

# Customer Relationship Management (CRM) Software: Market Research Report

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## Abstracts

This report analyzes the worldwide markets for Customer Relationship Management (CRM) Software in US\$ Million by the following Types: On-Premise CRM, and SaaS CRM. The Global market is further analyzed by the following Functional Areas: Sales Force Automation, Customer Support, Marketing Automation, and e-commerce. The report provides separate comprehensive analytics for the US, Canada, Japan, Europe, Asia-Pacific, Latin America, and Rest of World. Annual estimates and forecasts are provided for the period 2014 through 2020. Also, a five-year historic analysis is provided for these markets. Market data and analytics are derived from primary and secondary research. Company profiles are primarily based on public domain information including company URLs. The report profiles 188 companies including many key and niche players such as -

Adapt Software Applications, Inc.

Adobe Systems Incorporated

Amdocs, Inc.

Aplicor, Inc.

Aptean

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Oracle Introduces Oracle RightNow Cloud Service  
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Yodle Takes Over Lighthouse Practice Management Group  
TOA Technologies Renews Global Partnership with Amdocs  
NetSuite Takes Over Retail Anywhere  
Infor Acquires TDCI  
Infor Acquires CERTPOINT Systems  
SteelHouse Enters into Partnership with LiveRamp  
InvisibleCRM and SAP Ink OEM Agreement  
InsideView Integrates InsideView CRM Sales Intelligence Platform with SAP Software Products  
Consona Merges with CDC Software to Establish Aptean  
Maximizer Software Inks Agreement with Hubspot  
ADS DataSystems Takes Over THINQ Business Solutions  
SAP to Takeover hybris

SAP to Take Over Ticket-Web

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Aplicor, Inc. (US)

Aptean (US)

Cegedim (US)

Concursive Corporation (US)

Convergys Corp. (US)

Huawei Technologies Co. , Ltd. (China)

Infor Global Solutions, Inc. (US)

Maximizer Software, Inc. (Canada)

Microsoft Corporation (US)

NetSuite, Inc. (US)

Oracle Corp. (US)

The Sage Group plc (UK)

Salesforce. com, Inc. (US)

SAP AG (Germany)

SAS Institute, Inc. (US)

Selligent SA (Belgium)

SplendidCRM Software, Inc. (US)

SugarCRM, Inc. (US)

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## **IV. COMPETITIVE LANDSCAPE**

Total Companies Profiled: 188 (including Divisions/Subsidiaries - 198)

The United States (129)

Canada (11)

Europe (37)

France (1)

Germany (5)

The United Kingdom (14)

Spain (2)

Rest of Europe (15)

Asia-Pacific (Excluding Japan) (18)

Africa (2)

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