

Global Service Delivery Automation Market 2018 by Manufacturers, Countries, Type and Application, Forecast to 2023

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Abstracts

Service delivery automation, or SDA, is an umbrella term for the technologies that automate a series of human actions in a business or IT process. It can be used to: Search websites and gather pertinent information. Administer purchase orders and invoices.

SCOPE OF THE REPORT:

This report studies the Service Delivery Automation 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 Service Delivery Automation market by product type and applications/end industries.

North America accounted for the largest share of the global service delivery automation market due to the implementation of service delivery automation solutions across varied industries in this region. However, major growth will be witnessed in the Asia-Pacific region, mainly attributed to the increasing adoption of service delivery automation solutions across India, China, Japan, and South Korea. The market in the Latin American and MEA regions is growing at a comparatively slower rate due to lack of commercialization of technologies.

The global Service Delivery Automation market is valued at 1870 million USD in 2017 and is expected to reach 8050 million USD by the end of 2023, growing at a CAGR of 27.6% 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 Service Delivery Automation.

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

IBM

UiPath SRL

Ipsoft

Blue Prism

Xerox

Nice Systems

Celaton Limited

Openspan

Automation Anywhere

Arago

Genfour

Exilant Technologies

Softomotive

Sutherland Global Services

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

IT Process Automation

Business Process Automation

Market Segment by Applications, can be divided into

BFSI

IT, Telecommunication & Media

Travel, Hospitality & Transportation

Retail & Consumer Goods

Healthcare & Pharmaceuticals

Manufacturing & Logistics

Others

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