License)

ID: C233D6A83677EN

Abstracts

Customer relationship management (CRM) includes combination of strategies, technologies and practices that are used by organization to analyze and manage interactions between customer and organization as well as to collect data throughout the customer lifecycle. Its goal is to enhance customer and company relationships and help in customer sustainability and increases the sales growth. Customer relationship management systems gather customer data from all different channels, points of contact, which is work between the customer and the organization. This channel includes the brand website, inbound and outbound calls, direct mail, live chat and social networks. Customer relationship management systems can also provide a customer's detail personal information along with his location, purchase history, buying preferences this will make easy to organization to sustain customer for long time.

Numerous factors such as increasing focus on customer engagement for long time and increasing use of customer relation management software in the small and medium scale enterprises drives the growth of the market globally. Moreover the worldwide acceleration of digital transformation in enterprises due to COVID-19 outbreak boosts the growth of the market. However, lack of security about the privacy of customer information and high initial installation cost of this software may restrain the growth of the market globally. Furthermore, increasing adoption of bring your own device (BYOD) ecosystem due to surge in use of smartphone as well as high operational efficiency and less operational cost of the CRM software will create lucrative opportunity in the CRM market in forecast period.

Customer relationship management market is segmented into component, deployment mode, organizational size, application, industry vertical, and region. By component, it is bifurcated into software and service. Depending on deployment mode, it is categorized into on-premise, cloud, and hybrid. On the basis of organization size, it is categorized into large scale and small and medium size enterprises. As per industry vertical, it is classified into BFSI, healthcare, energy & utility, IT & telecommunication, retail & e-commerce, manufacturing, government & defense and others. Region wise, the market is analyzed across North America, Europe, Asia-Pacific, and LAMEA.

This report gives an in-depth profile of some key market players in the customer relationship management market, which include Insightly, Inc., Microsoft Corporation, Netsuite Inc., Oracle Corporation, Pegasystems, Sage Group plc, Salesforce.com, Inc, SAP SE, SugarCRM, and Zoho Corporation Pvt. Ltd.

KEY BENEFITS FOR STAKEHOLDERS

The study provides an in-depth analysis of the customer relationship management market along with the current trends and future estimations to elucidate the imminent investment pockets.

Information about key drivers, restraints, and opportunities and their impact analysis on the customer relationship management market size is provided.

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

The quantitative analysis of the customer relationship management market from 2019 to 2027 is provided to determine the Customer relationship management market potential.

KEY MARKET SEGMENTS

By Component

Software

Services

By Deployment Mode:

On-Premise

Cloud

Hybrid

By Organizational size

Large scale

Small and medium scale

By Application

Customer Service

Customer Experience Management

CRM Analytics

Marketing Automation

Salesforce Automation

Others

By Industry Vertical

BFSI

Healthcare

Energy & Utility

IT & Telecommunication

Retail & E-commerce

Manufacturing

Government & Defense

Media & Entertainment

Others

By Region

North America

U.S.

Canada

Europe

UK

Germany

France

Spain

Italy

Rest of Europe

Asia-Pacific

China

India

Japan

South Korea

Australia

Rest of Asia-Pacific

LAMEA

Latin America

Middle East

Africa

KEY MARKET PLAYERS

Insightly, Inc

Microsoft Corporation

Netsuite Inc.

Oracle Corporation

Pegasystems

Sage Group plc

Salesforce.com, Inc

SAP SE

SugarCRM

Zoho Corporation Pvt. Ltd.

Contents

CHAPTER 1:INTRODUCTION

- 1.1.REPORT DESCRIPTION
- 1.2.KEY BENEFITS FOR STAKEHOLDERS
- 1.3.KEY MARKET SEGMENTS
- 1.4.RESEARCH METHODOLOGY
 - 1.4.1.Secondary research
 - 1.4.2.Primary research
 - 1.4.3.Analyst tools & models

CHAPTER 2:EXECUTIVE SUMMARY

- 2.1.KEY FINDINGS
 - 2.1.1.Top impacting factors
 - 2.1.2.Top investment pockets
 - 2.1.3.CXO perspective

CHAPTER 3:MARKET OVERVIEW

- 3.1.MARKET DEFINITION AND SCOPE
- 3.2.KEY FORCES SHAPING THE CUSTOMER RELATIONSHIP MANAGEMENT MARKET
- 3.3.CASE STUDIES
 - 3.3.1.Case study
 - 3.3.2.Case study
- 3.4.MARKET DYNAMICS
 - 3.4.1.Drivers
 - 3.4.1.1.Increasing focus towards customer engagement and retention for long time among small and medium scale enterprise
 - 3.4.1.2.The worldwide acceleration of digital transformation in enterprises due to COVID-19 outbreak boosts the growth of the market
 - 3.4.2.Restraints
 - 3.4.2.1.Lack of security about the privacy of customer information and high initial installation cost of CRM software
 - 3.4.3.Opportunities
 - 3.4.3.1.Increasing adoption of bring your own device (BYOD) ecosystem due to surge in use of smartphone

3.4.3.2.High operational efficiency and less operational cost of the CRM software will create lucrative opportunity in the CRM market

3.5.MARKET EVOLUTION/INDUSTRY ROADMAP

3.6.IMPACT OF GOVERNMENT REGULATIONS ON THE GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET

3.7.COVID-19 IMPACT ANALYSIS ON THE GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET

3.7.1.Impact on market size

3.7.2.Consumer trends, preferences, and budget impact

3.7.3.Economic impact

3.7.4.Strategies to tackle negative impact

3.7.5.Opportunity window

CHAPTER 4:GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY COMPONENT

4.1.OVERVIEW

4.2.SOFTWARE

4.2.1.Key market trends, growth factors, and opportunities

4.2.2.Market size and forecast, by region

4.2.3.Market analysis, by country

4.3.SERVICE

4.3.1.Key market trends, growth factors, and opportunities

4.3.2.Market size and forecast, by region

4.3.3.Market analysis, by country

CHAPTER 5:GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY DEPLOYMENT MODEL

5.1.OVERVIEW

5.2.ON-PREMISE

5.2.1.Key market trends, growth factors, and opportunities

5.2.2.Market size and forecast, by region

5.2.3.Market analysis, by country

5.3.CLOUD

5.3.1.Key market trends, growth factors, and opportunities

5.3.2.Market size and forecast, by region

5.3.3.Market analysis, by country

5.4.HYBRID

- 5.4.1.Key market trends, growth factors, and opportunities
- 5.4.2.Market size and forecast, by region
- 5.4.3.Market analysis, by country

CHAPTER 6:GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY ENTERPRISE SIZE

6.1.OVERVIEW

6.2.SMALL & MEDIUM SCALE ENTERPRISE

- 6.2.1.Key market trends, growth factors, and opportunities
- 6.2.2.Market size and forecast, by region
- 6.2.3.Market analysis, by country

6.3.LARGE SCALE ENTERPRISE

- 6.3.1.Key market trends, growth factors, and opportunities
- 6.3.2.Market size and forecast, by region
- 6.3.3.Market analysis, by country

CHAPTER 7:GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY APPLICATIONS

7.1.OVERVIEW

7.2.CUSTOMER SERVICE

- 7.2.1.Key market trends, growth factors, and opportunities
- 7.2.2.Market size and forecast, by region
- 7.2.3.Market analysis, by country

7.3.CUSTOMER EXPERIENCE MANAGEMENT

- 7.3.1.Key market trends, growth factors, and opportunities
- 7.3.2.Market size and forecast, by region
- 7.3.3.Market analysis, by country

7.4.CRM ANALYSIS

- 7.4.1.Key market trends, growth factors, and opportunities
- 7.4.2.Market size and forecast, by region
- 7.4.3.Market analysis, by country

7.5.MARKETING AUTOMATION

- 7.5.1.Key market trends, growth factors, and opportunities
- 7.5.2.Market size and forecast, by region
- 7.5.3.Market analysis, by country

7.6.SALSFORCE AUTOMATION

- 7.6.1.Key market trends, growth factors, and opportunities

7.6.2. Market size and forecast, by region

7.6.3. Market analysis, by country

7.7. OTHERS

7.7.1. Key market trends, growth factors, and opportunities

7.7.2. Market size and forecast, by region

7.7.3. Market analysis, by country

CHAPTER 8: GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY INDUSTRY VERTICAL

8.1. OVERVIEW

8.2. HEALTHCARE

8.2.1. Key market trends, growth factors, and opportunities

8.2.2. Market size and forecast, by region

8.2.3. Market analysis, by country

8.3. RETAIL & E-COMMERCE

8.3.1. Key market trends, growth factors, and opportunities

8.3.2. Market size and forecast, by region

8.3.3. Market analysis, by country

8.4. BFSI

8.4.1. Key market trends, growth factors, and opportunities

8.4.2. Market size and forecast, by region

8.4.3. Market analysis, by country

8.5. IT & TELECOM

8.5.1. Key market trends, growth factors, and opportunities

8.5.2. Market size and forecast, by region

8.5.3. Market analysis, by country

8.6. ENERGY & UTILITY

8.6.1. Key market trends, growth factors, and opportunities

8.6.2. Market size and forecast, by region

8.7. MANUFACTURING

8.7.1. Key market trends, growth factors, and opportunities

8.7.2. Market size and forecast, by region

8.7.3. Market analysis, by country

8.8. GOVERNMENT & DEFENCE

8.8.1. Key market trends, growth factors, and opportunities

8.8.2. Market size and forecast, by region

8.9. MEDIA & ENTERTAINMENT

8.9.1. Key market trends, growth factors, and opportunities

8.9.2. Market size and forecast, by region

8.9.3. Market analysis, by country

8.10. OTHERS

8.10.1. Key market trends, growth factors, and opportunities

8.10.2. Market size and forecast, by region

8.10.3. Market analysis, by country

CHAPTER 9: GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY REGION

9.1. OVERVIEW

9.2. NORTH AMERICA

9.2.1. Key market trends, growth factors and opportunities

9.2.2. Market size and forecast, by component

9.2.3. Market size and forecast, by deployment

9.2.4. Market size and forecast, by enterprise size

9.2.5. Market size and forecast, by application

9.2.6. Market size and forecast, by industry vertical

9.2.7. Market analysis, by country

9.2.7.1. U.S.

9.2.7.1.1. Market size and forecast, by component

9.2.7.1.2. Market size and forecast, by deployment model

9.2.7.1.3. Market size and forecast, by enterprise size

9.2.7.1.4. Market size and forecast, by application

9.2.7.1.5. Market size and forecast, by industry vertical

9.2.7.2. Canada

9.2.7.2.1. Market size and forecast, by component

9.2.7.2.2. Market size and forecast, by deployment model

9.2.7.2.3. Market size and forecast, by enterprise size

9.2.7.2.4. Market size and forecast, by application

9.2.7.2.5. Market size and forecast, by industry vertical

9.3. EUROPE

9.3.1. Key market trends, growth factors and opportunities

9.3.2. Market size and forecast, by component

9.3.3. Market size and forecast, by deployment model

9.3.4. Market size and forecast, by enterprise size

9.3.5. Market size and forecast, by application

9.3.6. Market size and forecast, by industry vertical

9.3.7. Market analysis, by country

9.3.7.1.UK

- 9.3.7.1.1.Market size and forecast, by component
- 9.3.7.1.2.Market size and forecast, by deployment model
- 9.3.7.1.3.Market size and forecast, by enterprise size
- 9.3.7.1.4.Market size and forecast, by application
- 9.3.7.1.5.Market size and forecast, by industry vertical

9.3.7.2.Germany

- 9.3.7.2.1.Market size and forecast, by component
- 9.3.7.2.2.Market size and forecast, by deployment model
- 9.3.7.2.3.Market size and forecast, by enterprise size
- 9.3.7.2.4.Market size and forecast, by application
- 9.3.7.2.5.Market size and forecast, by industry vertical

9.3.7.3.France

- 9.3.7.3.1.Market size and forecast, component
- 9.3.7.3.2.Market size and forecast, deployment model
- 9.3.7.3.3.Market size and forecast, by enterprise size
- 9.3.7.3.4.Market size and forecast, by application
- 9.3.7.3.5.Market size and forecast, by industry vertical

9.3.7.4.Spain

- 9.3.7.4.1.Market size and forecast, component
- 9.3.7.4.2.Market size and forecast, deployment model
- 9.3.7.4.3.Market size and forecast, by enterprise size
- 9.3.7.4.4.Market size and forecast, by application
- 9.3.7.4.5.Market size and forecast, by industry vertical

9.3.7.5.Italy

- 9.3.7.5.1.Market size and forecast, component
- 9.3.7.5.2.Market size and forecast, deployment model
- 9.3.7.5.3.Market size and forecast, by enterprise size
- 9.3.7.5.4.Market size and forecast, by application
- 9.3.7.5.5.Market size and forecast, by industry vertical

9.3.7.6.Rest of Europe

- 9.3.7.6.1.Market size and forecast, by component
- 9.3.7.6.2.Market size and forecast, by deployment model
- 9.3.7.6.3.Market size and forecast, by enterprise size
- 9.3.7.6.4.Market size and forecast, by application
- 9.3.7.6.5.Market size and forecast, by industry vertical

9.4.ASIA-PACIFIC

- 9.4.1.Key market trends, growth factors and opportunities
- 9.4.2.Market size and forecast, by Component

- 9.4.3. Market size and forecast, by deployment model
- 9.4.4. Market size and forecast, by enterprise size
- 9.4.5. Market size and forecast, by application
- 9.4.6. Market size and forecast, by industry vertical
- 9.4.7. Market analysis, by country
 - 9.4.7.1. Japan
 - 9.4.7.1.1. Market size and forecast, by component
 - 9.4.7.1.2. Market size and forecast, by deployment model
 - 9.4.7.1.3. Market size and forecast, by enterprise size
 - 9.4.7.1.4. Market size and forecast, by application
 - 9.4.7.1.5. Market size and forecast, by industry vertical
 - 9.4.7.2. China
 - 9.4.7.2.1. Market size and forecast, by component
 - 9.4.7.2.2. Market size and forecast, by deployment model
 - 9.4.7.2.3. Market size and forecast, by enterprise size
 - 9.4.7.2.4. Market size and forecast, by application
 - 9.4.7.2.5. Market size and forecast, by industry vertical
 - 9.4.7.3. Australia
 - 9.4.7.3.1. Market size and forecast, by component
 - 9.4.7.3.2. Market size and forecast, by deployment model
 - 9.4.7.3.3. Market size and forecast, by enterprise size
 - 9.4.7.3.4. Market size and forecast, by application
 - 9.4.7.3.5. Market size and forecast, by industry vertical
 - 9.4.7.4. India
 - 9.4.7.4.1. Market size and forecast, by component
 - 9.4.7.4.2. Market size and forecast, by deployment model
 - 9.4.7.4.3. Market size and forecast, by enterprise size
 - 9.4.7.4.4. Market size and forecast, by application
 - 9.4.7.4.5. Market size and forecast, by industry vertical
 - 9.4.7.5. South Korea
 - 9.4.7.5.1. Market size and forecast, by component
 - 9.4.7.5.2. Market size and forecast, by deployment model
 - 9.4.7.5.3. Market size and forecast, by enterprise size
 - 9.4.7.5.4. Market size and forecast, by application
 - 9.4.7.5.5. Market size and forecast, by industry vertical
 - 9.4.7.6. Rest of Asia-Pacific
 - 9.4.7.6.1. Market size and forecast, by component
 - 9.4.7.6.2. Market size and forecast, by deployment model
 - 9.4.7.6.3. Market size and forecast, by enterprise size

9.4.7.6.4. Market size and forecast, by application

9.4.7.6.5. Market size and forecast, by industry vertical

9.5. LAMEA

9.5.1. Key market trends, growth factors and opportunities

9.5.2. Market size and forecast, by Component

9.5.3. Market size and forecast, by deployment model

9.5.4. Market size and forecast, by enterprise size

9.5.5. Market size and forecast, by application

9.5.6. Market size and forecast, by industry vertical

9.5.7. Market analysis, by country

9.5.7.1. Latin America

9.5.7.1.1. Market size and forecast, by component

9.5.7.1.2. Market size and forecast, by deployment model

9.5.7.1.3. Market size and forecast, by enterprise size

9.5.7.1.4. Market size and forecast, by application

9.5.7.1.5. Market size and forecast, by industry vertical

9.5.7.2. Middle East

9.5.7.2.1. Market size and forecast, by component

9.5.7.2.2. Market size and forecast, by deployment model

9.5.7.2.3. Market size and forecast, by enterprise size

9.5.7.2.4. Market size and forecast, by application

9.5.7.2.5. Market size and forecast, by industry vertical

9.5.7.3. Africa

9.5.7.3.1. Market size and forecast, by component

9.5.7.3.2. Market size and forecast, by deployment model

9.5.7.3.3. Market size and forecast, by enterprise size

9.5.7.3.4. Market size and forecast, by application

9.5.7.3.5. Market size and forecast, by industry vertical

CHAPTER 10: COMPETITIVE LANDSCAPE

10.1. KEY PLAYER POSITIONING ANALYSIS, 2019

10.2. TOP WINNING STRATEGIES

10.3. COMPETITIVE DASHBOARD

10.4. KEY DEVELOPMENTS

10.4.1. Partnership

10.4.2. Collaboration

10.4.3. Product launch

10.4.4. Acquisition

CHAPTER 11:COMPANY PROFILES

11.1.AUREA SOFTWARE, INC

- 11.1.1.Company overview
- 11.1.2.Key executives
- 11.1.3.Company snapshot
- 11.1.4.Product portfolio
- 11.1.5.Key strategic moves and developments

11.2.INSIGHTLY, INC

- 11.2.1.Company overview
- 11.2.2.Key executives
- 11.2.3.Company snapshot
- 11.2.4.Product portfolio
- 11.2.5.Key strategic moves and developments

11.3.MICROSOFT CORPORATION

- 11.3.1.Company overview
- 11.3.2.Key executives
- 11.3.3.Company snapshot
- 11.3.4.Operating business segments
- 11.3.5.Product portfolio
- 11.3.6.R&D expenditure
- 11.3.7.Business performance
- 11.3.8.Key strategic moves and developments

11.4.ORACLE CORPORATION

- 11.4.1.Company overview
- 11.4.2.Key executives
- 11.4.3.Company snapshot
- 11.4.4.Operating business segments
- 11.4.5.Product portfolio
- 11.4.6.R&D expenditure
- 11.4.7.Business performance
- 11.4.8.Key strategic moves and developments

11.5.PEGASYS SYSTEMS

- 11.5.1.Company overview
- 11.5.2.Key executives
- 11.5.3.Company snapshot
- 11.5.4.Product portfolio
- 11.5.5.R&D expenditure

- 11.5.6.Business performance
- 11.5.7.Key strategic moves and developments
- 11.6.SAGE GROUP.
 - 11.6.1.Company overview
 - 11.6.2.Key executives
 - 11.6.3.Company snapshot
 - 11.6.4.Product portfolio
 - 11.6.5.Business performance
 - 11.6.6.Key strategic moves and developments
- 11.7.SALESFORCE.COM, INC
 - 11.7.1.Company overview
 - 11.7.2.Key executives
 - 11.7.3.Company snapshot
 - 11.7.4.Product portfolio
 - 11.7.5.R&D expenditure
 - 11.7.6.Business performance
 - 11.7.7.Key strategic moves and developments
- 11.8.SAP SE
 - 11.8.1.Company overview
 - 11.8.2.Key executives
 - 11.8.3.Company snapshot
 - 11.8.4.Operating business segments
 - 11.8.5.Product portfolio
 - 11.8.6.R&D expenditure
 - 11.8.7.Business performance
 - 11.8.8.Key strategic moves and developments
- 11.9.SUGARCRM
 - 11.9.1.Company overview
 - 11.9.2.Key executives
 - 11.9.3.Company snapshot
 - 11.9.4.Product portfolio
 - 11.9.5.Key strategic moves and developments
- 11.10.ZOHO CORPORATION PVT. LTD
 - 11.10.1.Company overview
 - 11.10.2.Key executives
 - 11.10.3.Company snapshot
 - 11.10.4.Product portfolio
 - 11.10.5.Key strategic moves and developments

List Of Tables

LIST OF TABLES

- TABLE 01.GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY COMPONENT, 2019–2027 (\$BILLION)
- TABLE 02.GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET FOR SOFTWARE , BY REGION, 2019–2027 (\$BILLION)
- TABLE 03.GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET FOR SERVICE , BY REGION, 2019–2027 (\$BILLION)
- TABLE 04.GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY DEPLOYMENT MODEL, 2019–2027 (\$BILLION)
- TABLE 05.GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET FOR ON-PREMISE , BY REGION, 2019–2027 (\$BILLION)
- TABLE 06.GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET FOR CLOUD , BY REGION, 2019–2027 (\$BILLION)
- TABLE 07.GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET FOR HYBRID , BY REGION, 2019–2027 (\$BILLION)
- TABLE 08.GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY ENTERPRISE SIZE, 2019–2027 (\$BILLION)
- TABLE 09.GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET FOR SMALL & MEDIUM SCALE ENTERPRISE, BY REGION, 2019–2027 (\$BILLION)
- TABLE 10.GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET FOR LARGE SCALE ENTERPRISE, BY REGION, 2019–2027 (\$BILLION)
- TABLE 11.GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY APPLICATION, 2019–2027 (\$BILLION)
- TABLE 12.GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET FOR CUSTOMER SERVICE, 2019–2027 (\$BILLION)
- TABLE 13.GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET FOR CUSTOMER EXPERIENCE MANAGEMENT, 2019–2027 (\$BILLION)
- TABLE 14.GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET FOR CRM ANALYSIS, 2019–2027 (\$BILLION)
- TABLE 15.GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET FOR MARKETING AUTOMATION , 2019–2027 (\$BILLION)
- TABLE 16.GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET FOR SALSEFORCE AUTOMATION, 2019–2027 (\$BILLION)
- TABLE 17.GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET FOR OTHERS, 2019–2027 (\$BILLION)
- TABLE 18.GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY

INDUSTRY VERTICAL, 2019–2027 (\$BILLION)

TABLE 19.GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET FOR HEALTHCARE, BY REGION, 2019–2027 (\$BILLION)

TABLE 20.GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET FOR RETAIL & E-COMMERCE, BY REGION, 2019–2027 (\$BILLION)

TABLE 21.GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET FOR BFSI, BY REGION, 2019–2027 (\$BILLION)

TABLE 22.GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET FOR IT & TELECOM, BY REGION, 2019–2027 (\$BILLION)

TABLE 23.GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET FOR ENERGY AND UTILITY, BY REGION, 2019–2027 (\$BILLION)

TABLE 24.GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET FOR MANUFACTURING, BY REGION, 2019–2027 (\$BILLION)

TABLE 25.GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET FOR GOVERNMENT AND DEFENCE, BY REGION, 2019–2027 (\$BILLION)

TABLE 26.GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET FOR MEDIA & ENTERTAINMENT, BY REGION, 2019–2027 (\$BILLION)

TABLE 27.GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET FOR OTHERS, BY REGION, 2019–2027 (\$BILLION)

TABLE 28.GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY REGION, 2019–2027 (\$BILLION)

TABLE 29.NORTH AMERICA GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY COMPONENT, 2019–2027 (\$BILLION)

TABLE 30.NORTH AMERICA GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY DEPLOYMENT, 2019–2027 (\$BILLION)

TABLE 31.NORTH AMERICA GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY ENTERPRISE SIZE, 2019–2027 (\$BILLION)

TABLE 32.NORTH AMERICA GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY APPLICATION, 2019–2027 (\$BILLION)

TABLE 33.NORTH AMERICA GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY INDUSTRY VERTICAL, 2019–2027 (\$BILLION)

TABLE 34.NORTH AMERICA GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY COUNTRY, 2019–2027 (\$BILLION)

TABLE 35.U.S. CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY COMPONENT, 2019–2027 (\$BILLION)

TABLE 36.U.S. CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY DEPLOYMENT MODEL, 2019–2027 (\$BILLION)

TABLE 37.U.S. CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY ENTERPRISE SIZE, 2019–2027 (\$BILLION)

TABLE 38.U.S. CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY APPLICATION, 2019–2027 (\$BILLION)

TABLE 39.U.S. CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY INDUSTRY VERTICAL, 2019–2027 (\$BILLION)

TABLE 40.CANADA CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY COMPONENT, 2019–2027 (\$BILLION)

TABLE 41.CANADA CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY DEPLOYMENT MODEL, 2019–2027 (\$BILLION)

TABLE 42.CANADA CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY ENTERPRISE SIZE, 2019–2027 (\$BILLION)

TABLE 43.CANADA CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY APPLICATION, 2019–2027 (\$BILLION)

TABLE 44.CANADA CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY INDUSTRY VERTICAL, 2019–2027 (\$BILLION)

TABLE 45.EUROPE CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY COMPONENT, 2019–2027 (\$BILLION)

TABLE 46.EUROPE CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY DEPLOYMENT MODEL, 2019–2027 (\$BILLION)

TABLE 47.EUROPE CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY ENTERPRISE SIZE, 2019–2027 (\$BILLION)

TABLE 48.EUROPE CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY APPLICATION, 2019–2027 (\$BILLION)

TABLE 49.EUROPE CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY INDUSTRY VERTICAL, 2019–2027 (\$BILLION)

TABLE 50.EUROPE CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY COUNTRY, 2019–2027 (\$BILLION)

TABLE 51.UK CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY COMPONENT, 2019–2027 (\$BILLION)

TABLE 52.UK CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY DEPLOYMENT MODEL, 2019–2027 (\$BILLION)

TABLE 53.UK CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY ENTERPRISE SIZE, 2019–2027 (\$BILLION)

TABLE 54.UK CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY APPLICATION, 2019–2027 (\$BILLION)

TABLE 55.UK CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY INDUSTRY VERTICAL, 2019–2027 (\$BILLION)

TABLE 56.GERMANY CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY COMPONENT, 2019–2027 (\$BILLION)

TABLE 57.GERMANY CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY

DEPLOYMENT MODEL, 2019–2027 (\$BILLION)

TABLE 58.GERMANY CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY ENTERPRISE SIZE, 2019–2027 (\$BILLION)

TABLE 59.GERMANY CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY APPLICATION, 2019–2027 (\$BILLION)

TABLE 60.GERMANY GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY INDUSTRY VERTICAL, 2019–2027 (\$BILLION)

TABLE 61.FRANCE CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY COMPONENT, 2019–2027 (\$BILLION)

TABLE 62.FRANCE CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY DEPLOYMENT MODEL, 2019–2027 (\$BILLION)

TABLE 63.FRANCE CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY ENTERPRISE SIZE, 2019–2027 (\$BILLION)

TABLE 64.FRANCE CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY APPLICATION, 2019–2027 (\$BILLION)

TABLE 65.FRANCE CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY INDUSTRY VERTICAL, 2019–2027 (\$BILLION)

TABLE 66.SPAIN CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY COMPONENT, 2019–2027 (\$BILLION)

TABLE 67.SPAIN CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY DEPLOYMENT MODEL, 2019–2027 (\$BILLION)

TABLE 68.SPAIN CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY ENTERPRISE SIZE, 2019–2027 (\$BILLION)

TABLE 69.SPAIN CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY APPLICATION, 2019–2027 (\$BILLION)

TABLE 70.SPAIN CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY INDUSTRY VERTICAL, 2019–2027 (\$BILLION)

TABLE 71.ITALY CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY COMPONENT, 2019–2027 (\$BILLION)

TABLE 72.ITALY CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY DEPLOYMENT MODEL, 2019–2027 (\$BILLION)

TABLE 73.ITALY CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY ENTERPRISE SIZE, 2019–2027 (\$BILLION)

TABLE 74.ITALY CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY APPLICATION, 2019–2027 (\$BILLION)

TABLE 75.ITALY CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY INDUSTRY VERTICAL, 2019–2027 (\$BILLION)

TABLE 76.REST OF EUROPE CUSTOMER RELATIONSHIP MANAGEMENT MARKET BY COMPONENT, 2019–2027 (\$BILLION)

TABLE 77.REST OF EUROPE CUSTOMER RELATIONSHIP MANAGEMENT MARKET BY DEPLOYMENT MODEL, 2019–2027 (\$BILLION)

TABLE 78.REST OF EUROPE CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY ENTERPRISE SIZE, 2019–2027 (\$BILLION)

TABLE 79.REST OF EUROPE CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY APPLICATION, 2019–2027 (\$BILLION)

TABLE 80.REST OF EUROPE CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY INDUSTRY VERTICAL, 2019–2027 (\$BILLION)

TABLE 81.ASIA-PACIFIC CUSTOMER RELATIONSHIP MANAGEMENT MARKET BY COMPONENT, 2019–2027 (\$BILLION)

TABLE 82.ASIA-PACIFIC CUSTOMER RELATIONSHIP MANAGEMENT MARKET BY DEPLOYMENT MODEL, 2019–2027 (\$BILLION)

TABLE 83.ASIA-PACIFIC CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY ENTERPRISE SIZE, 2019–2027 (\$BILLION)

TABLE 84.ASIA-PACIFIC CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY APPLICATION, 2019–2027 (\$BILLION)

TABLE 85.ASIA-PACIFIC CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY INDUSTRY VERTICAL, 2019–2027 (\$BILLION)

TABLE 86.ASIA-PACIFIC CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY COUNTRY, 2019–2027 (\$BILLION)

TABLE 87.JAPAN CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY COMPONENT, 2019–2027 (\$BILLION)

TABLE 88.JAPAN CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY DEPLOYMENT MODEL, 2019–2027 (\$BILLION)

TABLE 89.JAPAN CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY ENTERPRISE SIZE, 2019–2027 (\$BILLION)

TABLE 90.JAPAN CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY APPLICATION, 2019–2027 (\$BILLION)

TABLE 91.JAPAN CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY INDUSTRY VERTICAL, 2019–2027 (\$BILLION)

TABLE 92.CHINA CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY COMPONENT, 2019–2027 (\$BILLION)

TABLE 93.CHINA CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY DEPLOYMENT MODEL, 2019–2027 (\$BILLION)

TABLE 94.CHINA CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY ENTERPRISE SIZE, 2019–2027 (\$BILLION)

TABLE 95.CHINA CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY APPLICATION, 2019–2027 (\$BILLION)

TABLE 96.CHINA CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY

INDUSTRY VERTICAL, 2019–2027 (\$BILLION)

TABLE 97.AUSTRALIA CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY COMPONENT, 2019–2027 (\$BILLION)

TABLE 98.AUSTRALIA CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY DEPLOYMENT MODEL, 2019–2027 (\$BILLION)

TABLE 99.AUSTRALIA CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY ENTERPRISE SIZE, 2019–2027 (\$BILLION)

TABLE 100.AUSTRALIA CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY APPLICATION, 2019–2027 (\$BILLION)

TABLE 101.AUSTRALIA CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY INDUSTRY VERTICAL, 2019–2027 (\$BILLION)

TABLE 102.INDIA CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY COMPONENT, 2019–2027 (\$BILLION)

TABLE 103.INDIA CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY DEPLOYMENT MODEL, 2019–2027 (\$BILLION)

TABLE 104.INDIA CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY ENTERPRISE SIZE, 2019–2027 (\$BILLION)

TABLE 105.INDIA CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY APPLICATION, 2019–2027 (\$BILLION)

TABLE 106.INDIA CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY INDUSTRY VERTICAL, 2019–2027 (\$BILLION)

TABLE 107.SOUTH KOREA CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY COMPONENT, 2019–2027 (\$BILLION)

TABLE 108.SOUTH KOREA CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY DEPLOYMENT MODEL, 2019–2027 (\$BILLION)

TABLE 109.SOUTH KOREA CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY ENTERPRISE SIZE, 2019–2027 (\$BILLION)

TABLE 110.SOUTH KOREA CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY APPLICATION, 2019–2027 (\$BILLION)

TABLE 111.SOUTH KOREA CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY INDUSTRY VERTICAL, 2019–2027 (\$BILLION)

TABLE 112.REST OF GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET, COMPONENT, 2019–2027 (\$BILLION)

TABLE 113.REST OF GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT MARKET, DEPLOYMENT MODEL, 2019–2027 (\$BILLION)

TABLE 114.REST OF ASIA-PACIFIC CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY DEPLOYMENT MODEL, 2019–2027 (\$BILLION)

TABLE 115.REST OF ASIA-PACIFIC CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY APPLICATION, 2019–2027 (\$BILLION)

TABLE 116.REST OF ASIA-PACIFIC CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY INDUSTRY VERTICAL, 2019–2027 (\$BILLION)

TABLE 117.LAMEA CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY COMPONENT, 2019–2027 (\$BILLION)

TABLE 118.LAMEA CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY DEPLOYMENT MODEL, 2019–2027 (\$BILLION)

TABLE 119.LAMEA CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY ENTERPRISE SIZE, 2019–2027 (\$BILLION)

TABLE 120.LAMEA CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY APPLICATION, 2019–2027 (\$BILLION)

TABLE 121.LAMEA CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY INDUSTRY VERTICAL, 2019–2027 (\$BILLION)

TABLE 122.LATIN AMERICA CUSTOMER RELATIONSHIP MANAGEMENT MARKET, BY COMPONENT, 2019–2027 (\$BILLION)

TABLE 123.LATIN AMERICA CUSTOMER RELATIONSHIP MANAGEME

I would like to order

Product name: Customer Relationship Management Market by Component (Software and Service), Deployment Model (On-premise, Cloud, and Hybrid) Organization size (Large Scale, Small & Medium Size Enterprise) Application (Customer Service, Customer, Experience Management, CRM Analytics, Marketing Automation, Salesforce Automation and Others), and Industry Vertical (BFSI, Healthcare, Energy & Utility, IT & Telecommunication, Retail & E-commerce, Manufacturing, Government & Defense , Media & Entertainment and Others): Global Opportunity Analysis and Industry Forecast, 2020-2027

Product link: <https://marketpublishers.com/r/C233D6A83677EN.html>

Price: US\$ 6,169.00 (Single User License / Electronic Delivery)

If you want to order Corporate License or Hard Copy, please, contact our Customer Service:

info@marketpublishers.com

Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/C233D6A83677EN.html>