

# Global IT Service Management (ITSM) Software Market 2018 by Manufacturers, Countries, Type and Application, Forecast to 2023

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## Abstracts

IT Service Management (ITSM) is a process-based practice that mainly deliver satisfactory service to the end user customer. It is intended to align the delivery of information technology (IT) services with needs of the enterprise, emphasizing benefits to customers.

### SCOPE OF THE REPORT:

This report studies the IT Service Management (ITSM) 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 IT Service Management (ITSM) Software market by product type and applications/end industries.

The key consumption markets locate at developed countries. The USA takes the market share of 43.6% in 2017, followed by EU with 29.7%. China's consumption market has a quicker growing speed, with a market share of 8.48%.

The global IT Service Management (ITSM) Software market is valued at 1810 million USD in 2017 and is expected to reach 3600 million USD by the end of 2023, growing at a CAGR of 12.1% 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.

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 IT Service Management (ITSM) 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

ServiceNow

Atlassian

Ivanti (HEAT Software)

IBM

CA Technologies

BMC Software

ASG Software

Axios Systems

SAP

Cherwell Software

Micro Focus (Formerly HPE)

Freshworks

Ultimo

Epicor

TOPdesk

Samanage

Agiloft Service

Symantec

SysAid

SolarWinds

Autotask

Market Segment by Regions, regional analysis covers

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-based

On-Premises

Market Segment by Applications, can be divided into

SMEs

Large Enterprises

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## Market Forecast (2018-2023)

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