

Global IT Service Management (ITSM) Software Competitive Landscape Professional Research Report 2025

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Abstracts

Market Overview

According to DIResearch's in-depth investigation and research, the global IT Service Management (ITSM) Software market size will reach 12,562 Million USD in 2025 and is projected to reach 34,321 Million USD by 2032, with a CAGR of 15.44% (2025-2032). Notably, the China IT Service Management (ITSM) Software market has changed rapidly in the past few years. By 2025, China's market size is expected to be Million USD, representing approximately % of the global market share.

Research Summary

IT Service Management (ITSM) software is a comprehensive suite of tools and applications designed to streamline and optimize the delivery and management of IT services within an organization. ITSM software encompasses various processes and practices that help IT teams align their services with business needs, enhance operational efficiency, and ensure a high level of customer satisfaction. These tools typically include functionalities for incident management, change management, problem resolution, asset management, and service desk operations. ITSM software often adheres to industry best practices, such as the ITIL (Information Technology Infrastructure Library) framework, to guide the implementation and improvement of IT service processes. The goal of ITSM software is to facilitate a structured and integrated approach to IT service delivery, promoting collaboration, transparency, and continuous improvement within the IT organization.

The major global suppliers of IT Service Management (ITSM) Software include

ServiceNow, Atlassian, Ivanti (HEAT Software), IBM, CA Technologies, BMC Software, ASG Software, Axios Systems, SAP, Cherwell Software, Micro Focus (Formerly HPE), Freshworks, Ultimo Software, Epicor, Samanage, TOPdesk, Agiloft Service, Symantec, SysAid, SolarWinds, Autotask, etc. The global players competition landscape in this report is divided into three tiers. The first tier comprises global leading enterprises that command a substantial market share, hold a dominant industry position, possess strong competitiveness and influence, and generate significant revenue. The second tier includes companies with a notable market presence and reputation; these firms actively follow industry leaders in product, service, or technological innovation and maintain a moderate revenue scale. The third tier consists of smaller companies with limited market share and lower brand recognition, primarily focused on local markets and generating comparatively lower revenue.

This report studies the market size, price trends and future development prospects of IT Service Management (ITSM) Software. Focus on analysing the market share, product portfolio, prices, sales, revenue and gross profit margin of global major suppliers, as well as the market status and trends of different product types and applications in the global IT Service Management (ITSM) Software market. The report data covers historical data from 2020 to 2024, based year in 2025 and forecast data from 2026 to 2032.

The regions and countries in the report include North America, Europe, China, APAC (excl. China), Latin America and Middle East and Africa, covering the IT Service Management (ITSM) Software market conditions and future development trends of key regions and countries, combined with industry-related policies and the latest technological developments, analyze the development characteristics of IT Service Management (ITSM) Software industries in various regions and countries, help companies understand the development characteristics of each region, help companies formulate business strategies, and achieve the ultimate goal of the company's global development strategy.

The data sources of this report mainly include the National Bureau of Statistics, customs databases, industry associations, corporate financial reports, third-party databases, etc. Among them, macroeconomic data mainly comes from the National Bureau of Statistics, International Economic Research Organization; industry statistical data mainly come from industry associations; company data mainly comes from interviews, public information collection, third-party reliable databases, and price data mainly comes from various markets monitoring database.

Global Key Suppliers of IT Service Management (ITSM) Software Include:

ServiceNow

Atlassian

Ivanti (HEAT Software)

IBM

CA Technologies

BMC Software

ASG Software

Axios Systems

SAP

Cherwell Software

Micro Focus (Formerly HPE)

Freshworks

Ultimo Software

Epicor

Samanage

TOPdesk

Agiloft Service

Symantec

SysAid

SolarWinds

Autotask

IT Service Management (ITSM) Software Product Segment Include:

Cloud-Based

On-Premises

IT Service Management (ITSM) Software Product Application Include:

SMEs

Large Enterprises

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