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Global ITSM Market 2024 by Company, Regions, Type and Application, Forecast to 2030

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Abstracts

According to our (Global Info Research) latest study, the global ITSM market size was valued at USD 3463.4 million in 2023 and is forecast to a readjusted size of USD 8805.4 million by 2030 with a CAGR of 14.3% during review period.

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.

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 Info Research report includes an overview of the development of the ITSM industry chain, the market status of Banking, Financial Services, and Insurance (BFSI) (Service Portfolio Management, Configuration and Change Management), Telecommunication and IT (Service Portfolio Management, Configuration and Change Management), and key enterprises in developed and developing market, and analysed the cutting-edge technology, patent, hot applications and market trends of ITSM.

Regionally, the report analyzes the ITSM markets in key regions. North America and Europe are experiencing steady growth, driven by government initiatives and increasing consumer awareness. Asia-Pacific, particularly China, leads the global ITSM market,

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with robust domestic demand, supportive policies, and a strong manufacturing base.

Key Features:

The report presents comprehensive understanding of the ITSM market. It provides a holistic view of the industry, as well as detailed insights into individual components and stakeholders. The report analysis market dynamics, trends, challenges, and opportunities within the ITSM industry.

The report involves analyzing the market at a macro level:

Market Sizing and Segmentation: Report collect data on the overall market size, including the revenue generated, and market share of different by Type (e.g., Service Portfolio Management, Configuration and Change Management).

Industry Analysis: Report analyse the broader industry trends, such as government policies and regulations, technological advancements, consumer preferences, and market dynamics. This analysis helps in understanding the key drivers and challenges influencing the ITSM market.

Regional Analysis: The report involves examining the ITSM market at a regional or national level. Report analyses regional factors such as government incentives, infrastructure development, economic conditions, and consumer behaviour to identify variations and opportunities within different markets.

Market Projections: Report covers the gathered data and analysis to make future projections and forecasts for the ITSM market. This may include estimating market growth rates, predicting market demand, and identifying emerging trends.

The report also involves a more granular approach to ITSM:

Company Analysis: Report covers individual ITSM players, suppliers, and other relevant industry players. This analysis includes studying their financial performance, market positioning, product portfolios, partnerships, and strategies.

Consumer Analysis: Report covers data on consumer behaviour, preferences, and attitudes towards ITSM This may involve surveys, interviews, and analysis of consumer reviews and feedback from different by Application (Banking, Financial Services, and

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Insurance (BFSI), Telecommunication and IT).

Technology Analysis: Report covers specific technologies relevant to ITSM. It assesses the current state, advancements, and potential future developments in ITSM areas.

Competitive Landscape: By analyzing individual companies, suppliers, and consumers, the report present insights into the competitive landscape of the ITSM market. This analysis helps understand market share, competitive advantages, and potential areas for differentiation among industry players.

Market Validation: The report involves validating findings and projections through primary research, such as surveys, interviews, and focus groups.

Market Segmentation

ITSM market is split by Type and by Application. For the period 2019-2030, the growth among segments provides accurate calculations and forecasts for consumption value by Type, and by Application in terms of value.

Market segment by Type

Service Portfolio Management

Configuration and Change Management

Service Desk Software

Operations and Performance Management

Dashboard, Reporting and Analytics

Market segment by Application

Banking, Financial Services, and Insurance (BFSI)

Telecommunication and IT

Healthcare and Life Sciences

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Retail and Consumer Packaged Goods (CPG)

Government and Public Sector

Energy and Utilities

Travel and Hospitality

Manufacturing

Education

Market segment by players, this report covers

BMC Software

Broadcom

Servicenow

Cherwell Software

HPE

Citrix Systems

Axios Systems

IBM

Heat Software

Hornbill

Market segment by regions, regional analysis covers

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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, Australia and Rest of Asia-Pacific)

South America (Brazil, Argentina and 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 ITSM product scope, market overview, market estimation caveats and base year.

Chapter 2, to profile the top players of ITSM, with revenue, gross margin and global market share of ITSM from 2019 to 2024.

Chapter 3, the ITSM 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 application, with consumption value and growth rate by Type, application, from 2019 to 2030.

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 2019 to 2024.and ITSM market forecast, by regions, type and application, with consumption value, from 2025 to 2030.

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

Chapter 12, the key raw materials and key suppliers, and industry chain of ITSM.

Chapter 13, to describe ITSM research findings and conclusion.

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