

AI and Automation in IT Support Market - 2024-2032

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Abstracts

The AI and Automation in IT Support Market was valued at US\$ 26.38 billion in 2024 and is anticipated to reach US\$ 210.86 billion by 2032, at a CAGR of 0.2967 from 2026 to 2032.

The report delivers in-depth insights into key market dynamics, including regional growth trends, market segmentation, CAGR projections, and the revenue performance of leading industry players. It also highlights major growth drivers shaping the market landscape. Designed to provide a clear and comprehensive perspective, the report offers a detailed view of the current market size in terms of both value and volume, along with emerging opportunities and the overall development outlook of the AI and Automation in IT Support Market.

This report delivers a comprehensive overview of the AI and Automation in IT Support Market, with both quantitative and qualitative analyses, to help readers develop growth strategies, assess the competitive landscape, evaluate their position in the current market, and make informed business decisions regarding AI and Automation in IT Support Market. The AI and Automation in IT Support Market size, estimates, and forecasts are provided in terms of output/shipments (K MT) and revenue (US\$ millions), with 2025 as the base year and historical and forecast data for 2024–2032.

AI and Automation in IT Support Market Scope:

By Component

Solutions

Service

By Deployment Mode

On-Premises

Cloud-Based

By Technology

Machine Learning

Natural Language Processing (NLP)

Computer Vision

Robotic Process Automation (RPA)

Generative AI

Others

By Application

IT Helpdesk Automation

Network Monitoring & Management

Incident Detection & Resolution

Software Testing & Quality Assurance

IT Asset & Configuration Management

Security & Threat Management

Others

By Organization Size

Small & Medium Enterprises (SMEs)

Large Enterprises

By End-User

BFSI

IT & Telecom

Healthcare

Retail & E-commerce

Manufacturing

Government & Public Sector

Others

Key Players

IBM Corporation

Microsoft Corporation

Google LLC

Oracle Corporation

Cisco Systems, Inc.

ServiceNow, Inc.

BMC Software, Inc.

Splunk Inc.

Capgemini SE

Cognizant Technology Solutions LIST NOT EXHAUSTIVE

Major Highlights

This report delivers a comprehensive overview of the AI and Automation in IT Support Market, with both quantitative and qualitative analyses, to help readers develop growth strategies, assess the competitive landscape, evaluate their position in the current market, and make informed business decisions regarding AI and Automation in IT Support Market. The AI and Automation in IT Support Market size, estimates, and forecasts are provided in terms of output/shipments (K Sqm) and revenue (US\$ millions), with 2025 as the base year and historical and forecast data for 2024–2032.

This report will assist keyword manufacturers, new entrants, and companies across the industry value chain with information on revenues, production, and average prices for the overall market and its sub-segments, by company, by Type, by Application, and by region.

Regional Analysis:

North America (U.S., Canada, Mexico)

Europe (U.K., Italy, Germany, Russia, France, Spain, The Netherlands and Rest of Europe)

Asia-Pacific (India, Japan, China, South Korea, Australia, Indonesia Rest of Asia Pacific)

South America (Colombia, Brazil, Argentina, Rest of South America)

Middle East & Africa (Saudi Arabia, U.A.E., South Africa, Rest of Middle East & Africa)

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Target Audience 2026

Manufacturers/ Buyers

Industry Investors/Investment Bankers

Research Professionals

Emerging Companies

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