

Global IT Service Management (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 IT Service Management (ITSM) market size was valued at USD 999.1 million in 2023 and is forecast to a readjusted size of USD 1350.8 million by 2030 with a CAGR of 4.4% 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.

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 IT Service Management (ITSM) industry chain, the market status of SMEs (Cloud-based, On-Premises), Large Enterprises (Cloud-based, On-Premises), and key enterprises in developed and developing market, and analysed the cutting-edge technology, patent, hot applications and market trends of IT Service Management (ITSM).

Regionally, the report analyzes the IT Service Management (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 IT Service Management (ITSM) market, with robust domestic

demand, supportive policies, and a strong manufacturing base.

Key Features:

The report presents comprehensive understanding of the IT Service Management (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 IT Service Management (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., Cloud-based, On-Premises).

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 IT Service Management (ITSM) market.

Regional Analysis: The report involves examining the IT Service Management (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 IT Service Management (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 IT Service Management (ITSM):

Company Analysis: Report covers individual IT Service Management (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 IT Service Management (ITSM) This may involve surveys, interviews,

and analysis of consumer reviews and feedback from different by Application (SMEs, Large Enterprises).

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

Competitive Landscape: By analyzing individual companies, suppliers, and consumers, the report present insights into the competitive landscape of the IT Service Management (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

IT Service Management (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

Cloud-based

On-Premises

Market segment by Application

SMEs

Large Enterprises

Market segment by players, this report covers

ServiceNow

Atlassian

Ivanti (HEAT Software)

IBM

Broadcom

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, 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 IT Service Management (ITSM) product scope, market overview, market estimation caveats and base year.

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

Chapter 3, the IT Service Management (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 IT Service Management (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 IT Service Management (ITSM).

Chapter 13, to describe IT Service Management (ITSM) research findings and conclusion.

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