

# Global ITOM (IT Operations Management) Competitive Landscape Professional Research Report 2025

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## Abstracts

### Market Overview

According to DIResearch's in-depth investigation and research, the global ITOM (IT Operations Management) market size will reach 27,863 Million USD in 2025 and is projected to reach 38,428 Million USD by 2032, with a CAGR of 4.70% (2025-2032). Notably, the China ITOM (IT Operations Management) 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

ITOM (IT Operations Management) refers to the set of practices, processes, and tools used by IT professionals to manage and optimize the performance, availability, and reliability of an organization's IT infrastructure and services. ITOM encompasses a wide range of activities, including monitoring and managing networks, servers, databases, applications, and other IT components. The primary goal of ITOM is to ensure the seamless functioning of IT services, minimize downtime, and proactively address potential issues before they impact business operations. ITOM involves the use of various technologies such as automation, analytics, and artificial intelligence to streamline operations, enhance efficiency, and provide insights into the health and performance of IT systems. Effective ITOM is essential for organizations to meet service-level agreements, maintain a secure and stable IT environment, and align IT operations with overall business objectives.

The major global suppliers of ITOM (IT Operations Management) include ServiceNow, Trianz, Micro Focus, Happiest Minds, BMC Software, NIIT Technologies,

BruckEdwards, Al Maliky, IBM, Broadcom, Pink Elephant, Linium, Cask, OpsRamp, Splunk, PwC, NTT Communications, Melillo, Qatar Computer Services, ArnettGroup, 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 ITOM (IT Operations Management). 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 ITOM (IT Operations Management) 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 ITOM (IT Operations Management) 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 ITOM (IT Operations Management) 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 ITOM (IT Operations Management) Include:

ServiceNow

Trianz

Micro Focus

Happiest Minds

BMC Software

NIIT Technologies

BruckEdwards

Al Maliky

IBM

Broadcom

Pink Elephant

Linium

Cask

OpsRamp

Splunk

PwC

NTT Communications

Melillo

Qatar Computer Services

ArnettGroup

ITOM (IT Operations Management) Product Segment Include:

Service Mapping

Event Management

Cloud Management

ITOM (IT Operations Management) Product Application Include:

Large Enterprises

Small and Medium-sized Enterprises (SMEs)

## **Chapter Scope**

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