

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

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Abstracts

The global Next-generation IT Service Management (ITSM) Platform 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).

A Next-generation IT Service Management (ITSM) Platform is a cloud-based, platform-oriented, and intelligent software system designed to manage enterprise IT service delivery and IT operations workflows. It typically integrates incident management, problem management, change management, service request management, knowledge management, configuration management database, IT asset management, service catalog, service-level management, and operational analytics within a unified service management environment. Compared with traditional ticketing tools, next-generation ITSM platforms place stronger emphasis on AI-assisted service delivery, automated ticket classification and routing, intelligent knowledge recommendation, self-service portals, virtual service agents, workflow orchestration, low-code configuration, observability integration, and connectivity with identity management, monitoring, IT asset, DevOps, security operations, and collaboration systems.

The product is mainly delivered through software-as-a-service subscriptions, on-premises licenses, or hybrid deployment models. Major producing and vendor regions include the United States, Europe, Japan, China, and India. Typical application scenarios include enterprise IT service desks, financial and telecom operation centers, digital manufacturing plants, public-sector IT operations, healthcare information centers, and service operations teams in internet and cloud service companies. Its commercial value lies in reducing incident response time, increasing service-request automation, standardizing ITIL-based workflows, lowering manual operating costs, and upgrading

ITSM from reactive ticket handling to enterprise-wide digital service operations.

The global Next-generation ITSM Platform market is moving from traditional service desk software toward intelligent enterprise service operations platforms. Cloud computing, hybrid work, multi-cloud architecture, rising cybersecurity incidents, and the expansion of internal digital workflows are pushing IT departments to manage tickets, assets, configurations, knowledge, changes, and service levels within unified platforms. Artificial intelligence is becoming a key driver of platform upgrades, with typical capabilities including intent recognition, automated ticket routing, knowledge-based answer generation, agent assistance for repetitive issues, predictive incident detection, and integration with monitoring and IT operations systems. As service management extends from IT departments to HR, finance, legal, facilities, and customer support teams, next-generation ITSM platforms are evolving from back-office tools into enterprise workflow hubs.

Market challenges are also clear. First, large-scale platforms involve long implementation cycles and high licensing costs, while customers need continuous investment in CMDB construction, data governance, process redesign, and system integration, making total cost of ownership a central procurement factor. Second, AI features improve automation but create risks around knowledge quality, access control, model explainability, incorrect recommendations, and compliance auditing, so enterprises are unlikely to hand over critical IT operations decisions entirely to autonomous agents. Third, existing ITSM systems, monitoring tools, asset platforms, and collaboration software create strong switching barriers, and migration costs and organizational resistance slow replacement cycles. As a result, future growth is more likely to come from cloud migration, module expansion, AI add-on packages, enterprise service management extension, and continued platform consolidation among mid-sized and large enterprises, rather than from simple new-customer expansion.

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

This report is a detailed and comprehensive analysis of the world market for Next-generation IT Service Management (ITSM) Platform, 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 Next-generation IT Service Management (ITSM) Platform that contribute to its increasing demand across many markets.

Highlights and key features of the study

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

Global Next-generation IT Service Management (ITSM) Platform total market by region & country, CAGR, 2021-2032, (USD Million)

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

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

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

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

This report profiles major players in the global Next-generation IT Service Management (ITSM) Platform 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., Salesforce, Inc., Atlassian Corporation, BMC Helix, Inc., Ivanti, Inc., Freshworks Inc., Zoho Corporation, OpenText Corporation, SolarWinds Corporation, GoTo Group, Inc., 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 Next-generation IT Service Management (ITSM) Platform 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 Next-generation IT Service Management (ITSM) Platform Market, By Region:

United States

China

Europe

Japan

South Korea

ASEAN

India

Rest of World

Global Next-generation IT Service Management (ITSM) Platform Market, Segmentation by Type:

Cloud Native SaaS Platform

Hybrid Managed Platform

On Premises Platform

Global Next-generation IT Service Management (ITSM) Platform Market, Segmentation by Component:

Software Subscription

Implementation Services

Managed Support Services

Global Next-generation IT Service Management (ITSM) Platform Market, Segmentation by End User Industry:

IT and Telecom

Financial Services

Healthcare and Education

Others

Global Next-generation IT Service Management (ITSM) Platform Market, Segmentation by Application:

Large Enterprises

Small and Medium Enterprises

Others

Companies Profiled:

ServiceNow, Inc.

Salesforce, Inc.

Atlassian Corporation

BMC Helix, Inc.

Ivanti, Inc.

Freshworks Inc.

Zoho Corporation

OpenText Corporation

SolarWinds Corporation

GoTo Group, Inc.

Xurrent, Inc.

InvGate

IFS AB

Matrix42 GmbH

EasyVista SAS

TOPdesk Nederland B.V.

USU Software AG

SysAid Technologies Ltd.

Halo Service Solutions Ltd.

Mindarray Systems Private Limited

Nomura Research Institute, Ltd.

STEG Co., Ltd.

Cloudwise Beijing Technology Co., Ltd.

Guangzhou Canway Technology Co., Ltd.

Galaxy Software Services Corporation

Key Questions Answered

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

Management (ITSM) Platform market?

4. What is the total value of the global Next-generation IT Service Management (ITSM) Platform market?

5. Who are the Major Players in the global Next-generation IT Service Management (ITSM) Platform market?

6. What are the growth factors driving the market demand?

Contents

1 SUPPLY SUMMARY

- 1.1 Next-generation IT Service Management (ITSM) Platform Introduction
- 1.2 World Next-generation IT Service Management (ITSM) Platform Market Size & Forecast (2021 & 2025 & 2032)
- 1.3 World Next-generation IT Service Management (ITSM) Platform Total Market by Region (by Headquarter Location)
 - 1.3.1 World Next-generation IT Service Management (ITSM) Platform Market Size by Region (2021-2032), (by Headquarter Location)
 - 1.3.2 United States Based Company Next-generation IT Service Management (ITSM) Platform Revenue (2021-2032)
 - 1.3.3 China Based Company Next-generation IT Service Management (ITSM) Platform Revenue (2021-2032)
 - 1.3.4 Europe Based Company Next-generation IT Service Management (ITSM) Platform Revenue (2021-2032)
 - 1.3.5 Japan Based Company Next-generation IT Service Management (ITSM) Platform Revenue (2021-2032)
 - 1.3.6 South Korea Based Company Next-generation IT Service Management (ITSM) Platform Revenue (2021-2032)
 - 1.3.7 ASEAN Based Company Next-generation IT Service Management (ITSM) Platform Revenue (2021-2032)
 - 1.3.8 India Based Company Next-generation IT Service Management (ITSM) Platform Revenue (2021-2032)
- 1.4 Market Drivers, Restraints and Trends
 - 1.4.1 Next-generation IT Service Management (ITSM) Platform Market Drivers
 - 1.4.2 Factors Affecting Demand
 - 1.4.3 Major Market Trends

2 DEMAND SUMMARY

- 2.1 World Next-generation IT Service Management (ITSM) Platform Consumption Value (2021-2032)
- 2.2 World Next-generation IT Service Management (ITSM) Platform Consumption Value by Region
 - 2.2.1 World Next-generation IT Service Management (ITSM) Platform Consumption Value by Region (2021-2026)
 - 2.2.2 World Next-generation IT Service Management (ITSM) Platform Consumption

Value Forecast by Region (2027-2032)

2.3 United States Next-generation IT Service Management (ITSM) Platform

Consumption Value (2021-2032)

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

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

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

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

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

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

3 WORLD NEXT-GENERATION IT SERVICE MANAGEMENT (ITSM) PLATFORM COMPANIES COMPETITIVE ANALYSIS

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

3.2 Industry Rank and Concentration Rate (CR)

3.2.1 Global Next-generation IT Service Management (ITSM) Platform Industry Rank of Major Players

3.2.2 Global Concentration Ratios (CR4) for Next-generation IT Service Management (ITSM) Platform in 2025

3.2.3 Global Concentration Ratios (CR8) for Next-generation IT Service Management (ITSM) Platform in 2025

3.3 Next-generation IT Service Management (ITSM) Platform Company Evaluation Quadrant

3.4 Next-generation IT Service Management (ITSM) Platform Market: Overall Company Footprint Analysis

3.4.1 Next-generation IT Service Management (ITSM) Platform Market: Region Footprint

3.4.2 Next-generation IT Service Management (ITSM) Platform Market: Company Product Type Footprint

3.4.3 Next-generation IT Service Management (ITSM) Platform 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: Next-generation IT Service Management (ITSM) Platform Revenue Comparison (by Headquarter Location)
 - 4.1.1 United States VS China: Next-generation IT Service Management (ITSM) Platform Revenue Comparison (2021 & 2025 & 2032) (by Headquarter Location)
 - 4.1.2 United States VS China: Next-generation IT Service Management (ITSM) Platform Revenue Market Share Comparison (2021 & 2025 & 2032)
- 4.2 United States Based Companies VS China Based Companies: Next-generation IT Service Management (ITSM) Platform Consumption Value Comparison
 - 4.2.1 United States VS China: Next-generation IT Service Management (ITSM) Platform Consumption Value Comparison (2021 & 2025 & 2032)
 - 4.2.2 United States VS China: Next-generation IT Service Management (ITSM) Platform Consumption Value Market Share Comparison (2021 & 2025 & 2032)
- 4.3 United States Based Next-generation IT Service Management (ITSM) Platform Companies and Market Share, 2021-2026
 - 4.3.1 United States Based Next-generation IT Service Management (ITSM) Platform Companies, Headquarters (States, Country)
 - 4.3.2 United States Based Companies Next-generation IT Service Management (ITSM) Platform Revenue, (2021-2026)
- 4.4 China Based Companies Next-generation IT Service Management (ITSM) Platform Revenue and Market Share, 2021-2026
 - 4.4.1 China Based Next-generation IT Service Management (ITSM) Platform Companies, Company Headquarters (Province, Country)
 - 4.4.2 China Based Companies Next-generation IT Service Management (ITSM) Platform Revenue, (2021-2026)
- 4.5 Rest of World Based Next-generation IT Service Management (ITSM) Platform Companies and Market Share, 2021-2026
 - 4.5.1 Rest of World Based Next-generation IT Service Management (ITSM) Platform Companies, Headquarters (Province, Country)
 - 4.5.2 Rest of World Based Companies Next-generation IT Service Management (ITSM) Platform Revenue (2021-2026)

5 MARKET ANALYSIS BY TYPE

5.1 World Next-generation IT Service Management (ITSM) Platform Market Size

Overview by Type: 2021 VS 2025 VS 2032

5.2 Segment Introduction by Type

5.2.1 Cloud Native SaaS Platform

5.2.2 Hybrid Managed Platform

5.2.3 On Premises Platform

5.3 Market Segment by Type

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

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

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

6 MARKET ANALYSIS BY COMPONENT

6.1 World Next-generation IT Service Management (ITSM) Platform Market Size

Overview by Component: 2021 VS 2025 VS 2032

6.2 Segment Introduction by Component

6.2.1 Software Subscription

6.2.2 Implementation Services

6.2.3 Managed Support Services

6.3 Market Segment by Component

6.3.1 World Next-generation IT Service Management (ITSM) Platform Market Size by Component (2021-2026)

6.3.2 World Next-generation IT Service Management (ITSM) Platform Market Size by Component (2027-2032)

6.3.3 World Next-generation IT Service Management (ITSM) Platform Market Size Market Share by Component (2027-2032)

7 MARKET ANALYSIS BY END USER INDUSTRY

7.1 World Next-generation IT Service Management (ITSM) Platform Market Size

Overview by End User Industry: 2021 VS 2025 VS 2032

7.2 Segment Introduction by End User Industry

7.2.1 IT and Telecom

7.2.2 Financial Services

7.2.3 Healthcare and Education

7.2.4 Others

7.3 Market Segment by End User Industry

7.3.1 World Next-generation IT Service Management (ITSM) Platform Market Size by End User Industry (2021-2026)

7.3.2 World Next-generation IT Service Management (ITSM) Platform Market Size by End User Industry (2027-2032)

7.3.3 World Next-generation IT Service Management (ITSM) Platform Market Size Market Share by End User Industry (2027-2032)

8 MARKET ANALYSIS BY APPLICATION

8.1 World Next-generation IT Service Management (ITSM) Platform Market Size Overview by Application: 2021 VS 2025 VS 2032

8.2 Segment Introduction by Application

8.2.1 Large Enterprises

8.2.2 Small and Medium Enterprises

8.2.3 Others

8.3 Market Segment by Application

8.3.1 World Next-generation IT Service Management (ITSM) Platform Market Size by Application (2021-2026)

8.3.2 World Next-generation IT Service Management (ITSM) Platform Market Size by Application (2027-2032)

8.3.3 World Next-generation IT Service Management (ITSM) Platform Market Size Market Share by Application (2021-2032)

9 COMPANY PROFILES

9.1 ServiceNow, Inc.

9.1.1 ServiceNow, Inc. Details

9.1.2 ServiceNow, Inc. Major Business

9.1.3 ServiceNow, Inc. Next-generation IT Service Management (ITSM) Platform Product and Services

9.1.4 ServiceNow, Inc. Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026)

9.1.5 ServiceNow, Inc. Recent Developments/Updates

9.1.6 ServiceNow, Inc. Competitive Strengths & Weaknesses

9.2 Salesforce, Inc.

9.2.1 Salesforce, Inc. Details

9.2.2 Salesforce, Inc. Major Business

9.2.3 Salesforce, Inc. Next-generation IT Service Management (ITSM) Platform
Product and Services

9.2.4 Salesforce, Inc. Next-generation IT Service Management (ITSM) Platform
Revenue, Gross Margin and Market Share (2021-2026)

9.2.5 Salesforce, Inc. Recent Developments/Updates

9.2.6 Salesforce, Inc. Competitive Strengths & Weaknesses

9.3 Atlassian Corporation

9.3.1 Atlassian Corporation Details

9.3.2 Atlassian Corporation Major Business

9.3.3 Atlassian Corporation Next-generation IT Service Management (ITSM) Platform
Product and Services

9.3.4 Atlassian Corporation Next-generation IT Service Management (ITSM) Platform
Revenue, Gross Margin and Market Share (2021-2026)

9.3.5 Atlassian Corporation Recent Developments/Updates

9.3.6 Atlassian Corporation Competitive Strengths & Weaknesses

9.4 BMC Helix, Inc.

9.4.1 BMC Helix, Inc. Details

9.4.2 BMC Helix, Inc. Major Business

9.4.3 BMC Helix, Inc. Next-generation IT Service Management (ITSM) Platform
Product and Services

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

9.4.5 BMC Helix, Inc. Recent Developments/Updates

9.4.6 BMC Helix, Inc. Competitive Strengths & Weaknesses

9.5 Ivanti, Inc.

9.5.1 Ivanti, Inc. Details

9.5.2 Ivanti, Inc. Major Business

9.5.3 Ivanti, Inc. Next-generation IT Service Management (ITSM) Platform Product and
Services

9.5.4 Ivanti, Inc. Next-generation IT Service Management (ITSM) Platform Revenue,
Gross Margin and Market Share (2021-2026)

9.5.5 Ivanti, Inc. Recent Developments/Updates

9.5.6 Ivanti, Inc. Competitive Strengths & Weaknesses

9.6 Freshworks Inc.

9.6.1 Freshworks Inc. Details

9.6.2 Freshworks Inc. Major Business

9.6.3 Freshworks Inc. Next-generation IT Service Management (ITSM) Platform
Product and Services

9.6.4 Freshworks Inc. Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026)

9.6.5 Freshworks Inc. Recent Developments/Updates

9.6.6 Freshworks Inc. Competitive Strengths & Weaknesses

9.7 Zoho Corporation

9.7.1 Zoho Corporation Details

9.7.2 Zoho Corporation Major Business

9.7.3 Zoho Corporation Next-generation IT Service Management (ITSM) Platform Product and Services

9.7.4 Zoho Corporation Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026)

9.7.5 Zoho Corporation Recent Developments/Updates

9.7.6 Zoho Corporation Competitive Strengths & Weaknesses

9.8 OpenText Corporation

9.8.1 OpenText Corporation Details

9.8.2 OpenText Corporation Major Business

9.8.3 OpenText Corporation Next-generation IT Service Management (ITSM) Platform Product and Services

9.8.4 OpenText Corporation Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026)

9.8.5 OpenText Corporation Recent Developments/Updates

9.8.6 OpenText Corporation Competitive Strengths & Weaknesses

9.9 SolarWinds Corporation

9.9.1 SolarWinds Corporation Details

9.9.2 SolarWinds Corporation Major Business

9.9.3 SolarWinds Corporation Next-generation IT Service Management (ITSM) Platform Product and Services

9.9.4 SolarWinds Corporation Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026)

9.9.5 SolarWinds Corporation Recent Developments/Updates

9.9.6 SolarWinds Corporation Competitive Strengths & Weaknesses

9.10 GoTo Group, Inc.

9.10.1 GoTo Group, Inc. Details

9.10.2 GoTo Group, Inc. Major Business

9.10.3 GoTo Group, Inc. Next-generation IT Service Management (ITSM) Platform Product and Services

9.10.4 GoTo Group, Inc. Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026)

9.10.5 GoTo Group, Inc. Recent Developments/Updates

- 9.10.6 GoTo Group, Inc. Competitive Strengths & Weaknesses
- 9.11 Xurrent, Inc.
 - 9.11.1 Xurrent, Inc. Details
 - 9.11.2 Xurrent, Inc. Major Business
 - 9.11.3 Xurrent, Inc. Next-generation IT Service Management (ITSM) Platform Product and Services
 - 9.11.4 Xurrent, Inc. Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026)
 - 9.11.5 Xurrent, Inc. Recent Developments/Updates
 - 9.11.6 Xurrent, Inc. Competitive Strengths & Weaknesses
- 9.12 InvGate
 - 9.12.1 InvGate Details
 - 9.12.2 InvGate Major Business
 - 9.12.3 InvGate Next-generation IT Service Management (ITSM) Platform Product and Services
 - 9.12.4 InvGate Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026)
 - 9.12.5 InvGate Recent Developments/Updates
 - 9.12.6 InvGate Competitive Strengths & Weaknesses
- 9.13 IFS AB
 - 9.13.1 IFS AB Details
 - 9.13.2 IFS AB Major Business
 - 9.13.3 IFS AB Next-generation IT Service Management (ITSM) Platform Product and Services
 - 9.13.4 IFS AB Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026)
 - 9.13.5 IFS AB Recent Developments/Updates
 - 9.13.6 IFS AB Competitive Strengths & Weaknesses
- 9.14 Matrix42 GmbH
 - 9.14.1 Matrix42 GmbH Details
 - 9.14.2 Matrix42 GmbH Major Business
 - 9.14.3 Matrix42 GmbH Next-generation IT Service Management (ITSM) Platform Product and Services
 - 9.14.4 Matrix42 GmbH Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026)
 - 9.14.5 Matrix42 GmbH Recent Developments/Updates
 - 9.14.6 Matrix42 GmbH Competitive Strengths & Weaknesses
- 9.15 EasyVista SAS
 - 9.15.1 EasyVista SAS Details

- 9.15.2 EasyVista SAS Major Business
- 9.15.3 EasyVista SAS Next-generation IT Service Management (ITSM) Platform Product and Services
- 9.15.4 EasyVista SAS Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026)
- 9.15.5 EasyVista SAS Recent Developments/Updates
- 9.15.6 EasyVista SAS Competitive Strengths & Weaknesses
- 9.16 TOPdesk Nederland B.V.
- 9.16.1 TOPdesk Nederland B.V. Details
- 9.16.2 TOPdesk Nederland B.V. Major Business
- 9.16.3 TOPdesk Nederland B.V. Next-generation IT Service Management (ITSM) Platform Product and Services
- 9.16.4 TOPdesk Nederland B.V. Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026)
- 9.16.5 TOPdesk Nederland B.V. Recent Developments/Updates
- 9.16.6 TOPdesk Nederland B.V. Competitive Strengths & Weaknesses
- 9.17 USU Software AG
- 9.17.1 USU Software AG Details
- 9.17.2 USU Software AG Major Business
- 9.17.3 USU Software AG Next-generation IT Service Management (ITSM) Platform Product and Services
- 9.17.4 USU Software AG Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026)
- 9.17.5 USU Software AG Recent Developments/Updates
- 9.17.6 USU Software AG Competitive Strengths & Weaknesses
- 9.18 SysAid Technologies Ltd.
- 9.18.1 SysAid Technologies Ltd. Details
- 9.18.2 SysAid Technologies Ltd. Major Business
- 9.18.3 SysAid Technologies Ltd. Next-generation IT Service Management (ITSM) Platform Product and Services
- 9.18.4 SysAid Technologies Ltd. Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026)
- 9.18.5 SysAid Technologies Ltd. Recent Developments/Updates
- 9.18.6 SysAid Technologies Ltd. Competitive Strengths & Weaknesses
- 9.19 Halo Service Solutions Ltd.
- 9.19.1 Halo Service Solutions Ltd. Details
- 9.19.2 Halo Service Solutions Ltd. Major Business
- 9.19.3 Halo Service Solutions Ltd. Next-generation IT Service Management (ITSM) Platform Product and Services

- 9.19.4 Halo Service Solutions Ltd. Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026)
- 9.19.5 Halo Service Solutions Ltd. Recent Developments/Updates
- 9.19.6 Halo Service Solutions Ltd. Competitive Strengths & Weaknesses
- 9.20 Mindarray Systems Private Limited
 - 9.20.1 Mindarray Systems Private Limited Details
 - 9.20.2 Mindarray Systems Private Limited Major Business
 - 9.20.3 Mindarray Systems Private Limited Next-generation IT Service Management (ITSM) Platform Product and Services
 - 9.20.4 Mindarray Systems Private Limited Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026)
 - 9.20.5 Mindarray Systems Private Limited Recent Developments/Updates
 - 9.20.6 Mindarray Systems Private Limited Competitive Strengths & Weaknesses
- 9.21 Nomura Research Institute, Ltd.
 - 9.21.1 Nomura Research Institute, Ltd. Details
 - 9.21.2 Nomura Research Institute, Ltd. Major Business
 - 9.21.3 Nomura Research Institute, Ltd. Next-generation IT Service Management (ITSM) Platform Product and Services
 - 9.21.4 Nomura Research Institute, Ltd. Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026)
 - 9.21.5 Nomura Research Institute, Ltd. Recent Developments/Updates
 - 9.21.6 Nomura Research Institute, Ltd. Competitive Strengths & Weaknesses
- 9.22 STEG Co., Ltd.
 - 9.22.1 STEG Co., Ltd. Details
 - 9.22.2 STEG Co., Ltd. Major Business
 - 9.22.3 STEG Co., Ltd. Next-generation IT Service Management (ITSM) Platform Product and Services
 - 9.22.4 STEG Co., Ltd. Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026)
 - 9.22.5 STEG Co., Ltd. Recent Developments/Updates
 - 9.22.6 STEG Co., Ltd. Competitive Strengths & Weaknesses
- 9.23 Cloudwise Beijing Technology Co., Ltd.
 - 9.23.1 Cloudwise Beijing Technology Co., Ltd. Details
 - 9.23.2 Cloudwise Beijing Technology Co., Ltd. Major Business
 - 9.23.3 Cloudwise Beijing Technology Co., Ltd. Next-generation IT Service Management (ITSM) Platform Product and Services
 - 9.23.4 Cloudwise Beijing Technology Co., Ltd. Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026)
 - 9.23.5 Cloudwise Beijing Technology Co., Ltd. Recent Developments/Updates

- 9.23.6 Cloudwise Beijing Technology Co., Ltd. Competitive Strengths & Weaknesses
- 9.24 Guangzhou Canway Technology Co., Ltd.
 - 9.24.1 Guangzhou Canway Technology Co., Ltd. Details
 - 9.24.2 Guangzhou Canway Technology Co., Ltd. Major Business
 - 9.24.3 Guangzhou Canway Technology Co., Ltd. Next-generation IT Service Management (ITSM) Platform Product and Services
 - 9.24.4 Guangzhou Canway Technology Co., Ltd. Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026)
 - 9.24.5 Guangzhou Canway Technology Co., Ltd. Recent Developments/Updates
 - 9.24.6 Guangzhou Canway Technology Co., Ltd. Competitive Strengths & Weaknesses
- 9.25 Galaxy Software Services Corporation
 - 9.25.1 Galaxy Software Services Corporation Details
 - 9.25.2 Galaxy Software Services Corporation Major Business
 - 9.25.3 Galaxy Software Services Corporation Next-generation IT Service Management (ITSM) Platform Product and Services
 - 9.25.4 Galaxy Software Services Corporation Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026)
 - 9.25.5 Galaxy Software Services Corporation Recent Developments/Updates
 - 9.25.6 Galaxy Software Services Corporation Competitive Strengths & Weaknesses

10 INDUSTRY CHAIN ANALYSIS

- 10.1 Next-generation IT Service Management (ITSM) Platform Industry Chain
- 10.2 Next-generation IT Service Management (ITSM) Platform Upstream Analysis
- 10.3 Next-generation IT Service Management (ITSM) Platform Midstream Analysis
- 10.4 Next-generation IT Service Management (ITSM) Platform Downstream Analysis

11 RESEARCH FINDINGS AND CONCLUSION

12 APPENDIX

- 12.1 Methodology
- 12.2 Research Process and Data Source
- 12.3 Disclaimer

List Of Tables

LIST OF TABLES

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

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

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

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

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

Table 6. Major Market Trends

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

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

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

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

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

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

Table 13. Global Next-generation IT Service Management (ITSM) Platform Company Evaluation Quadrant

Table 14. Head Office of Key Next-generation IT Service Management (ITSM) Platform Players

Table 15. Next-generation IT Service Management (ITSM) Platform Market: Company Product Type Footprint

Table 16. Next-generation IT Service Management (ITSM) Platform Market: Company Product Application Footprint

Table 17. Next-generation IT Service Management (ITSM) Platform Mergers & Acquisitions Activity

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Table 32. World Next-generation IT Service Management (ITSM) Platform Market Size by Component, (USD Million), 2021 & 2025 & 2032

Table 33. World Next-generation IT Service Management (ITSM) Platform Market Size Value by Component (2021-2026) & (USD Million)

Table 34. World Next-generation IT Service Management (ITSM) Platform Market Size by Component (2027-2032) & (USD Million)

Table 35. World Next-generation IT Service Management (ITSM) Platform Market Size by End User Industry, (USD Million), 2021 & 2025 & 2032

Table 36. World Next-generation IT Service Management (ITSM) Platform Market Size Value by End User Industry (2021-2026) & (USD Million)

Table 37. World Next-generation IT Service Management (ITSM) Platform Market Size by End User Industry (2027-2032) & (USD Million)

Table 38. World Next-generation IT Service Management (ITSM) Platform Market Size

by Application, (USD Million), 2021 & 2025 & 2032

Table 39. World Next-generation IT Service Management (ITSM) Platform Market Size by Application (2021-2026) & (USD Million)

Table 40. World Next-generation IT Service Management (ITSM) Platform Market Size by Application (2027-2032) & (USD Million)

Table 41. ServiceNow, Inc. Basic Information, Manufacturing Base and Competitors

Table 42. ServiceNow, Inc. Major Business

Table 43. ServiceNow, Inc. Next-generation IT Service Management (ITSM) Platform Product and Services

Table 44. ServiceNow, Inc. Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 45. ServiceNow, Inc. Recent Developments/Updates

Table 46. ServiceNow, Inc. Competitive Strengths & Weaknesses

Table 47. Salesforce, Inc. Basic Information, Manufacturing Base and Competitors

Table 48. Salesforce, Inc. Major Business

Table 49. Salesforce, Inc. Next-generation IT Service Management (ITSM) Platform Product and Services

Table 50. Salesforce, Inc. Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 51. Salesforce, Inc. Recent Developments/Updates

Table 52. Salesforce, Inc. Competitive Strengths & Weaknesses

Table 53. Atlassian Corporation Basic Information, Manufacturing Base and Competitors

Table 54. Atlassian Corporation Major Business

Table 55. Atlassian Corporation Next-generation IT Service Management (ITSM) Platform Product and Services

Table 56. Atlassian Corporation Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 57. Atlassian Corporation Recent Developments/Updates

Table 58. Atlassian Corporation Competitive Strengths & Weaknesses

Table 59. BMC Helix, Inc. Basic Information, Manufacturing Base and Competitors

Table 60. BMC Helix, Inc. Major Business

Table 61. BMC Helix, Inc. Next-generation IT Service Management (ITSM) Platform Product and Services

Table 62. BMC Helix, Inc. Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 63. BMC Helix, Inc. Recent Developments/Updates

Table 64. BMC Helix, Inc. Competitive Strengths & Weaknesses

Table 65. Ivanti, Inc. Basic Information, Manufacturing Base and Competitors

Table 66. Ivanti, Inc. Major Business

Table 67. Ivanti, Inc. Next-generation IT Service Management (ITSM) Platform Product and Services

Table 68. Ivanti, Inc. Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 69. Ivanti, Inc. Recent Developments/Updates

Table 70. Ivanti, Inc. Competitive Strengths & Weaknesses

Table 71. Freshworks Inc. Basic Information, Manufacturing Base and Competitors

Table 72. Freshworks Inc. Major Business

Table 73. Freshworks Inc. Next-generation IT Service Management (ITSM) Platform Product and Services

Table 74. Freshworks Inc. Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 75. Freshworks Inc. Recent Developments/Updates

Table 76. Freshworks Inc. Competitive Strengths & Weaknesses

Table 77. Zoho Corporation Basic Information, Manufacturing Base and Competitors

Table 78. Zoho Corporation Major Business

Table 79. Zoho Corporation Next-generation IT Service Management (ITSM) Platform Product and Services

Table 80. Zoho Corporation Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 81. Zoho Corporation Recent Developments/Updates

Table 82. Zoho Corporation Competitive Strengths & Weaknesses

Table 83. OpenText Corporation Basic Information, Manufacturing Base and Competitors

Table 84. OpenText Corporation Major Business

Table 85. OpenText Corporation Next-generation IT Service Management (ITSM) Platform Product and Services

Table 86. OpenText Corporation Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 87. OpenText Corporation Recent Developments/Updates

Table 88. OpenText Corporation Competitive Strengths & Weaknesses

Table 89. SolarWinds Corporation Basic Information, Manufacturing Base and Competitors

Table 90. SolarWinds Corporation Major Business

Table 91. SolarWinds Corporation Next-generation IT Service Management (ITSM) Platform Product and Services

Table 92. SolarWinds Corporation Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 93. SolarWinds Corporation Recent Developments/Updates
Table 94. SolarWinds Corporation Competitive Strengths & Weaknesses
Table 95. GoTo Group, Inc. Basic Information, Manufacturing Base and Competitors
Table 96. GoTo Group, Inc. Major Business
Table 97. GoTo Group, Inc. Next-generation IT Service Management (ITSM) Platform Product and Services
Table 98. GoTo Group, Inc. Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)
Table 99. GoTo Group, Inc. Recent Developments/Updates
Table 100. GoTo Group, Inc. Competitive Strengths & Weaknesses
Table 101. Xurrent, Inc. Basic Information, Manufacturing Base and Competitors
Table 102. Xurrent, Inc. Major Business
Table 103. Xurrent, Inc. Next-generation IT Service Management (ITSM) Platform Product and Services
Table 104. Xurrent, Inc. Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)
Table 105. Xurrent, Inc. Recent Developments/Updates
Table 106. Xurrent, Inc. Competitive Strengths & Weaknesses
Table 107. InvGate Basic Information, Manufacturing Base and Competitors
Table 108. InvGate Major Business
Table 109. InvGate Next-generation IT Service Management (ITSM) Platform Product and Services
Table 110. InvGate Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)
Table 111. InvGate Recent Developments/Updates
Table 112. InvGate Competitive Strengths & Weaknesses
Table 113. IFS AB Basic Information, Manufacturing Base and Competitors
Table 114. IFS AB Major Business
Table 115. IFS AB Next-generation IT Service Management (ITSM) Platform Product and Services
Table 116. IFS AB Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)
Table 117. IFS AB Recent Developments/Updates
Table 118. IFS AB Competitive Strengths & Weaknesses
Table 119. Matrix42 GmbH Basic Information, Manufacturing Base and Competitors
Table 120. Matrix42 GmbH Major Business
Table 121. Matrix42 GmbH Next-generation IT Service Management (ITSM) Platform Product and Services
Table 122. Matrix42 GmbH Next-generation IT Service Management (ITSM) Platform

Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 123. Matrix42 GmbH Recent Developments/Updates

Table 124. Matrix42 GmbH Competitive Strengths & Weaknesses

Table 125. EasyVista SAS Basic Information, Manufacturing Base and Competitors

Table 126. EasyVista SAS Major Business

Table 127. EasyVista SAS Next-generation IT Service Management (ITSM) Platform Product and Services

Table 128. EasyVista SAS Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 129. EasyVista SAS Recent Developments/Updates

Table 130. EasyVista SAS Competitive Strengths & Weaknesses

Table 131. TOPdesk Nederland B.V. Basic Information, Manufacturing Base and Competitors

Table 132. TOPdesk Nederland B.V. Major Business

Table 133. TOPdesk Nederland B.V. Next-generation IT Service Management (ITSM) Platform Product and Services

Table 134. TOPdesk Nederland B.V. Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 135. TOPdesk Nederland B.V. Recent Developments/Updates

Table 136. TOPdesk Nederland B.V. Competitive Strengths & Weaknesses

Table 137. USU Software AG Basic Information, Manufacturing Base and Competitors

Table 138. USU Software AG Major Business

Table 139. USU Software AG Next-generation IT Service Management (ITSM) Platform Product and Services

Table 140. USU Software AG Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 141. USU Software AG Recent Developments/Updates

Table 142. USU Software AG Competitive Strengths & Weaknesses

Table 143. SysAid Technologies Ltd. Basic Information, Manufacturing Base and Competitors

Table 144. SysAid Technologies Ltd. Major Business

Table 145. SysAid Technologies Ltd. Next-generation IT Service Management (ITSM) Platform Product and Services

Table 146. SysAid Technologies Ltd. Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 147. SysAid Technologies Ltd. Recent Developments/Updates

Table 148. SysAid Technologies Ltd. Competitive Strengths & Weaknesses

Table 149. Halo Service Solutions Ltd. Basic Information, Manufacturing Base and Competitors

Table 150. Halo Service Solutions Ltd. Major Business
Table 151. Halo Service Solutions Ltd. Next-generation IT Service Management (ITSM) Platform Product and Services
Table 152. Halo Service Solutions Ltd. Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)
Table 153. Halo Service Solutions Ltd. Recent Developments/Updates
Table 154. Halo Service Solutions Ltd. Competitive Strengths & Weaknesses
Table 155. Mindarray Systems Private Limited Basic Information, Manufacturing Base and Competitors
Table 156. Mindarray Systems Private Limited Major Business
Table 157. Mindarray Systems Private Limited Next-generation IT Service Management (ITSM) Platform Product and Services
Table 158. Mindarray Systems Private Limited Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)
Table 159. Mindarray Systems Private Limited Recent Developments/Updates
Table 160. Mindarray Systems Private Limited Competitive Strengths & Weaknesses
Table 161. Nomura Research Institute, Ltd. Basic Information, Manufacturing Base and Competitors
Table 162. Nomura Research Institute, Ltd. Major Business
Table 163. Nomura Research Institute, Ltd. Next-generation IT Service Management (ITSM) Platform Product and Services
Table 164. Nomura Research Institute, Ltd. Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)
Table 165. Nomura Research Institute, Ltd. Recent Developments/Updates
Table 166. Nomura Research Institute, Ltd. Competitive Strengths & Weaknesses
Table 167. STEG Co., Ltd. Basic Information, Manufacturing Base and Competitors
Table 168. STEG Co., Ltd. Major Business
Table 169. STEG Co., Ltd. Next-generation IT Service Management (ITSM) Platform Product and Services
Table 170. STEG Co., Ltd. Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)
Table 171. STEG Co., Ltd. Recent Developments/Updates
Table 172. STEG Co., Ltd. Competitive Strengths & Weaknesses
Table 173. Cloudwise Beijing Technology Co., Ltd. Basic Information, Manufacturing Base and Competitors
Table 174. Cloudwise Beijing Technology Co., Ltd. Major Business
Table 175. Cloudwise Beijing Technology Co., Ltd. Next-generation IT Service Management (ITSM) Platform Product and Services
Table 176. Cloudwise Beijing Technology Co., Ltd. Next-generation IT Service

Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 177. Cloudwise Beijing Technology Co., Ltd. Recent Developments/Updates

Table 178. Cloudwise Beijing Technology Co., Ltd. Competitive Strengths & Weaknesses

Table 179. Guangzhou Canway Technology Co., Ltd. Basic Information, Manufacturing Base and Competitors

Table 180. Guangzhou Canway Technology Co., Ltd. Major Business

Table 181. Guangzhou Canway Technology Co., Ltd. Next-generation IT Service Management (ITSM) Platform Product and Services

Table 182. Guangzhou Canway Technology Co., Ltd. Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 183. Guangzhou Canway Technology Co., Ltd. Recent Developments/Updates

Table 184. Guangzhou Canway Technology Co., Ltd. Competitive Strengths & Weaknesses

Table 185. Galaxy Software Services Corporation Basic Information, Manufacturing Base and Competitors

Table 186. Galaxy Software Services Corporation Major Business

Table 187. Galaxy Software Services Corporation Next-generation IT Service Management (ITSM) Platform Product and Services

Table 188. Galaxy Software Services Corporation Next-generation IT Service Management (ITSM) Platform Revenue, Gross Margin and Market Share (2021-2026) & (USD Million)

Table 189. Galaxy Software Services Corporation Recent Developments/Updates

Table 190. Galaxy Software Services Corporation Competitive Strengths & Weaknesses

Table 191. Global Key Players of Next-generation IT Service Management (ITSM) Platform Upstream (Raw Materials)

Table 192. Global Next-generation IT Service Management (ITSM) Platform Typical Customers

List Of Figures

LIST OF FIGURES

- Figure 1. Next-generation IT Service Management (ITSM) Platform Picture
- Figure 2. World Next-generation IT Service Management (ITSM) Platform Total Revenue: 2021 & 2025 & 2032, (USD Million)
- Figure 3. World Next-generation IT Service Management (ITSM) Platform Total Revenue (2021-2032) & (USD Million)
- Figure 4. World Next-generation IT Service Management (ITSM) Platform Revenue by Region (2021, 2025 and 2032) & (USD Million), (by Headquarter Location)
- Figure 5. World Next-generation IT Service Management (ITSM) Platform Revenue Market Share by Region (2021-2032), (by Headquarter Location)
- Figure 6. United States Based Company Next-generation IT Service Management (ITSM) Platform Revenue (2021-2032) & (USD Million)
- Figure 7. China Based Company Next-generation IT Service Management (ITSM) Platform Revenue (2021-2032) & (USD Million)
- Figure 8. Europe Based Company Next-generation IT Service Management (ITSM) Platform Revenue (2021-2032) & (USD Million)
- Figure 9. Japan Based Company Next-generation IT Service Management (ITSM) Platform Revenue (2021-2032) & (USD Million)
- Figure 10. South Korea Based Company Next-generation IT Service Management (ITSM) Platform Revenue (2021-2032) & (USD Million)
- Figure 11. ASEAN Based Company Next-generation IT Service Management (ITSM) Platform Revenue (2021-2032) & (USD Million)
- Figure 12. India Based Company Next-generation IT Service Management (ITSM) Platform Revenue (2021-2032) & (USD Million)
- Figure 13. Next-generation IT Service Management (ITSM) Platform Market Drivers
- Figure 14. Factors Affecting Demand
- Figure 15. World Next-generation IT Service Management (ITSM) Platform Consumption Value (2021-2032) & (USD Million)
- Figure 16. World Next-generation IT Service Management (ITSM) Platform Consumption Value Market Share by Region (2021-2032)
- Figure 17. United States Next-generation IT Service Management (ITSM) Platform Consumption Value (2021-2032) & (USD Million)
- Figure 18. China Next-generation IT Service Management (ITSM) Platform Consumption Value (2021-2032) & (USD Million)
- Figure 19. Europe Next-generation IT Service Management (ITSM) Platform Consumption Value (2021-2032) & (USD Million)

- Figure 20. Japan Next-generation IT Service Management (ITSM) Platform Consumption Value (2021-2032) & (USD Million)
- Figure 21. South Korea Next-generation IT Service Management (ITSM) Platform Consumption Value (2021-2032) & (USD Million)
- Figure 22. ASEAN Next-generation IT Service Management (ITSM) Platform Consumption Value (2021-2032) & (USD Million)
- Figure 23. India Next-generation IT Service Management (ITSM) Platform Consumption Value (2021-2032) & (USD Million)
- Figure 24. Producer Shipments of Next-generation IT Service Management (ITSM) Platform by Player Revenue (\$MM) and Market Share (%): 2025
- Figure 25. Global Four-firm Concentration Ratios (CR4) for Next-generation IT Service Management (ITSM) Platform Markets in 2025
- Figure 26. Global Four-firm Concentration Ratios (CR8) for Next-generation IT Service Management (ITSM) Platform Markets in 2025
- Figure 27. United States VS China: Next-generation IT Service Management (ITSM) Platform Revenue Market Share Comparison (2021 & 2025 & 2032)
- Figure 28. United States VS China: Next-generation IT Service Management (ITSM) Platform Consumption Value Market Share Comparison (2021 & 2025 & 2032)
- Figure 29. World Next-generation IT Service Management (ITSM) Platform Market Size by Type, (USD Million), 2021 & 2025 & 2032
- Figure 30. World Next-generation IT Service Management (ITSM) Platform Market Size Market Share by Type in 2025
- Figure 31. Cloud Native SaaS Platform
- Figure 32. Hybrid Managed Platform
- Figure 33. On Premises Platform
- Figure 34. World Next-generation IT Service Management (ITSM) Platform Market Size Market Share by Type (2021-2032)
- Figure 35. World Next-generation IT Service Management (ITSM) Platform Market Size by Component, (USD Million), 2021 & 2025 & 2032
- Figure 36. World Next-generation IT Service Management (ITSM) Platform Market Size Market Share by Component in 2025
- Figure 37. Software Subscription
- Figure 38. Implementation Services
- Figure 39. Managed Support Services
- Figure 40. World Next-generation IT Service Management (ITSM) Platform Market Size Market Share by Component (2021-2032)
- Figure 41. World Next-generation IT Service Management (ITSM) Platform Market Size by End User Industry, (USD Million), 2021 & 2025 & 2032
- Figure 42. World Next-generation IT Service Management (ITSM) Platform Market Size

Market Share by End User Industry in 2025

Figure 43. IT and Telecom

Figure 44. Financial Services

Figure 45. Healthcare and Education

Figure 46. Others

Figure 47. World Next-generation IT Service Management (ITSM) Platform Market Size
Market Share by End User Industry (2021-2032)

Figure 48. World Next-generation IT Service Management (ITSM) Platform Market Size
by Application, (USD Million), 2021 & 2025 & 2032

Figure 49. World Next-generation IT Service Management (ITSM) Platform Market Size
Market Share by Application in 2025

Figure 50. Large Enterprises

Figure 51. Small and Medium Enterprises

Figure 52. Others

Figure 53. World Next-generation IT Service Management (ITSM) Platform Market Size
Market Share by Application (2021-2032)

Figure 54. Next-generation IT Service Management (ITSM) Platform Industrial Chain

Figure 55. Methodology

Figure 56. Research Process and Data Source

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