

Global IT Service Management (ITSM) Supply, Demand and Key Producers, 2026-2032

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Abstracts

The global IT Service Management (ITSM) market size is expected to reach \$ 35517 million by 2032, rising at a market growth of 14.6% CAGR during the forecast period (2026-2032).

IT Service Management (ITSM) refers to a management discipline, process framework, and software enabled capability used by enterprises and organizations to plan, deliver, support, operate, improve, and govern information technology services. As a market research object, ITSM is usually measured through commercial ITSM software, ITSM platforms, ITSM tools, and ITSM solutions. Core functions include service desk, ticket management, incident management, service request management, problem management, change management, release management, knowledge base, service catalog, service level management, configuration management database, workflow automation, and reporting analytics.

ITSM mainly serves enterprise IT departments, managed service providers, financial institutions, government agencies, healthcare organizations, manufacturing enterprises, telecom operators, and large group organizations. Its product forms are mainly cloud subscription, on premises deployment, and hybrid deployment, with major vendors concentrated in the United States, Europe, India, Japan, China, and other regions. Unlike pure IT outsourcing or consulting services, the ITSM market in this report mainly refers to the software, platform, and solution scope that generates commercial software revenue.

The global IT Service Management market is evolving from traditional service desk and ticket handling systems into an important foundation capability for enterprise digital operations and information technology governance. As cloud computing, hybrid work,

cybersecurity, artificial intelligence, and business continuity requirements continue to rise, enterprise IT departments are facing greater system complexity, higher service response pressure, and stronger cross departmental collaboration needs. ITSM integrates incidents, requests, changes, problems, knowledge bases, service catalogs, service levels, and configuration management into unified workflows, helping organizations improve service transparency, shorten incident response time, reduce manual processing costs, and shift IT service from reactive support to proactive governance. Industries such as finance, telecom, healthcare, government, manufacturing, and professional services have high requirements for system stability, compliance, and service experience, forming a solid demand base for sustained global market growth.

At the same time, the market faces challenges including implementation complexity, customer migration costs, data security, excessive process customization, and technical debt. Large scale ITSM projects usually need to integrate deeply with identity management, asset management, monitoring systems, DevOps tools, cybersecurity platforms, and enterprise collaboration systems, resulting in longer project cycles and higher requirements for process governance and platform operations. Small and medium sized enterprises place greater emphasis on deployment speed, subscription cost, and ease of use, supporting the growth of lightweight cloud service desks and modular service management tools. Looking ahead, AI assisted ticket routing, automated remediation, knowledge recommendation, low code workflow orchestration, configuration data governance, and cross departmental service process expansion will become key areas of competition. Vendors with strong platform ecosystems, industry templates, and integration capabilities are expected to capture stronger long term growth opportunities.

This report studies the global IT Service Management (ITSM) demand, key companies, and key regions.

This report is a detailed and comprehensive analysis of the world market for IT Service Management (ITSM), and provides market size (US\$ million) and Year-over-Year (YoY) growth, considering 2025 as the base year. This report explores demand trends and competition, as well as details the characteristics of IT Service Management (ITSM) that contribute to its increasing demand across many markets.

Highlights and key features of the study

Global IT Service Management (ITSM) total market, 2021-2032, (USD Million)

Global IT Service Management (ITSM) total market by region & country, CAGR,

2021-2032, (USD Million)

U.S. VS China: IT Service Management (ITSM) total market, key domestic companies, and share, (USD Million)

Global IT Service Management (ITSM) revenue by player, revenue and market share 2021-2026, (USD Million)

Global IT Service Management (ITSM) total market by Type, CAGR, 2021-2032, (USD Million)

Global IT Service Management (ITSM) total market by Application, CAGR, 2021-2032, (USD Million)

This report profiles major players in the global IT Service Management (ITSM) 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, Inc., Ivanti, Inc., Freshworks Inc., Zoho Corporation Pvt. Ltd., SolarWinds Corporation, OpenText Corporation, Broadcom Inc., TOPdesk Nederland B.V., etc.

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

Stakeholders would have ease in decision-making through various strategy matrices used in analyzing the world IT Service Management (ITSM) market

Detailed Segmentation:

Each section contains quantitative market data including market by value (US\$ Millions), by player, by regions, by Type, and by Application. Data is given for the years 2021-2032 by year with 2025 as the base year, 2026 as the estimate year, and 2027-2032 as the forecast year.

Global IT Service Management (ITSM) Market, By Region:

United States

China

Europe

Japan

South Korea

ASEAN

India

Rest of World

Global IT Service Management (ITSM) Market, Segmentation by Type:

Software Platform

Professional Services

Managed and Support Services

Global IT Service Management (ITSM) Market, Segmentation by Deployment Model:

Cloud Based

On Premises

Hybrid Deployment

Global IT Service Management (ITSM) Market, Segmentation by Industry Vertical:

Information Technology and Telecom

Banking Financial Services and Insurance

Healthcare and Life Sciences

Others

Global IT Service Management (ITSM) Market, Segmentation by Pricing Model:

Subscription Based

Perpetual License

Usage Based

Others

Global IT Service Management (ITSM) Market, Segmentation by Application:

Large Enterprises

Medium Enterprises

Small Enterprises

Companies Profiled:

ServiceNow, Inc.

Atlassian Corporation

BMC Helix, Inc.

Ivanti, Inc.

Freshworks Inc.

Zoho Corporation Pvt. Ltd.

SolarWinds Corporation

OpenText Corporation

Broadcom Inc.

TOPdesk Nederland B.V.

Matrix42 GmbH

EasyVista S.A.S.

Halo Service Solutions Ltd.

SysAid Technologies Ltd.

IFS AB

InvGate Inc.

Xurrent, Inc.

Nomura Research Institute, Ltd.

STEG Co., Ltd.

EverestIMS Technologies Pvt. Ltd.

Cloudwise (Beijing) Technology Co., Ltd.

Beijing UYUN Technology Co., Ltd.

Guangzhou Canway Technology Co., Ltd.

Beijing Ultrapower Software Co., Ltd.

Shanghai ZKNOW Technology Co., Ltd.

Key Questions Answered

1. How big is the global IT Service Management (ITSM) market?
2. What is the demand of the global IT Service Management (ITSM) market?
3. What is the year over year growth of the global IT Service Management (ITSM) market?

4. What is the total value of the global IT Service Management (ITSM) market?
5. Who are the Major Players in the global IT Service Management (ITSM) market?
6. What are the growth factors driving the market demand?

Contents

1 SUPPLY SUMMARY

1.1 IT Service Management (ITSM) Introduction

1.2 World IT Service Management (ITSM) Market Size & Forecast (2021 & 2025 & 2032)

1.3 World IT Service Management (ITSM) Total Market by Region (by Headquarter Location)

1.3.1 World IT Service Management (ITSM) Market Size by Region (2021-2032), (by Headquarter Location)

1.3.2 United States Based Company IT Service Management (ITSM) Revenue (2021-2032)

1.3.3 China Based Company IT Service Management (ITSM) Revenue (2021-2032)

1.3.4 Europe Based Company IT Service Management (ITSM) Revenue (2021-2032)

1.3.5 Japan Based Company IT Service Management (ITSM) Revenue (2021-2032)

1.3.6 South Korea Based Company IT Service Management (ITSM) Revenue (2021-2032)

1.3.7 ASEAN Based Company IT Service Management (ITSM) Revenue (2021-2032)

1.3.8 India Based Company IT Service Management (ITSM) Revenue (2021-2032)

1.4 Market Drivers, Restraints and Trends

1.4.1 IT Service Management (ITSM) Market Drivers

1.4.2 Factors Affecting Demand

1.4.3 Major Market Trends

2 DEMAND SUMMARY

2.1 World IT Service Management (ITSM) Consumption Value (2021-2032)

2.2 World IT Service Management (ITSM) Consumption Value by Region

2.2.1 World IT Service Management (ITSM) Consumption Value by Region (2021-2026)

2.2.2 World IT Service Management (ITSM) Consumption Value Forecast by Region (2027-2032)

2.3 United States IT Service Management (ITSM) Consumption Value (2021-2032)

2.4 China IT Service Management (ITSM) Consumption Value (2021-2032)

2.5 Europe IT Service Management (ITSM) Consumption Value (2021-2032)

2.6 Japan IT Service Management (ITSM) Consumption Value (2021-2032)

2.7 South Korea IT Service Management (ITSM) Consumption Value (2021-2032)

2.8 ASEAN IT Service Management (ITSM) Consumption Value (2021-2032)

2.9 India IT Service Management (ITSM) Consumption Value (2021-2032)

3 WORLD IT SERVICE MANAGEMENT (ITSM) COMPANIES COMPETITIVE ANALYSIS

3.1 World IT Service Management (ITSM) Revenue by Player (2021-2026)

3.2 Industry Rank and Concentration Rate (CR)

3.2.1 Global IT Service Management (ITSM) Industry Rank of Major Players

3.2.2 Global Concentration Ratios (CR4) for IT Service Management (ITSM) in 2025

3.2.3 Global Concentration Ratios (CR8) for IT Service Management (ITSM) in 2025

3.3 IT Service Management (ITSM) Company Evaluation Quadrant

3.4 IT Service Management (ITSM) Market: Overall Company Footprint Analysis

3.4.1 IT Service Management (ITSM) Market: Region Footprint

3.4.2 IT Service Management (ITSM) Market: Company Product Type Footprint

3.4.3 IT Service Management (ITSM) Market: Company Product Application Footprint

3.5 Competitive Environment

3.5.1 Historical Structure of the Industry

3.5.2 Barriers of Market Entry

3.5.3 Factors of Competition

3.6 Mergers & Acquisitions Activity

4 UNITED STATES VS CHINA VS REST OF WORLD (BY HEADQUARTER LOCATION)

4.1 United States VS China: IT Service Management (ITSM) Revenue Comparison (by Headquarter Location)

4.1.1 United States VS China: IT Service Management (ITSM) Revenue Comparison (2021 & 2025 & 2032) (by Headquarter Location)

4.1.2 United States VS China: IT Service Management (ITSM) Revenue Market Share Comparison (2021 & 2025 & 2032)

4.2 United States Based Companies VS China Based Companies: IT Service Management (ITSM) Consumption Value Comparison

4.2.1 United States VS China: IT Service Management (ITSM) Consumption Value Comparison (2021 & 2025 & 2032)

4.2.2 United States VS China: IT Service Management (ITSM) Consumption Value Market Share Comparison (2021 & 2025 & 2032)

4.3 United States Based IT Service Management (ITSM) Companies and Market Share, 2021-2026

4.3.1 United States Based IT Service Management (ITSM) Companies, Headquarters

(States, Country)

4.3.2 United States Based Companies IT Service Management (ITSM) Revenue, (2021-2026)

4.4 China Based Companies IT Service Management (ITSM) Revenue and Market Share, 2021-2026

4.4.1 China Based IT Service Management (ITSM) Companies, Company Headquarters (Province, Country)

4.4.2 China Based Companies IT Service Management (ITSM) Revenue, (2021-2026)

4.5 Rest of World Based IT Service Management (ITSM) Companies and Market Share, 2021-2026

4.5.1 Rest of World Based IT Service Management (ITSM) Companies, Headquarters (Province, Country)

4.5.2 Rest of World Based Companies IT Service Management (ITSM) Revenue (2021-2026)

5 MARKET ANALYSIS BY TYPE

5.1 World IT Service Management (ITSM) Market Size Overview by Type: 2021 VS 2025 VS 2032

5.2 Segment Introduction by Type

5.2.1 Software Platform

5.2.2 Professional Services

5.2.3 Managed and Support Services

5.3 Market Segment by Type

5.3.1 World IT Service Management (ITSM) Market Size by Type (2021-2026)

5.3.2 World IT Service Management (ITSM) Market Size by Type (2027-2032)

5.3.3 World IT Service Management (ITSM) Market Size Market Share by Type (2027-2032)

6 MARKET ANALYSIS BY DEPLOYMENT MODEL

6.1 World IT Service Management (ITSM) Market Size Overview by Deployment Model: 2021 VS 2025 VS 2032

6.2 Segment Introduction by Deployment Model

6.2.1 Cloud Based

6.2.2 On Premises

6.2.3 Hybrid Deployment

6.3 Market Segment by Deployment Model

6.3.1 World IT Service Management (ITSM) Market Size by Deployment Model

(2021-2026)

6.3.2 World IT Service Management (ITSM) Market Size by Deployment Model

(2027-2032)

6.3.3 World IT Service Management (ITSM) Market Size Market Share by Deployment Model (2027-2032)

7 MARKET ANALYSIS BY INDUSTRY VERTICAL

7.1 World IT Service Management (ITSM) Market Size Overview by Industry Vertical: 2021 VS 2025 VS 2032

7.2 Segment Introduction by Industry Vertical

7.2.1 Information Technology and Telecom

7.2.2 Banking Financial Services and Insurance

7.2.3 Healthcare and Life Sciences

7.2.4 Others

7.3 Market Segment by Industry Vertical

7.3.1 World IT Service Management (ITSM) Market Size by Industry Vertical

(2021-2026)

7.3.2 World IT Service Management (ITSM) Market Size by Industry Vertical

(2027-2032)

7.3.3 World IT Service Management (ITSM) Market Size Market Share by Industry Vertical (2027-2032)

8 MARKET ANALYSIS BY PRICING MODEL

8.1 World IT Service Management (ITSM) Market Size Overview by Pricing Model: 2021 VS 2025 VS 2032

8.2 Segment Introduction by Pricing Model

8.2.1 Subscription Based

8.2.2 Perpetual License

8.2.3 Usage Based

8.2.4 Others

8.3 Market Segment by Pricing Model

8.3.1 World IT Service Management (ITSM) Market Size by Pricing Model (2021-2026)

8.3.2 World IT Service Management (ITSM) Market Size by Pricing Model (2027-2032)

8.3.3 World IT Service Management (ITSM) Market Size Market Share by Pricing Model (2027-2032)

9 MARKET ANALYSIS BY APPLICATION

9.1 World IT Service Management (ITSM) Market Size Overview by Application: 2021 VS 2025 VS 2032

9.2 Segment Introduction by Application

9.2.1 Large Enterprises

9.2.2 Medium Enterprises

9.2.3 Small Enterprises

9.3 Market Segment by Application

9.3.1 World IT Service Management (ITSM) Market Size by Application (2021-2026)

9.3.2 World IT Service Management (ITSM) Market Size by Application (2027-2032)

9.3.3 World IT Service Management (ITSM) Market Size Market Share by Application (2021-2032)

10 COMPANY PROFILES

10.1 ServiceNow, Inc.

10.1.1 ServiceNow, Inc. Details

10.1.2 ServiceNow, Inc. Major Business

10.1.3 ServiceNow, Inc. IT Service Management (ITSM) Product and Services

10.1.4 ServiceNow, Inc. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026)

10.1.5 ServiceNow, Inc. Recent Developments/Updates

10.1.6 ServiceNow, Inc. Competitive Strengths & Weaknesses

10.2 Atlassian Corporation

10.2.1 Atlassian Corporation Details

10.2.2 Atlassian Corporation Major Business

10.2.3 Atlassian Corporation IT Service Management (ITSM) Product and Services

10.2.4 Atlassian Corporation IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026)

10.2.5 Atlassian Corporation Recent Developments/Updates

10.2.6 Atlassian Corporation Competitive Strengths & Weaknesses

10.3 BMC Helix, Inc.

10.3.1 BMC Helix, Inc. Details

10.3.2 BMC Helix, Inc. Major Business

10.3.3 BMC Helix, Inc. IT Service Management (ITSM) Product and Services

10.3.4 BMC Helix, Inc. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026)

10.3.5 BMC Helix, Inc. Recent Developments/Updates

10.3.6 BMC Helix, Inc. Competitive Strengths & Weaknesses

10.4 Ivanti, Inc.

10.4.1 Ivanti, Inc. Details

10.4.2 Ivanti, Inc. Major Business

10.4.3 Ivanti, Inc. IT Service Management (ITSM) Product and Services

10.4.4 Ivanti, Inc. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026)

10.4.5 Ivanti, Inc. Recent Developments/Updates

10.4.6 Ivanti, Inc. Competitive Strengths & Weaknesses

10.5 Freshworks Inc.

10.5.1 Freshworks Inc. Details

10.5.2 Freshworks Inc. Major Business

10.5.3 Freshworks Inc. IT Service Management (ITSM) Product and Services

10.5.4 Freshworks Inc. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026)

10.5.5 Freshworks Inc. Recent Developments/Updates

10.5.6 Freshworks Inc. Competitive Strengths & Weaknesses

10.6 Zoho Corporation Pvt. Ltd.

10.6.1 Zoho Corporation Pvt. Ltd. Details

10.6.2 Zoho Corporation Pvt. Ltd. Major Business

10.6.3 Zoho Corporation Pvt. Ltd. IT Service Management (ITSM) Product and Services

10.6.4 Zoho Corporation Pvt. Ltd. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026)

10.6.5 Zoho Corporation Pvt. Ltd. Recent Developments/Updates

10.6.6 Zoho Corporation Pvt. Ltd. Competitive Strengths & Weaknesses

10.7 SolarWinds Corporation

10.7.1 SolarWinds Corporation Details

10.7.2 SolarWinds Corporation Major Business

10.7.3 SolarWinds Corporation IT Service Management (ITSM) Product and Services

10.7.4 SolarWinds Corporation IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026)

10.7.5 SolarWinds Corporation Recent Developments/Updates

10.7.6 SolarWinds Corporation Competitive Strengths & Weaknesses

10.8 OpenText Corporation

10.8.1 OpenText Corporation Details

10.8.2 OpenText Corporation Major Business

10.8.3 OpenText Corporation IT Service Management (ITSM) Product and Services

10.8.4 OpenText Corporation IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026)

- 10.8.5 OpenText Corporation Recent Developments/Updates
- 10.8.6 OpenText Corporation Competitive Strengths & Weaknesses
- 10.9 Broadcom Inc.
 - 10.9.1 Broadcom Inc. Details
 - 10.9.2 Broadcom Inc. Major Business
 - 10.9.3 Broadcom Inc. IT Service Management (ITSM) Product and Services
 - 10.9.4 Broadcom Inc. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026)
 - 10.9.5 Broadcom Inc. Recent Developments/Updates
 - 10.9.6 Broadcom Inc. Competitive Strengths & Weaknesses
- 10.10 TOPdesk Nederland B.V.
 - 10.10.1 TOPdesk Nederland B.V. Details
 - 10.10.2 TOPdesk Nederland B.V. Major Business
 - 10.10.3 TOPdesk Nederland B.V. IT Service Management (ITSM) Product and Services
 - 10.10.4 TOPdesk Nederland B.V. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026)
 - 10.10.5 TOPdesk Nederland B.V. Recent Developments/Updates
 - 10.10.6 TOPdesk Nederland B.V. Competitive Strengths & Weaknesses
- 10.11 Matrix42 GmbH
 - 10.11.1 Matrix42 GmbH Details
 - 10.11.2 Matrix42 GmbH Major Business
 - 10.11.3 Matrix42 GmbH IT Service Management (ITSM) Product and Services
 - 10.11.4 Matrix42 GmbH IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026)
 - 10.11.5 Matrix42 GmbH Recent Developments/Updates
 - 10.11.6 Matrix42 GmbH Competitive Strengths & Weaknesses
- 10.12 EasyVista S.A.S.
 - 10.12.1 EasyVista S.A.S. Details
 - 10.12.2 EasyVista S.A.S. Major Business
 - 10.12.3 EasyVista S.A.S. IT Service Management (ITSM) Product and Services
 - 10.12.4 EasyVista S.A.S. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026)
 - 10.12.5 EasyVista S.A.S. Recent Developments/Updates
 - 10.12.6 EasyVista S.A.S. Competitive Strengths & Weaknesses
- 10.13 Halo Service Solutions Ltd.
 - 10.13.1 Halo Service Solutions Ltd. Details
 - 10.13.2 Halo Service Solutions Ltd. Major Business
 - 10.13.3 Halo Service Solutions Ltd. IT Service Management (ITSM) Product and

Services

10.13.4 Halo Service Solutions Ltd. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026)

10.13.5 Halo Service Solutions Ltd. Recent Developments/Updates

10.13.6 Halo Service Solutions Ltd. Competitive Strengths & Weaknesses

10.14 SysAid Technologies Ltd.

10.14.1 SysAid Technologies Ltd. Details

10.14.2 SysAid Technologies Ltd. Major Business

10.14.3 SysAid Technologies Ltd. IT Service Management (ITSM) Product and Services

10.14.4 SysAid Technologies Ltd. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026)

10.14.5 SysAid Technologies Ltd. Recent Developments/Updates

10.14.6 SysAid Technologies Ltd. Competitive Strengths & Weaknesses

10.15 IFS AB

10.15.1 IFS AB Details

10.15.2 IFS AB Major Business

10.15.3 IFS AB IT Service Management (ITSM) Product and Services

10.15.4 IFS AB IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026)

10.15.5 IFS AB Recent Developments/Updates

10.15.6 IFS AB Competitive Strengths & Weaknesses

10.16 InvGate Inc.

10.16.1 InvGate Inc. Details

10.16.2 InvGate Inc. Major Business

10.16.3 InvGate Inc. IT Service Management (ITSM) Product and Services

10.16.4 InvGate Inc. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026)

10.16.5 InvGate Inc. Recent Developments/Updates

10.16.6 InvGate Inc. Competitive Strengths & Weaknesses

10.17 Xurrent, Inc.

10.17.1 Xurrent, Inc. Details

10.17.2 Xurrent, Inc. Major Business

10.17.3 Xurrent, Inc. IT Service Management (ITSM) Product and Services

10.17.4 Xurrent, Inc. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026)

10.17.5 Xurrent, Inc. Recent Developments/Updates

10.17.6 Xurrent, Inc. Competitive Strengths & Weaknesses

10.18 Nomura Research Institute, Ltd.

- 10.18.1 Nomura Research Institute, Ltd. Details
- 10.18.2 Nomura Research Institute, Ltd. Major Business
- 10.18.3 Nomura Research Institute, Ltd. IT Service Management (ITSM) Product and Services
- 10.18.4 Nomura Research Institute, Ltd. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026)
- 10.18.5 Nomura Research Institute, Ltd. Recent Developments/Updates
- 10.18.6 Nomura Research Institute, Ltd. Competitive Strengths & Weaknesses
- 10.19 STEG Co., Ltd.
 - 10.19.1 STEG Co., Ltd. Details
 - 10.19.2 STEG Co., Ltd. Major Business
 - 10.19.3 STEG Co., Ltd. IT Service Management (ITSM) Product and Services
 - 10.19.4 STEG Co., Ltd. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026)
 - 10.19.5 STEG Co., Ltd. Recent Developments/Updates
 - 10.19.6 STEG Co., Ltd. Competitive Strengths & Weaknesses
- 10.20 EverestIMS Technologies Pvt. Ltd.
 - 10.20.1 EverestIMS Technologies Pvt. Ltd. Details
 - 10.20.2 EverestIMS Technologies Pvt. Ltd. Major Business
 - 10.20.3 EverestIMS Technologies Pvt. Ltd. IT Service Management (ITSM) Product and Services
 - 10.20.4 EverestIMS Technologies Pvt. Ltd. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026)
 - 10.20.5 EverestIMS Technologies Pvt. Ltd. Recent Developments/Updates
 - 10.20.6 EverestIMS Technologies Pvt. Ltd. Competitive Strengths & Weaknesses
- 10.21 Cloudwise (Beijing) Technology Co., Ltd.
 - 10.21.1 Cloudwise (Beijing) Technology Co., Ltd. Details
 - 10.21.2 Cloudwise (Beijing) Technology Co., Ltd. Major Business
 - 10.21.3 Cloudwise (Beijing) Technology Co., Ltd. IT Service Management (ITSM) Product and Services
 - 10.21.4 Cloudwise (Beijing) Technology Co., Ltd. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026)
 - 10.21.5 Cloudwise (Beijing) Technology Co., Ltd. Recent Developments/Updates
 - 10.21.6 Cloudwise (Beijing) Technology Co., Ltd. Competitive Strengths & Weaknesses
- 10.22 Beijing UYUN Technology Co., Ltd.
 - 10.22.1 Beijing UYUN Technology Co., Ltd. Details
 - 10.22.2 Beijing UYUN Technology Co., Ltd. Major Business
 - 10.22.3 Beijing UYUN Technology Co., Ltd. IT Service Management (ITSM) Product

and Services

10.22.4 Beijing UYUN Technology Co., Ltd. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026)

10.22.5 Beijing UYUN Technology Co., Ltd. Recent Developments/Updates

10.22.6 Beijing UYUN Technology Co., Ltd. Competitive Strengths & Weaknesses

10.23 Guangzhou Canway Technology Co., Ltd.

10.23.1 Guangzhou Canway Technology Co., Ltd. Details

10.23.2 Guangzhou Canway Technology Co., Ltd. Major Business

10.23.3 Guangzhou Canway Technology Co., Ltd. IT Service Management (ITSM) Product and Services

10.23.4 Guangzhou Canway Technology Co., Ltd. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026)

10.23.5 Guangzhou Canway Technology Co., Ltd. Recent Developments/Updates

10.23.6 Guangzhou Canway Technology Co., Ltd. Competitive Strengths & Weaknesses

10.24 Beijing Ultrapower Software Co., Ltd.

10.24.1 Beijing Ultrapower Software Co., Ltd. Details

10.24.2 Beijing Ultrapower Software Co., Ltd. Major Business

10.24.3 Beijing Ultrapower Software Co., Ltd. IT Service Management (ITSM) Product and Services

10.24.4 Beijing Ultrapower Software Co., Ltd. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026)

10.24.5 Beijing Ultrapower Software Co., Ltd. Recent Developments/Updates

10.24.6 Beijing Ultrapower Software Co., Ltd. Competitive Strengths & Weaknesses

10.25 Shanghai ZKNOW Technology Co., Ltd.

10.25.1 Shanghai ZKNOW Technology Co., Ltd. Details

10.25.2 Shanghai ZKNOW Technology Co., Ltd. Major Business

10.25.3 Shanghai ZKNOW Technology Co., Ltd. IT Service Management (ITSM) Product and Services

10.25.4 Shanghai ZKNOW Technology Co., Ltd. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026)

10.25.5 Shanghai ZKNOW Technology Co., Ltd. Recent Developments/Updates

10.25.6 Shanghai ZKNOW Technology Co., Ltd. Competitive Strengths & Weaknesses

11 INDUSTRY CHAIN ANALYSIS

11.1 IT Service Management (ITSM) Industry Chain

11.2 IT Service Management (ITSM) Upstream Analysis

11.3 IT Service Management (ITSM) Midstream Analysis

11.4 IT Service Management (ITSM) Downstream Analysis

12 RESEARCH FINDINGS AND CONCLUSION

13 APPENDIX

13.1 Methodology

13.2 Research Process and Data Source

13.3 Disclaimer

List Of Tables

LIST OF TABLES

Table 1. World IT Service Management (ITSM) Revenue by Region (2021, 2025 and 2032) & (USD Million), (by Headquarter Location)

Table 2. World IT Service Management (ITSM) Revenue by Region (2021-2026) & (USD Million), (by Headquarter Location)

Table 3. World IT Service Management (ITSM) Revenue by Region (2027-2032) & (USD Million), (by Headquarter Location)

Table 4. World IT Service Management (ITSM) Revenue Market Share by Region (2021-2026), (by Headquarter Location)

Table 5. World IT Service Management (ITSM) Revenue Market Share by Region (2027-2032), (by Headquarter Location)

Table 6. Major Market Trends

Table 7. World IT Service Management (ITSM) Consumption Value Growth Rate Forecast by Region (2021 & 2025 & 2032) & (USD Million)

Table 8. World IT Service Management (ITSM) Consumption Value by Region (2021-2026) & (USD Million)

Table 9. World IT Service Management (ITSM) Consumption Value Forecast by Region (2027-2032) & (USD Million)

Table 10. World IT Service Management (ITSM) Revenue by Player (2021-2026) & (USD Million)

Table 11. Revenue Market Share of Key IT Service Management (ITSM) Players in 2025

Table 12. World IT Service Management (ITSM) Industry Rank of Major Player, Based on Revenue in 2025

Table 13. Global IT Service Management (ITSM) Company Evaluation Quadrant

Table 14. Head Office of Key IT Service Management (ITSM) Players

Table 15. IT Service Management (ITSM) Market: Company Product Type Footprint

Table 16. IT Service Management (ITSM) Market: Company Product Application Footprint

Table 17. IT Service Management (ITSM) Mergers & Acquisitions Activity

Table 18. United States VS China IT Service Management (ITSM) Revenue Comparison, (2021 & 2025 & 2032) & (USD Million)

Table 19. United States VS China IT Service Management (ITSM) Consumption Value Comparison, (2021 & 2025 & 2032) & (USD Million)

Table 20. United States Based IT Service Management (ITSM) Companies, Headquarters (States, Country)

Table 21. United States Based Companies IT Service Management (ITSM) Revenue, (2021-2026) & (USD Million)

Table 22. United States Based Companies IT Service Management (ITSM) Revenue Market Share (2021-2026)

Table 23. China Based IT Service Management (ITSM) Companies, Headquarters (Province, Country)

Table 24. China Based Companies IT Service Management (ITSM) Revenue, (2021-2026) & (USD Million)

Table 25. China Based Companies IT Service Management (ITSM) Revenue Market Share (2021-2026)

Table 26. Rest of World Based IT Service Management (ITSM) Companies, Headquarters (Province, Country)

Table 27. Rest of World Based Companies IT Service Management (ITSM) Revenue (2021-2026) & (USD Million)

Table 28. Rest of World Based Companies IT Service Management (ITSM) Revenue Market Share (2021-2026)

Table 29. World IT Service Management (ITSM) Market Size by Type, (USD Million), 2021 & 2025 & 2032

Table 30. World IT Service Management (ITSM) Market Size Value by Type (2021-2026) & (USD Million)

Table 31. World IT Service Management (ITSM) Market Size by Type (2027-2032) & (USD Million)

Table 32. World IT Service Management (ITSM) Market Size by Deployment Model, (USD Million), 2021 & 2025 & 2032

Table 33. World IT Service Management (ITSM) Market Size Value by Deployment Model (2021-2026) & (USD Million)

Table 34. World IT Service Management (ITSM) Market Size by Deployment Model (2027-2032) & (USD Million)

Table 35. World IT Service Management (ITSM) Market Size by Industry Vertical, (USD Million), 2021 & 2025 & 2032

Table 36. World IT Service Management (ITSM) Market Size Value by Industry Vertical (2021-2026) & (USD Million)

Table 37. World IT Service Management (ITSM) Market Size by Industry Vertical (2027-2032) & (USD Million)

Table 38. World IT Service Management (ITSM) Market Size by Pricing Model, (USD Million), 2021 & 2025 & 2032

Table 39. World IT Service Management (ITSM) Market Size Value by Pricing Model (2021-2026) & (USD Million)

Table 40. World IT Service Management (ITSM) Market Size by Pricing Model

(2027-2032) & (USD Million)

Table 41. World IT Service Management (ITSM) Market Size by Application, (USD Million), 2021 & 2025 & 2032

Table 42. World IT Service Management (ITSM) Market Size by Application (2021-2026) & (USD Million)

Table 43. World IT Service Management (ITSM) Market Size by Application (2027-2032) & (USD Million)

Table 44. ServiceNow, Inc. Basic Information, Manufacturing Base and Competitors

Table 45. ServiceNow, Inc. Major Business

Table 46. ServiceNow, Inc. IT Service Management (ITSM) Product and Services

Table 47. ServiceNow, Inc. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 48. ServiceNow, Inc. Recent Developments/Updates

Table 49. ServiceNow, Inc. Competitive Strengths & Weaknesses

Table 50. Atlassian Corporation Basic Information, Manufacturing Base and Competitors

Table 51. Atlassian Corporation Major Business

Table 52. Atlassian Corporation IT Service Management (ITSM) Product and Services

Table 53. Atlassian Corporation IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 54. Atlassian Corporation Recent Developments/Updates

Table 55. Atlassian Corporation Competitive Strengths & Weaknesses

Table 56. BMC Helix, Inc. Basic Information, Manufacturing Base and Competitors

Table 57. BMC Helix, Inc. Major Business

Table 58. BMC Helix, Inc. IT Service Management (ITSM) Product and Services

Table 59. BMC Helix, Inc. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 60. BMC Helix, Inc. Recent Developments/Updates

Table 61. BMC Helix, Inc. Competitive Strengths & Weaknesses

Table 62. Ivanti, Inc. Basic Information, Manufacturing Base and Competitors

Table 63. Ivanti, Inc. Major Business

Table 64. Ivanti, Inc. IT Service Management (ITSM) Product and Services

Table 65. Ivanti, Inc. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 66. Ivanti, Inc. Recent Developments/Updates

Table 67. Ivanti, Inc. Competitive Strengths & Weaknesses

Table 68. Freshworks Inc. Basic Information, Manufacturing Base and Competitors

Table 69. Freshworks Inc. Major Business

Table 70. Freshworks Inc. IT Service Management (ITSM) Product and Services

Table 71. Freshworks Inc. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 72. Freshworks Inc. Recent Developments/Updates

Table 73. Freshworks Inc. Competitive Strengths & Weaknesses

Table 74. Zoho Corporation Pvt. Ltd. Basic Information, Manufacturing Base and Competitors

Table 75. Zoho Corporation Pvt. Ltd. Major Business

Table 76. Zoho Corporation Pvt. Ltd. IT Service Management (ITSM) Product and Services

Table 77. Zoho Corporation Pvt. Ltd. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 78. Zoho Corporation Pvt. Ltd. Recent Developments/Updates

Table 79. Zoho Corporation Pvt. Ltd. Competitive Strengths & Weaknesses

Table 80. SolarWinds Corporation Basic Information, Manufacturing Base and Competitors

Table 81. SolarWinds Corporation Major Business

Table 82. SolarWinds Corporation IT Service Management (ITSM) Product and Services

Table 83. SolarWinds Corporation IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 84. SolarWinds Corporation Recent Developments/Updates

Table 85. SolarWinds Corporation Competitive Strengths & Weaknesses

Table 86. OpenText Corporation Basic Information, Manufacturing Base and Competitors

Table 87. OpenText Corporation Major Business

Table 88. OpenText Corporation IT Service Management (ITSM) Product and Services

Table 89. OpenText Corporation IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 90. OpenText Corporation Recent Developments/Updates

Table 91. OpenText Corporation Competitive Strengths & Weaknesses

Table 92. Broadcom Inc. Basic Information, Manufacturing Base and Competitors

Table 93. Broadcom Inc. Major Business

Table 94. Broadcom Inc. IT Service Management (ITSM) Product and Services

Table 95. Broadcom Inc. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 96. Broadcom Inc. Recent Developments/Updates

Table 97. Broadcom Inc. Competitive Strengths & Weaknesses

Table 98. TOPdesk Nederland B.V. Basic Information, Manufacturing Base and Competitors

Table 99. TOPdesk Nederland B.V. Major Business

Table 100. TOPdesk Nederland B.V. IT Service Management (ITSM) Product and Services

Table 101. TOPdesk Nederland B.V. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 102. TOPdesk Nederland B.V. Recent Developments/Updates

Table 103. TOPdesk Nederland B.V. Competitive Strengths & Weaknesses

Table 104. Matrix42 GmbH Basic Information, Manufacturing Base and Competitors

Table 105. Matrix42 GmbH Major Business

Table 106. Matrix42 GmbH IT Service Management (ITSM) Product and Services

Table 107. Matrix42 GmbH IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 108. Matrix42 GmbH Recent Developments/Updates

Table 109. Matrix42 GmbH Competitive Strengths & Weaknesses

Table 110. EasyVista S.A.S. Basic Information, Manufacturing Base and Competitors

Table 111. EasyVista S.A.S. Major Business

Table 112. EasyVista S.A.S. IT Service Management (ITSM) Product and Services

Table 113. EasyVista S.A.S. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 114. EasyVista S.A.S. Recent Developments/Updates

Table 115. EasyVista S.A.S. Competitive Strengths & Weaknesses

Table 116. Halo Service Solutions Ltd. Basic Information, Manufacturing Base and Competitors

Table 117. Halo Service Solutions Ltd. Major Business

Table 118. Halo Service Solutions Ltd. IT Service Management (ITSM) Product and Services

Table 119. Halo Service Solutions Ltd. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 120. Halo Service Solutions Ltd. Recent Developments/Updates

Table 121. Halo Service Solutions Ltd. Competitive Strengths & Weaknesses

Table 122. SysAid Technologies Ltd. Basic Information, Manufacturing Base and Competitors

Table 123. SysAid Technologies Ltd. Major Business

Table 124. SysAid Technologies Ltd. IT Service Management (ITSM) Product and Services

Table 125. SysAid Technologies Ltd. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 126. SysAid Technologies Ltd. Recent Developments/Updates

Table 127. SysAid Technologies Ltd. Competitive Strengths & Weaknesses

Table 128. IFS AB Basic Information, Manufacturing Base and Competitors
Table 129. IFS AB Major Business
Table 130. IFS AB IT Service Management (ITSM) Product and Services
Table 131. IFS AB IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)
Table 132. IFS AB Recent Developments/Updates
Table 133. IFS AB Competitive Strengths & Weaknesses
Table 134. InvGate Inc. Basic Information, Manufacturing Base and Competitors
Table 135. InvGate Inc. Major Business
Table 136. InvGate Inc. IT Service Management (ITSM) Product and Services
Table 137. InvGate Inc. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)
Table 138. InvGate Inc. Recent Developments/Updates
Table 139. InvGate Inc. Competitive Strengths & Weaknesses
Table 140. Xurrent, Inc. Basic Information, Manufacturing Base and Competitors
Table 141. Xurrent, Inc. Major Business
Table 142. Xurrent, Inc. IT Service Management (ITSM) Product and Services
Table 143. Xurrent, Inc. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)
Table 144. Xurrent, Inc. Recent Developments/Updates
Table 145. Xurrent, Inc. Competitive Strengths & Weaknesses
Table 146. Nomura Research Institute, Ltd. Basic Information, Manufacturing Base and Competitors
Table 147. Nomura Research Institute, Ltd. Major Business
Table 148. Nomura Research Institute, Ltd. IT Service Management (ITSM) Product and Services
Table 149. Nomura Research Institute, Ltd. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)
Table 150. Nomura Research Institute, Ltd. Recent Developments/Updates
Table 151. Nomura Research Institute, Ltd. Competitive Strengths & Weaknesses
Table 152. STEG Co., Ltd. Basic Information, Manufacturing Base and Competitors
Table 153. STEG Co., Ltd. Major Business
Table 154. STEG Co., Ltd. IT Service Management (ITSM) Product and Services
Table 155. STEG Co., Ltd. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)
Table 156. STEG Co., Ltd. Recent Developments/Updates
Table 157. STEG Co., Ltd. Competitive Strengths & Weaknesses
Table 158. EverestIMS Technologies Pvt. Ltd. Basic Information, Manufacturing Base and Competitors

Table 159. EverestIMS Technologies Pvt. Ltd. Major Business

Table 160. EverestIMS Technologies Pvt. Ltd. IT Service Management (ITSM) Product and Services

Table 161. EverestIMS Technologies Pvt. Ltd. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 162. EverestIMS Technologies Pvt. Ltd. Recent Developments/Updates

Table 163. EverestIMS Technologies Pvt. Ltd. Competitive Strengths & Weaknesses

Table 164. Cloudwise (Beijing) Technology Co., Ltd. Basic Information, Manufacturing Base and Competitors

Table 165. Cloudwise (Beijing) Technology Co., Ltd. Major Business

Table 166. Cloudwise (Beijing) Technology Co., Ltd. IT Service Management (ITSM) Product and Services

Table 167. Cloudwise (Beijing) Technology Co., Ltd. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 168. Cloudwise (Beijing) Technology Co., Ltd. Recent Developments/Updates

Table 169. Cloudwise (Beijing) Technology Co., Ltd. Competitive Strengths & Weaknesses

Table 170. Beijing UYUN Technology Co., Ltd. Basic Information, Manufacturing Base and Competitors

Table 171. Beijing UYUN Technology Co., Ltd. Major Business

Table 172. Beijing UYUN Technology Co., Ltd. IT Service Management (ITSM) Product and Services

Table 173. Beijing UYUN Technology Co., Ltd. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 174. Beijing UYUN Technology Co., Ltd. Recent Developments/Updates

Table 175. Beijing UYUN Technology Co., Ltd. Competitive Strengths & Weaknesses

Table 176. Guangzhou Canway Technology Co., Ltd. Basic Information, Manufacturing Base and Competitors

Table 177. Guangzhou Canway Technology Co., Ltd. Major Business

Table 178. Guangzhou Canway Technology Co., Ltd. IT Service Management (ITSM) Product and Services

Table 179. Guangzhou Canway Technology Co., Ltd. IT Service Management (ITSM) Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 180. Guangzhou Canway Technology Co., Ltd. Recent Developments/Updates

Table 181. Guangzhou Canway Technology Co., Ltd. Competitive Strengths & Weaknesses

Table 182. Beijing Ultrapower Software Co., Ltd. Basic Information, Manufacturing Base and Competitors

Table 183. Beijing Ultrapower Software Co., Ltd. Major Business

Table 184. Beijing Ultrapower Software Co., Ltd. IT Service Management (ITSM)
Product and Services

Table 185. Beijing Ultrapower Software Co., Ltd. IT Service Management (ITSM)
Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 186. Beijing Ultrapower Software Co., Ltd. Recent Developments/Updates

Table 187. Beijing Ultrapower Software Co., Ltd. Competitive Strengths & Weaknesses

Table 188. Shanghai ZKNOW Technology Co., Ltd. Basic Information, Manufacturing
Base and Competitors

Table 189. Shanghai ZKNOW Technology Co., Ltd. Major Business

Table 190. Shanghai ZKNOW Technology Co., Ltd. IT Service Management (ITSM)
Product and Services

Table 191. Shanghai ZKNOW Technology Co., Ltd. IT Service Management (ITSM)
Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 192. Shanghai ZKNOW Technology Co., Ltd. Recent Developments/Updates

Table 193. Shanghai ZKNOW Technology Co., Ltd. Competitive Strengths &
Weaknesses

Table 194. Global Key Players of IT Service Management (ITSM) Upstream (Raw
Materials)

Table 195. Global IT Service Management (ITSM) Typical Customers

List Of Figures

LIST OF FIGURES

Figure 1. IT Service Management (ITSM) Picture

Figure 2. World IT Service Management (ITSM) Total Revenue: 2021 & 2025 & 2032, (USD Million)

Figure 3. World IT Service Management (ITSM) Total Revenue (2021-2032) & (USD Million)

Figure 4. World IT Service Management (ITSM) Revenue by Region (2021, 2025 and 2032) & (USD Million), (by Headquarter Location)

Figure 5. World IT Service Management (ITSM) Revenue Market Share by Region (2021-2032), (by Headquarter Location)

Figure 6. United States Based Company IT Service Management (ITSM) Revenue (2021-2032) & (USD Million)

Figure 7. China Based Company IT Service Management (ITSM) Revenue (2021-2032) & (USD Million)

Figure 8. Europe Based Company IT Service Management (ITSM) Revenue (2021-2032) & (USD Million)

Figure 9. Japan Based Company IT Service Management (ITSM) Revenue (2021-2032) & (USD Million)

Figure 10. South Korea Based Company IT Service Management (ITSM) Revenue (2021-2032) & (USD Million)

Figure 11. ASEAN Based Company IT Service Management (ITSM) Revenue (2021-2032) & (USD Million)

Figure 12. India Based Company IT Service Management (ITSM) Revenue (2021-2032) & (USD Million)

Figure 13. IT Service Management (ITSM) Market Drivers

Figure 14. Factors Affecting Demand

Figure 15. World IT Service Management (ITSM) Consumption Value (2021-2032) & (USD Million)

Figure 16. World IT Service Management (ITSM) Consumption Value Market Share by Region (2021-2032)

Figure 17. United States IT Service Management (ITSM) Consumption Value (2021-2032) & (USD Million)

Figure 18. China IT Service Management (ITSM) Consumption Value (2021-2032) & (USD Million)

Figure 19. Europe IT Service Management (ITSM) Consumption Value (2021-2032) & (USD Million)

Figure 20. Japan IT Service Management (ITSM) Consumption Value (2021-2032) & (USD Million)

Figure 21. South Korea IT Service Management (ITSM) Consumption Value (2021-2032) & (USD Million)

Figure 22. ASEAN IT Service Management (ITSM) Consumption Value (2021-2032) & (USD Million)

Figure 23. India IT Service Management (ITSM) Consumption Value (2021-2032) & (USD Million)

Figure 24. Producer Shipments of IT Service Management (ITSM) by Player Revenue (\$MM) and Market Share (%): 2025

Figure 25. Global Four-firm Concentration Ratios (CR4) for IT Service Management (ITSM) Markets in 2025

Figure 26. Global Four-firm Concentration Ratios (CR8) for IT Service Management (ITSM) Markets in 2025

Figure 27. United States VS China: IT Service Management (ITSM) Revenue Market Share Comparison (2021 & 2025 & 2032)

Figure 28. United States VS China: IT Service Management (ITSM) Consumption Value Market Share Comparison (2021 & 2025 & 2032)

Figure 29. World IT Service Management (ITSM) Market Size by Type, (USD Million), 2021 & 2025 & 2032

Figure 30. World IT Service Management (ITSM) Market Size Market Share by Type in 2025

Figure 31. Software Platform

Figure 32. Professional Services

Figure 33. Managed and Support Services

Figure 34. World IT Service Management (ITSM) Market Size Market Share by Type (2021-2032)

Figure 35. World IT Service Management (ITSM) Market Size by Deployment Model, (USD Million), 2021 & 2025 & 2032

Figure 36. World IT Service Management (ITSM) Market Size Market Share by Deployment Model in 2025

Figure 37. Cloud Based

Figure 38. On Premises

Figure 39. Hybrid Deployment

Figure 40. World IT Service Management (ITSM) Market Size Market Share by Deployment Model (2021-2032)

Figure 41. World IT Service Management (ITSM) Market Size by Industry Vertical, (USD Million), 2021 & 2025 & 2032

Figure 42. World IT Service Management (ITSM) Market Size Market Share by Industry

Vertical in 2025

Figure 43. Information Technology and Telecom

Figure 44. Banking Financial Services and Insurance

Figure 45. Healthcare and Life Sciences

Figure 46. Others

Figure 47. World IT Service Management (ITSM) Market Size Market Share by Industry Vertical (2021-2032)

Figure 48. World IT Service Management (ITSM) Market Size by Pricing Model, (USD Million), 2021 & 2025 & 2032

Figure 49. World IT Service Management (ITSM) Market Size Market Share by Pricing Model in 2025

Figure 50. Subscription Based

Figure 51. Perpetual License

Figure 52. Usage Based

Figure 53. Others

Figure 54. World IT Service Management (ITSM) Market Size Market Share by Pricing Model (2021-2032)

Figure 55. World IT Service Management (ITSM) Market Size by Application, (USD Million), 2021 & 2025 & 2032

Figure 56. World IT Service Management (ITSM) Market Size Market Share by Application in 2025

Figure 57. Large Enterprises

Figure 58. Medium Enterprises

Figure 59. Small Enterprises

Figure 60. World IT Service Management (ITSM) Market Size Market Share by Application (2021-2032)

Figure 61. IT Service Management (ITSM) Industrial Chain

Figure 62. Methodology

Figure 63. Research Process and Data Source

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