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Global Customer Relationship Management (CRM) Software Market 2018 by Manufacturers, Countries, Type and Application, Forecast to 2023

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Abstracts

Customer relationship management (CRM) software refers to a type of enterprise software that comprises a wide range of applications as well as software that will aid companies in managing customer interaction, support, and data, automating sales and marketing, and accessing and managing key business information with respect to partners, vendors, and employees.

SCOPE OF THE REPORT:

This report studies the Customer Relationship Management (CRM) Software market status and outlook of Global and major regions, from angles of players, countries, product types and end industries; this report analyzes the top players in global market, and splits the Customer Relationship Management (CRM) Software market by product type and applications/end industries.
The global CRM software market is dominated by SAP AG, SalesForce.Com, and Oracle. Of these three, SAP AG has emerged as the leader over the years, accounting for a 20% share of the overall CRM software market. Other participants playing a significant role in the growth of the CRM software market include Adobe Systems Incorporated, Microsoft Corporation, The International Business Machines Corporation (IBM), Amdocs, and SAS Institute.
The global Customer Relationship Management (CRM) Software market is valued at xx million USD in 2017 and is expected to reach xx million USD by the end of 2023, growing at a CAGR of xx% between 2017 and 2023.

The Asia-Pacific will occupy for more market share in following years, especially in China, also fast growing India and Southeast Asia regions.

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North America, especially The United States, will still play an important role which cannot be ignored. Any changes from United States might affect the development trend of Customer Relationship Management (CRM) Software.

Europe also play important roles in global market, with market size of xx million USD in 2017 and will be xx million USD in 2023, with a CAGR of xx%.

Market Segment by Companies, this report covers

IBM Corp.

Oracle Corp.

Wipro Limited

Tata Consultancy Services Limited

Microsoft Inc.

Salesforce.com Inc.

NetSuite Inc.

Nimble Inc.

SugarCRM Inc.

SAP SE

Amdocs Ltd.

Sage CRM Solutions Ltd.

Ramco Systems Ltd.

Market Segment by Regions, regional analysis covers

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North America (United States, Canada and Mexico)

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

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

South America (Brazil, Argentina, Colombia)

Middle East and Africa (Saudi Arabia, UAE, Egypt, Nigeria and South Africa)

Market Segment by Type, covers

Cloud

On-Premises

Market Segment by Applications, can be divided into

BFSI

Government

Retail

Healthcare

Manufacturing

Other Applications

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