

Global ITSM Market 2018 by Manufacturers, Countries, Type and Application, Forecast to 2023

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Abstracts

IT service management (ITSM) refers to the entirety of activities – directed by policies, organized and structured in processes and supporting procedures – that are performed by an organization to design, plan, deliver, operate and control information technology (IT) services offered to customers. It is thus concerned with the implementation of IT services that meet customers' needs, and it is performed by the IT service provider through an appropriate mix of people, process and information technology.

SCOPE OF THE REPORT:

This report studies the ITSM 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 ITSM market by product type and applications/end industries.

Differing from more technology-oriented IT management approaches like network management and IT systems management, IT service management is characterized by adopting a process approach towards management, focusing on customer needs and IT services for customers rather than IT systems, and stressing continual improvement.

The global ITSM 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.

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 ITSM.

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

BMC Software

CA Technologies

Servicenow

Cherwell Software

HPE

Citrix Systems

Axios Systems

IBM

Heat Software

Hornbill

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

Service portfolio management

Configuration and change management

Service desk software

Operations and performance management

Dashboard, reporting, and analytics

Market Segment by Applications, can be divided into

Banking, Financial Services, and Insurance (BFSI)

Telecommunication and IT

Healthcare and life sciences

Retail and Consumer Packaged Goods (CPG)

Government and public sector

Energy and utilities

Travel and hospitality

Manufacturing

Education

Contents

1 ITSM MARKET OVERVIEW

- 1.1 Product Overview and Scope of ITSM
- 1.2 Classification of ITSM by Types
 - 1.2.1 Global ITSM Revenue Comparison by Types (2017-2023)
 - 1.2.2 Global ITSM Revenue Market Share by Types in 2017
 - 1.2.3 Service portfolio management
 - 1.2.4 Configuration and change management
 - 1.2.5 Service desk software
 - 1.2.6 Operations and performance management
 - 1.2.7 Dashboard, reporting, and analytics
- 1.3 Global ITSM Market by Application
 - 1.3.1 Global ITSM Market Size and Market Share Comparison by Applications (2013-2023)
 - 1.3.2 Banking, Financial Services, and Insurance (BFSI)
 - 1.3.3 Telecommunication and IT
 - 1.3.4 Healthcare and life sciences
 - 1.3.5 Retail and Consumer Packaged Goods (CPG)
 - 1.3.6 Government and public sector
 - 1.3.7 Energy and utilities
 - 1.3.8 Travel and hospitality
 - 1.3.9 Manufacturing
 - 1.3.10 Education
- 1.4 Global ITSM Market by Regions
 - 1.4.1 Global ITSM Market Size (Million USD) Comparison by Regions (2013-2023)
 - 1.4.1 North America (USA, Canada and Mexico) ITSM Status and Prospect (2013-2023)
 - 1.4.2 Europe (Germany, France, UK, Russia and Italy) ITSM Status and Prospect (2013-2023)
 - 1.4.3 Asia-Pacific (China, Japan, Korea, India and Southeast Asia) ITSM Status and Prospect (2013-2023)
 - 1.4.4 South America (Brazil, Argentina, Colombia) ITSM Status and Prospect (2013-2023)
 - 1.4.5 Middle East and Africa (Saudi Arabia, UAE, Egypt, Nigeria and South Africa) ITSM Status and Prospect (2013-2023)
- 1.5 Global Market Size of ITSM (2013-2023)

2 MANUFACTURERS PROFILES

2.1 BMC Software

2.1.1 Business Overview

2.1.2 ITSM Type and Applications

2.1.2.1 Product A

2.1.2.2 Product B

2.1.3 BMC Software ITSM Revenue, Gross Margin and Market Share (2016-2017)

2.2 CA Technologies

2.2.1 Business Overview

2.2.2 ITSM Type and Applications

2.2.2.1 Product A

2.2.2.2 Product B

2.2.3 CA Technologies ITSM Revenue, Gross Margin and Market Share (2016-2017)

2.3 Servicenow

2.3.1 Business Overview

2.3.2 ITSM Type and Applications

2.3.2.1 Product A

2.3.2.2 Product B

2.3.3 Servicenow ITSM Revenue, Gross Margin and Market Share (2016-2017)

2.4 Cherwell Software

2.4.1 Business Overview

2.4.2 ITSM Type and Applications

2.4.2.1 Product A

2.4.2.2 Product B

2.4.3 Cherwell Software ITSM Revenue, Gross Margin and Market Share (2016-2017)

2.5 HPE

2.5.1 Business Overview

2.5.2 ITSM Type and Applications

2.5.2.1 Product A

2.5.2.2 Product B

2.5.3 HPE ITSM Revenue, Gross Margin and Market Share (2016-2017)

2.6 Citrix Systems

2.6.1 Business Overview

2.6.2 ITSM Type and Applications

2.6.2.1 Product A

2.6.2.2 Product B

2.6.3 Citrix Systems ITSM Revenue, Gross Margin and Market Share (2016-2017)

2.7 Axios Systems

2.7.1 Business Overview

2.7.2 ITSM Type and Applications

2.7.2.1 Product A

2.7.2.2 Product B

2.7.3 Axios Systems ITSM Revenue, Gross Margin and Market Share (2016-2017)

2.8 IBM

2.8.1 Business Overview

2.8.2 ITSM Type and Applications

2.8.2.1 Product A

2.8.2.2 Product B

2.8.3 IBM ITSM Revenue, Gross Margin and Market Share (2016-2017)

2.9 Heat Software

2.9.1 Business Overview

2.9.2 ITSM Type and Applications

2.9.2.1 Product A

2.9.2.2 Product B

2.9.3 Heat Software ITSM Revenue, Gross Margin and Market Share (2016-2017)

2.10 Hornbill

2.10.1 Business Overview

2.10.2 ITSM Type and Applications

2.10.2.1 Product A

2.10.2.2 Product B

2.10.3 Hornbill ITSM Revenue, Gross Margin and Market Share (2016-2017)

3 GLOBAL ITSM MARKET COMPETITION, BY PLAYERS

3.1 Global ITSM Revenue and Share by Players (2013-2018)

3.2 Market Concentration Rate

3.2.1 Top 5 ITSM Players Market Share

3.2.2 Top 10 ITSM Players Market Share

3.3 Market Competition Trend

4 GLOBAL ITSM MARKET SIZE BY REGIONS

4.1 Global ITSM Revenue and Market Share by Regions

4.2 North America ITSM Revenue and Growth Rate (2013-2018)

4.3 Europe ITSM Revenue and Growth Rate (2013-2018)

4.4 Asia-Pacific ITSM Revenue and Growth Rate (2013-2018)

4.5 South America ITSM Revenue and Growth Rate (2013-2018)

4.6 Middle East and Africa ITSM Revenue and Growth Rate (2013-2018)

5 NORTH AMERICA ITSM REVENUE BY COUNTRIES

5.1 North America ITSM Revenue by Countries (2013-2018)

5.2 USA ITSM Revenue and Growth Rate (2013-2018)

5.3 Canada ITSM Revenue and Growth Rate (2013-2018)

5.4 Mexico ITSM Revenue and Growth Rate (2013-2018)

6 EUROPE ITSM REVENUE BY COUNTRIES

6.1 Europe ITSM Revenue by Countries (2013-2018)

6.2 Germany ITSM Revenue and Growth Rate (2013-2018)

6.3 UK ITSM Revenue and Growth Rate (2013-2018)

6.4 France ITSM Revenue and Growth Rate (2013-2018)

6.5 Russia ITSM Revenue and Growth Rate (2013-2018)

6.6 Italy ITSM Revenue and Growth Rate (2013-2018)

7 ASIA-PACIFIC ITSM REVENUE BY COUNTRIES

7.1 Asia-Pacific ITSM Revenue by Countries (2013-2018)

7.2 China ITSM Revenue and Growth Rate (2013-2018)

7.3 Japan ITSM Revenue and Growth Rate (2013-2018)

7.4 Korea ITSM Revenue and Growth Rate (2013-2018)

7.5 India ITSM Revenue and Growth Rate (2013-2018)

7.6 Southeast Asia ITSM Revenue and Growth Rate (2013-2018)

8 SOUTH AMERICA ITSM REVENUE BY COUNTRIES

8.1 South America ITSM Revenue by Countries (2013-2018)

8.2 Brazil ITSM Revenue and Growth Rate (2013-2018)

8.3 Argentina ITSM Revenue and Growth Rate (2013-2018)

8.4 Colombia ITSM Revenue and Growth Rate (2013-2018)

9 MIDDLE EAST AND AFRICA REVENUE ITSM BY COUNTRIES

9.1 Middle East and Africa ITSM Revenue by Countries (2013-2018)

9.2 Saudi Arabia ITSM Revenue and Growth Rate (2013-2018)

9.3 UAE ITSM Revenue and Growth Rate (2013-2018)

- 9.4 Egypt ITSM Revenue and Growth Rate (2013-2018)
- 9.5 Nigeria ITSM Revenue and Growth Rate (2013-2018)
- 9.6 South Africa ITSM Revenue and Growth Rate (2013-2018)

10 GLOBAL ITSM MARKET SEGMENT BY TYPE

- 10.1 Global ITSM Revenue and Market Share by Type (2013-2018)
- 10.2 Global ITSM Market Forecast by Type (2018-2023)
- 10.3 Service portfolio management Revenue Growth Rate (2013-2023)
- 10.4 Configuration and change management Revenue Growth Rate (2013-2023)
- 10.5 Service desk software Revenue Growth Rate (2013-2023)
- 10.6 Operations and performance management Revenue Growth Rate (2013-2023)
- 10.7 Dashboard, reporting, and analytics Revenue Growth Rate (2013-2023)

11 GLOBAL ITSM MARKET SEGMENT BY APPLICATION

- 11.1 Global ITSM Revenue Market Share by Application (2013-2018)
- 11.2 ITSM Market Forecast by Application (2018-2023)
- 11.3 Banking, Financial Services, and Insurance (BFSI) Revenue Growth (2013-2018)
- 11.4 Telecommunication and IT Revenue Growth (2013-2018)
- 11.5 Healthcare and life sciences Revenue Growth (2013-2018)
- 11.6 Retail and Consumer Packaged Goods (CPG) Revenue Growth (2013-2018)
- 11.7 Government and public sector Revenue Growth (2013-2018)
- 11.8 Energy and utilities Revenue Growth (2013-2018)
- 11.9 Travel and hospitality Revenue Growth (2013-2018)
- 11.10 Manufacturing Revenue Growth (2013-2018)
- 11.11 Education Revenue Growth (2013-2018)

12 GLOBAL ITSM MARKET SIZE FORECAST (2018-2023)

- 12.1 Global ITSM Market Size Forecast (2018-2023)
- 12.2 Global ITSM Market Forecast by Regions (2018-2023)
- 12.3 North America ITSM Revenue Market Forecast (2018-2023)
- 12.4 Europe ITSM Revenue Market Forecast (2018-2023)
- 12.5 Asia-Pacific ITSM Revenue Market Forecast (2018-2023)
- 12.6 South America ITSM Revenue Market Forecast (2018-2023)
- 12.7 Middle East and Africa ITSM Revenue Market Forecast (2018-2023)

13 RESEARCH FINDINGS AND CONCLUSION

14 APPENDIX

14.1 Methodology

14.2 Data Source

List Of Tables

LIST OF TABLES AND FIGURES

Figure ITSM Picture
Table Product Specifications of ITSM
Table Global ITSM and Revenue (Million USD) Market Split by Product Type
Figure Global ITSM Revenue Market Share by Types in 2017
Figure Service portfolio management Picture
Figure Configuration and change management Picture
Figure Service desk software Picture
Figure Operations and performance management Picture
Figure Dashboard, reporting, and analytics Picture
Table Global ITSM Revenue (Million USD) by Application (2013-2023)
Figure ITSM Revenue Market Share by Applications in 2017
Figure Banking, Financial Services, and Insurance (BFSI) Picture
Figure Telecommunication and IT Picture
Figure Healthcare and life sciences Picture
Figure Retail and Consumer Packaged Goods (CPG) Picture
Figure Government and public sector Picture
Figure Energy and utilities Picture
Figure Travel and hospitality Picture
Figure Manufacturing Picture
Figure Education Picture
Table Global Market ITSM Revenue (Million USD) Comparison by Regions 2013-2023
Figure North America ITSM Revenue (Million USD) and Growth Rate (2013-2023)
Figure Europe ITSM Revenue (Million USD) and Growth Rate (2013-2023)
Figure Asia-Pacific ITSM Revenue (Million USD) and Growth Rate (2013-2023)
Figure South America ITSM Revenue (Million USD) and Growth Rate (2013-2023)
Figure Middle East and Africa ITSM Revenue (Million USD) and Growth Rate (2013-2023)
Figure Global ITSM Revenue (Million USD) and Growth Rate (2013-2023)
Table BMC Software Basic Information, Manufacturing Base and Competitors
Table BMC Software ITSM Type and Applications
Table BMC Software ITSM Revenue, Gross Margin and Market Share (2016-2017)
Table CA Technologies Basic Information, Manufacturing Base and Competitors
Table CA Technologies ITSM Type and Applications
Table CA Technologies ITSM Revenue, Gross Margin and Market Share (2016-2017)
Table Servicenow Basic Information, Manufacturing Base and Competitors

Table Servicenow ITSM Type and Applications
Table Servicenow ITSM Revenue, Gross Margin and Market Share (2016-2017)
Table Cherwell Software Basic Information, Manufacturing Base and Competitors
Table Cherwell Software ITSM Type and Applications
Table Cherwell Software ITSM Revenue, Gross Margin and Market Share (2016-2017)
Table HPE Basic Information, Manufacturing Base and Competitors
Table HPE ITSM Type and Applications
Table HPE ITSM Revenue, Gross Margin and Market Share (2016-2017)
Table Citrix Systems Basic Information, Manufacturing Base and Competitors
Table Citrix Systems ITSM Type and Applications
Table Citrix Systems ITSM Revenue, Gross Margin and Market Share (2016-2017)
Table Axios Systems Basic Information, Manufacturing Base and Competitors
Table Axios Systems ITSM Type and Applications
Table Axios Systems ITSM Revenue, Gross Margin and Market Share (2016-2017)
Table IBM Basic Information, Manufacturing Base and Competitors
Table IBM ITSM Type and Applications
Table IBM ITSM Revenue, Gross Margin and Market Share (2016-2017)
Table Heat Software Basic Information, Manufacturing Base and Competitors
Table Heat Software ITSM Type and Applications
Table Heat Software ITSM Revenue, Gross Margin and Market Share (2016-2017)
Table Hornbill Basic Information, Manufacturing Base and Competitors
Table Hornbill ITSM Type and Applications
Table Hornbill ITSM Revenue, Gross Margin and Market Share (2016-2017)
Table Global ITSM Revenue (Million USD) by Players (2013-2018)
Table Global ITSM Revenue Share by Players (2013-2018)
Figure Global ITSM Revenue Share by Players in 2016
Figure Global ITSM Revenue Share by Players in 2017
Figure Global Top 5 Players ITSM Revenue Market Share in 2017
Figure Global Top 10 Players ITSM Revenue Market Share in 2017
Figure Global ITSM Revenue (Million USD) and Growth Rate (%) (2013-2018)
Table Global ITSM Revenue (Million USD) by Regions (2013-2018)
Table Global ITSM Revenue Market Share by Regions (2013-2018)
Figure Global ITSM Revenue Market Share by Regions (2013-2018)
Figure Global ITSM Revenue Market Share by Regions in 2017
Figure North America ITSM Revenue and Growth Rate (2013-2018)
Figure Europe ITSM Revenue and Growth Rate (2013-2018)
Figure Asia-Pacific ITSM Revenue and Growth Rate (2013-2018)
Figure South America ITSM Revenue and Growth Rate (2013-2018)
Figure Middle East and Africa ITSM Revenue and Growth Rate (2013-2018)

Table North America ITSM Revenue by Countries (2013-2018)
Table North America ITSM Revenue Market Share by Countries (2013-2018)
Figure North America ITSM Revenue Market Share by Countries (2013-2018)
Figure North America ITSM Revenue Market Share by Countries in 2017
Figure USA ITSM Revenue and Growth Rate (2013-2018)
Figure Canada ITSM Revenue and Growth Rate (2013-2018)
Figure Mexico ITSM Revenue and Growth Rate (2013-2018)
Table Europe ITSM Revenue (Million USD) by Countries (2013-2018)
Figure Europe ITSM Revenue Market Share by Countries (2013-2018)
Figure Europe ITSM Revenue Market Share by Countries in 2017
Figure Germany ITSM Revenue and Growth Rate (2013-2018)
Figure UK ITSM Revenue and Growth Rate (2013-2018)
Figure France ITSM Revenue and Growth Rate (2013-2018)
Figure Russia ITSM Revenue and Growth Rate (2013-2018)
Figure Italy ITSM Revenue and Growth Rate (2013-2018)
Table Asia-Pacific ITSM Revenue (Million USD) by Countries (2013-2018)
Figure Asia-Pacific ITSM Revenue Market Share by Countries (2013-2018)
Figure Asia-Pacific ITSM Revenue Market Share by Countries in 2017
Figure China ITSM Revenue and Growth Rate (2013-2018)
Figure Japan ITSM Revenue and Growth Rate (2013-2018)
Figure Korea ITSM Revenue and Growth Rate (2013-2018)
Figure India ITSM Revenue and Growth Rate (2013-2018)
Figure Southeast Asia ITSM Revenue and Growth Rate (2013-2018)
Table South America ITSM Revenue by Countries (2013-2018)
Table South America ITSM Revenue Market Share by Countries (2013-2018)
Figure South America ITSM Revenue Market Share by Countries (2013-2018)
Figure South America ITSM Revenue Market Share by Countries in 2017
Figure Brazil ITSM Revenue and Growth Rate (2013-2018)
Figure Argentina ITSM Revenue and Growth Rate (2013-2018)
Figure Colombia ITSM Revenue and Growth Rate (2013-2018)
Table Middle East and Africa ITSM Revenue (Million USD) by Countries (2013-2018)
Table Middle East and Africa ITSM Revenue Market Share by Countries (2013-2018)
Figure Middle East and Africa ITSM Revenue Market Share by Countries (2013-2018)
Figure Middle East and Africa ITSM Revenue Market Share by Countries in 2017
Figure Saudi Arabia ITSM Revenue and Growth Rate (2013-2018)
Figure UAE ITSM Revenue and Growth Rate (2013-2018)
Figure Egypt ITSM Revenue and Growth Rate (2013-2018)
Figure Nigeria ITSM Revenue and Growth Rate (2013-2018)
Figure South Africa ITSM Revenue and Growth Rate (2013-2018)

Table Global ITSM Revenue (Million USD) by Type (2013-2018)
Table Global ITSM Revenue Share by Type (2013-2018)
Figure Global ITSM Revenue Share by Type (2013-2018)
Figure Global ITSM Revenue Share by Type in 2017
Table Global ITSM Revenue Forecast by Type (2018-2023)
Figure Global ITSM Market Share Forecast by Type (2018-2023)
Figure Global Service portfolio management Revenue Growth Rate (2013-2018)
Figure Global Configuration and change management Revenue Growth Rate (2013-2018)
Figure Global Service desk software Revenue Growth Rate (2013-2018)
Figure Global Operations and performance management Revenue Growth Rate (2013-2018)
Figure Global Dashboard, reporting, and analytics Revenue Growth Rate (2013-2018)
Table Global ITSM Revenue by Application (2013-2018)
Table Global ITSM Revenue Share by Application (2013-2018)
Figure Global ITSM Revenue Share by Application (2013-2018)
Figure Global ITSM Revenue Share by Application in 2017
Table Global ITSM Revenue Forecast by Application (2018-2023)
Figure Global ITSM Market Share Forecast by Application (2018-2023)
Figure Global Banking, Financial Services, and Insurance (BFSI) Revenue Growth Rate (2013-2018)
Figure Global Telecommunication and IT Revenue Growth Rate (2013-2018)
Figure Global Healthcare and life sciences Revenue Growth Rate (2013-2018)
Figure Global Retail and Consumer Packaged Goods (CPG) Revenue Growth Rate (2013-2018)
Figure Global Government and public sector Revenue Growth Rate (2013-2018)
Figure Global Energy and utilities Revenue Growth Rate (2013-2018)
Figure Global Travel and hospitality Revenue Growth Rate (2013-2018)
Figure Global Manufacturing Revenue Growth Rate (2013-2018)
Figure Global Education Revenue Growth Rate (2013-2018)
Figure Global ITSM Revenue (Million USD) and Growth Rate Forecast (2018 -2023)
Table Global ITSM Revenue (Million USD) Forecast by Regions (2018-2023)
Figure Global ITSM Revenue Market Share Forecast by Regions (2018-2023)
Figure North America ITSM Revenue Market Forecast (2018-2023)
Figure Europe ITSM Revenue Market Forecast (2018-2023)
Figure Asia-Pacific ITSM Revenue Market Forecast (2018-2023)
Figure South America ITSM Revenue Market Forecast (2018-2023)
Figure Middle East and Africa ITSM Revenue Market Forecast (2018-2023)

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