

Global Cloud-Based IT Service Management Software Market 2026 by Company, Regions, Type and Application, Forecast to 2032

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Abstracts

According to our (Global Info Research) latest study, the global Cloud-Based IT Service Management Software market size was valued at US\$ 11216 million in 2025 and is forecast to a readjusted size of US\$ 25925 million by 2032 with a CAGR of 12.7% during review period.

Cloud-Based IT Service Management Software refers to a cloud-delivered software platform used to manage enterprise IT service requests, incidents, problems, changes, assets, knowledge bases, service catalogs, ticket workflows, service-level agreements, and automation processes. It is typically sold under a subscription model and consists of a web-based administration console, mobile applications, employee self-service portals, workflow engines, configuration management databases, analytics modules, and integration interfaces with identity management, collaboration tools, IT operations monitoring, DevOps tools, ERP, and HR systems. Major supply and development bases include the United States, Canada, the United Kingdom, Germany, Japan, China, and India, with applications across IT and telecom, financial services, manufacturing, healthcare, government, education, retail, and enterprise shared-service environments.

The growth of the global Cloud-Based IT Service Management Software market is mainly driven by rising enterprise digital-operation complexity, broader adoption of hybrid and multi-cloud architectures, the normalization of remote work, and continued investment in standardized service workflows. As enterprise service management expands from IT support to HR, finance, procurement, legal, facilities, and other shared-service functions, cloud ITSM software is evolving from a ticketing system into a cross-departmental service delivery platform. AI, intelligent knowledge bases, automatic assignment, incident prediction, virtual agents, and low-code workflow orchestration are

becoming key competitive features, helping enterprises reduce response time, lower repetitive ticket volume, and improve SLA fulfillment. For medium and large enterprises, cloud deployment also reduces local infrastructure investment, improves upgrade efficiency, and supports multi-region, multi-team, and multilingual service management.

The main market challenges are data security, privacy compliance, integration complexity, and customer migration costs. Large enterprises often operate multiple monitoring, asset, identity, DevOps, and collaboration systems, so cloud ITSM platforms must be deeply integrated with existing architectures, making implementation cycles and process redesign costs material. At the same time, financial services, healthcare, government, and critical-infrastructure sectors have stricter requirements for data sovereignty, access control, audit trails, and business continuity, requiring vendors to provide stronger security certifications, regional deployment options, permission governance, and disaster recovery capabilities. In terms of downstream demand, IT and telecom, financial services, manufacturing, healthcare, and the public sector remain the main purchasing industries, while cloud migration among SMEs and large enterprise groups in Asia-Pacific will continue to expand incremental demand. However, intensifying competition, price transparency, functional convergence, and platform lock-in concerns will push buyers to focus more closely on total cost of ownership, scalability, and substitutability.

This report is a detailed and comprehensive analysis for global Cloud-Based IT Service Management Software market. Both quantitative and qualitative analyses are presented by company, by region & country, by Type and by Application. As the market is constantly changing, this report explores the competition, supply and demand trends, as well as key factors that contribute to its changing demands across many markets. Company profiles and product examples of selected competitors, along with market share estimates of some of the selected leaders for the year 2025, are provided.

Key Features:

Global Cloud-Based IT Service Management Software market size and forecasts, in consumption value (\$ Million), 2021-2032

Global Cloud-Based IT Service Management Software market size and forecasts by region and country, in consumption value (\$ Million), 2021-2032

Global Cloud-Based IT Service Management Software market size and forecasts, by

Type and by Application, in consumption value (\$ Million), 2021-2032

Global Cloud-Based IT Service Management Software market shares of main players, in revenue (\$ Million), 2021-2026

The Primary Objectives in This Report Are:

To determine the size of the total market opportunity of global and key countries

To assess the growth potential for Cloud-Based IT Service Management Software

To forecast future growth in each product and end-use market

To assess competitive factors affecting the marketplace

This report profiles key players in the global Cloud-Based IT Service Management Software market based on the following parameters - company overview, revenue, gross margin, product portfolio, geographical presence, and key developments. Key companies covered as a part of this study include ServiceNow, Inc., Atlassian Corporation, BMC Helix, Ivanti, OpenText Corporation, Broadcom Inc., Freshworks Inc., Zoho Corporation, SolarWinds Corporation, IFS, etc.

This report also provides key insights about market drivers, restraints, opportunities, new product launches or approvals.

Market segmentation

Cloud-Based IT Service Management Software market is split by Type and by Application. For the period 2021-2032, the growth among segments provides accurate calculations and forecasts for Consumption Value by Type and by Application. This analysis can help you expand your business by targeting qualified niche markets.

Market segment by Type

IT Service Desk

IT Asset Management

IT Operations Management

Others

Market segment by Deployment Mode

Public Cloud

Private Cloud

Hybrid Cloud

Market segment by End User Industry

IT and Telecom

Banking Financial Services and Insurance

Government and Public Sector

Others

Market segment by Customer Type

Direct Enterprise Customers

Managed Service Providers

Public Institutions

Others

Market segment by Application

Large Enterprises

Small and Medium Enterprises

Market segment by players, this report covers

ServiceNow, Inc.

Atlassian Corporation

BMC Helix

Ivanti

OpenText Corporation

Broadcom Inc.

Freshworks Inc.

Zoho Corporation

SolarWinds Corporation

IFS

EasyVista

TOPdesk

Xurrent

SysAid Technologies

TeamDynamix

Halo Service Solutions

Alemba

InvGate

USU Software AG

Salesforce, Inc.

Nomura Research Institute, Ltd.

UNIRITA Inc.

Guangzhou CanWay Technology Co., Ltd.

UWinTech Co., Ltd.

Galaxy Software Services Corporation

Market segment by regions, regional analysis covers

North America (United States, Canada and Mexico)

Europe (Germany, France, UK, Russia, Italy and Rest of Europe)

Asia-Pacific (China, Japan, South Korea, India, Southeast Asia and Rest of Asia-Pacific)

South America (Brazil, Rest of South America)

Middle East & Africa (Turkey, Saudi Arabia, UAE, Rest of Middle East & Africa)

The content of the study subjects, includes a total of 13 chapters:

Chapter 1, to describe Cloud-Based IT Service Management Software product scope, market overview, market estimation caveats and base year.

Chapter 2, to profile the top players of Cloud-Based IT Service Management Software, with revenue, gross margin, and global market share of Cloud-Based

IT Service Management Software from 2021 to 2026.

Chapter 3, the Cloud-Based IT Service Management Software competitive situation, revenue, and global market share of top players are analyzed emphatically by landscape contrast.

Chapter 4 and 5, to segment the market size by Type and by Application, with consumption value and growth rate by Type, by Application, from 2021 to 2032.

Chapter 6, 7, 8, 9, and 10, to break the market size data at the country level, with revenue and market share for key countries in the world, from 2021 to 2026. and Cloud-Based IT Service Management Software market forecast, by regions, by Type and by Application, with consumption value, from 2027 to 2032.

Chapter 11, market dynamics, drivers, restraints, trends, Porters Five Forces analysis.

Chapter 12, the key raw materials and key suppliers, and industry chain of Cloud-Based IT Service Management Software.

Chapter 13, to describe Cloud-Based IT Service Management Software research findings and conclusion.

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