

Global Queue Management System Market by Component (Solution and Services), Application (Reporting and Analytics, Appointment Management, Customer Service, Query Handling, In-Store Management and others), Queue Type (Linear and virtual), Organization Size (Small and Medium enterprises and large enterprises), Deployment Mode (On premises and Cloud)Regional Forecasts 2021-2027

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Abstracts

Global Queue Management System Market is valued approximately at USD 0.5 billion in 2020 and is anticipated to grow with a healthy growth rate of more than 4% over the forecast period 2021-2027. The queue management system is a computerized system designed to handle walk-in facilities and customer traffic in department stores, train stations, airports, and bus stops. The framework offers an integrated interface for managing consumer experiences through the use of an interactive monitor on a store computer. It is an adaptive device that assists in the management of people queues in order to better serve consumers. This system is used by most department stores and airports to manage queues from various locations and in various situations. A queue management system (QMS) enables a company to identify inefficiencies in its queues and correct them on a continuous basis to ensure a reliably productive service. The advantages of a quality management system can be experienced in the organization, from increased customer loyalty to increased efficiency. For instance, according to a survey by VersionX, 78% of customers agree that they like to be in control of when they want to be serviced. Furthermore, In September 2020, Qmatic has published and upgraded Health Level 7 (HL7) middleware module, launched a new kit offering for

healthcare. The new health care product from Qmatic supports the three traditional medical, pre-arrival, check-in and care fluxes, enabling health care professionals, from check-in to check-out, walk-ins and emergency patients. However, high setup costs for queue management system may impede market growth over the forecast period of 2021-2027.

North America is estimated to hold the largest size in the QMS market owing to growing healthcare and life science in the region. However, APAC is expected to have the fastest growth rate during the forecast period due to the growing need for QMS solutions to manage large customer queues and reduce waiting time for better customer experience.

Major market player included in this report are:

Business Automation
Core Mobile
AKIS Technologies
Xtreme Media
ATT Systems
Advantech
Lavi Industries
OnlineToken
QLess
Qmatic

The objective of the study is to define market sizes of different segments & countries in recent years and to forecast the values to the coming eight years. The report is designed to incorporate both qualitative and quantitative aspects of the industry within each of the regions and countries involved in the study. Furthermore, the report also caters the detailed information about the crucial aspects such as driving factors & challenges which will define the future growth of the market. Additionally, the report shall also incorporate available opportunities in micro markets for stakeholders to invest along with the detailed analysis of competitive landscape and product offerings of key players. The detailed segments and sub-segment of the market are explained below:

By Component:

Software

Services

By Queue Type:

Linear Queue

Virtual Queue

By Deployment Mode:

ON premises

Cloud

By Application:

Reporting and Analytics

Appointment Management

Customer Service

Query Handling

In-Store Management

Others

By organisation Size:

Large Enterprises

Small and Medium-sized Enterprises (SMEs)

By Region:

North America

U.S.

Canada

Europe

UK

Germany

France

Spain

Italy

ROE

Asia Pacific

China

India

Japan

Australia

South Korea

RoAPAC

Latin America

Brazil

Mexico
Rest of the World

Furthermore, years considered for the study are as follows:

Historical year – 2018, 2019
Base year – 2020
Forecast period – 2021 to 2027.

Target Audience of the Global Queue Management System Market in Market Study:

Key Consulting Companies & Advisors
Large, medium-sized, and small enterprises
Venture capitalists
Value-Added Resellers (VARs)
Third-party knowledge providers
Investment bankers
Investors

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