

# Smart Ticketing Market Size, Share & Trends Analysis Report By Component (Hardware, Software, Service), By Product (E-Ticket, Smart Parking System), By System, By End Use, By Region, And Segment Forecasts, 2019 - 2026

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# **Abstracts**

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The global smart ticketing market size is expected to reach USD 33.7 billion by 2026, registering a CAGR of 14.9% from 2019 to 2026, according to a new report by Grand View Research, Inc. Increase in demand for smart ticketing solutions in the travel and tourism industry owing to its ease of use and convenience, and growing reliance on online transactions are expected to drive the market over the forecast period. In addition, upsurge in intelligent transportation systems across the globe is further fueling the market growth.

Smart transit systems allow passengers affordable access to rapid transit systems, also known as metro or subway. These systems store a ticket electronically on a microchip, which is embedded onto a smart card. This allows passengers to load or credit it in advance for their travel, reducing the time spent in queues and speeding up the boarding process. Public transportation authorities across the globe are emphasizing on implementing these systems to reduce traffic in congested city areas and to deliver solutions that are environment-friendly. Numerous public transportation agencies are promoting the use of these solutions as they are easy to use, reliable, and more secure as compared to traditional magnetic stripe cards or tickets. These solutions are also highly durable and have a longer life span than their traditional paper counterparts.

Continuous innovations take place in this field with the view to improving customer



experience. For instance, the South Western Rail in U.K. launched Tap2Go, which removes the need for customers to buy a ticket before their journey. Passengers touch their card at the gates and validators at the start and end of their journey. The system then calculates the best fare and the payment is deducted from their account the day after their travel. It is also linked to PayPal to make transactions easier.

These solutions offer high operational efficiency and increased security against fraud, which, in turn, is expected to contribute to the market growth over the forecast period. Moreover, these solutions require low maintenance compared to systems that use magnetic stripe technology. Furthermore, these smart solutions allow quick payment transactions and offer passengers with flexible travel options such as part-time season passes or carnets. This is subsequently expected to drive the demand for these solutions over the forecast period.

Further key findings from the study suggest:

The software component segment is expected to witness significant growth over the forecast period owing to increased demand for payment gateways and other connected systems such as cards through servers and smartphones

An e-ticket offers various advantages such as flexibility, security, and convenience for both transport agencies and travelers, which would encourage them to adopt these solutions

Smart card systems enable transport service providers to reduce cash flows and implement flexible tariffs. These systems provide the added benefit of convenience as the fare payment can easily be made at the customer's point of entry into the transit system; for example, at the subway gate or before boarding a bus. As a result, smart card systems are widely adopted by transport service providers across the globe

The sports and entertainment segment is expected to register the highest growth rate over the forecast period. Increase in adoption of verified e-tickets procured from authentic apps on mobile devices helps lessen fraudulent activities and resale of tickets online or outside an event venue at inflated prices

The growth of the Europe market is attributed to the thriving tourism industry, continuous innovations of these systems and their adoption in urban areas, and simplified technology ecosystem in the region. In U.K. for instance, the National



Rail has incorporated a range of technologies such as platform and ticket validators at their train stations that enable the use of these systems

smart ticketing market key players include CPI Card Group Inc.; Cubic Corporation; Confidex Ltd.; Gemalto NV; Giesecke & Devrient GmbH; Infineon Technologies AG; and NXP Semiconductors.



# Contents

### CHAPTER 1 METHODOLOGY AND SCOPE

- 1.1 Research Methodology
- 1.2 Research Scope and Assumptions
- 1.3 List of Data Sources

### **CHAPTER 2 EXECUTIVE SUMMARY**

- 2.1 Smart Ticketing Market Industry Snapshot & Key Buying Criteria, 2015 2026
- 2.2 Global Smart Ticketing Market, 2015 2026
- 2.2.1 Global smart ticketing market, by region, 2015 2026
- 2.2.2 Global smart ticketing market, by component, 2015 2026
- 2.2.3 Global smart ticketing market, by product, 2015 2026
- 2.2.4 Global smart ticketing market, by system, 2015 2026
- 2.2.5 Global smart ticketing market, by end use, 2015 2026

### CHAPTER 3 SMART TICKETING INDUSTRY OUTLOOK

- 3.1 Market Segmentation and Scope
- 3.2 Market Size and Growth Prospects
- 3.3 Smart Ticketing Market Value Chain Analysis
  - 3.3.1 Vendor landscape
- 3.4 Smart Ticketing Market Dynamics
  - 3.4.1 Market driver analysis
  - 3.4.1.1 Increased adoption of advanced technologies in smart ticketing systems
- 3.4.1.2 Increasing demand for smart ticketing from tourism and sports &
- entertainment industries
- 3.4.2 Market restraint analysis
- 3.4.2.1 High setup costs for smart ticketing systems
- 3.4.3 Market challenge analysis
- 3.4.3.1 Data safety and security issues
- 3.5 Penetration and Growth Prospect Mapping
- 3.6 Smart Ticketing Market Porter's Five Forces Analysis
- 3.7 Smart Ticketing Market Company Market Share Analysis, 2018
- 3.8 Smart Ticketing Market PESTEL Analysis

#### **CHAPTER 4 SMART TICKETING COMPONENT OUTLOOK**

Smart Ticketing Market Size, Share & Trends Analysis Report By Component (Hardware, Software, Service), By Pro...



4.1 Smart Ticketing Market Share, By Component, 2018

- 4.2 Hardware
- 4.2.1 Smart ticketing hardware market, 2015 2026
- 4.3 Software
- 4.3.1 Smart ticketing software market, 2015 2026
- 4.4 Service
- 4.4.1 Smart ticketing service market, 2015 2026

# CHAPTER 5 SMART TICKETING PRODUCT OUTLOOK

- 5.1 Smart Ticketing Market Share, By Product, 2018
- 5.2 E-kiosk
- 5.2.1 Smart e-kiosk ticketing market, 2015 2026
- 5.3 E-ticket
- 5.3.1 Smart e-ticket market, 2015 2026
- 5.4 E-toll
- 5.4.1 Smart e-toll ticketing market, 2015 2026
- 5.5 Request Tracker
- 5.5.1 Smart request tracker ticketing market, 2015 2026
- 5.6 Smart Parking System
- 5.6.1 Smart parking system ticketing market, 2015 2026
- 5.7 Ticket Machine
- 5.7.1 Smart ticket machine ticketing market, 2015 2026
- 5.8 Ticket Validators
- 5.8.1 Smart ticket validators ticketing market, 2015 2026 5.9 Others
  - 5.9.1 Smart ticketing market for other products, 2015 2026

# CHAPTER 6 SMART TICKETING SYSTEM OUTLOOK

- 6.1 Smart Ticketing Market Share, By System, 2018
- 6.2 Open Payment System
- 6.2.1 Open payment system smart ticketing market, 2015 2026
- 6.3 Smart Card
- 6.3.1 Smart card ticketing market, 2015 2026
- 6.4 Near-field Communication
- 6.4.1 Near-field communication smart ticketing market, 2015 2026



#### CHAPTER 7 SMART TICKETING END USE OUTLOOK

- 7.1 Smart Ticketing Market Share, By End Use, 2018
- 7.2 Parking
- 7.2.1 Smart ticketing market in parking, 2015 2026
- 7.3 Sports & Entertainment
- 7.3.1 Smart ticketing market in sports & entertainment, 2015 2026
- 7.4 Transportation
- 7.4.1 Smart ticketing market in transportation, 2015 2026
- 7.5 Others
  - 7.5.1 Smart ticketing market in other end use, 2015 2026

#### **CHAPTER 8 SMART TICKETING REGIONAL OUTLOOK**

- 8.1 Smart Ticketing Market Share, by Region, 2018
- 8.2 North America
  - 8.2.1 North America smart ticketing market, 2015 2026
  - 8.2.2 North America smart ticketing market, by component, 2015 2026
  - 8.2.3 North America smart ticketing market, by product, 2015 2026
  - 8.2.4 North America smart ticketing market, by system, 2015 2026
  - 8.2.5 North America smart ticketing market, by end use, 2015 2026 8.2.6 U.S.
  - 8.2.6.1 U.S. smart ticketing market, 2015 2026
  - 8.2.6.2 U.S. smart ticketing market, by component, 2015 2026
  - 8.2.6.3 U.S. smart ticketing market, by product, 2015 2026
  - 8.2.6.4 U.S. smart ticketing market, by system, 2015 2026
  - 8.2.6.5 U.S. smart ticketing market, by end use, 2015 2026
  - 8.2.7 Canada
    - 8.2.7.1 Canada smart ticketing market, 2015 2026
  - 8.2.7.2 Canada smart ticketing market, by component, 2015 2026
  - 8.2.7.3 Canada smart ticketing market, by product, 2015 2026
  - 8.2.7.4 Canada smart ticketing market, by system, 2015 2026
  - 8.2.7.5 Canada smart ticketing market, by end use, 2015 2026
- 8.3 Europe
  - 8.3.1 Europe smart ticketing market, 2015 2026
  - 8.3.2 Europe smart ticketing market, by component, 2015 2026
  - 8.3.3 Europe smart ticketing market, by product, 2015 2026
  - 8.3.4 Europe smart ticketing market, by system, 2015 2026
  - 8.3.5 Europe smart ticketing market, by end use, 2015 2026



8.3.6 Germany

8.3.6.1 Germany smart ticketing market, 2015 - 2026

8.3.6.2 Germany smart ticketing market, by component, 2015 - 2026

8.3.6.3 Germany smart ticketing market, by product, 2015 - 2026

8.3.6.4 Germany smart ticketing market, by system, 2015 - 2026

8.3.6.5 Germany smart ticketing market, by end use, 2015 - 2026 8.3.7 U.K.

8.3.7.1 U.K. smart ticketing market, 2015 - 2026

8.3.7.2 U.K. smart ticketing market, by component, 2015 - 2026

8.3.7.3 U.K. smart ticketing market, by product, 2015 - 2026

8.3.7.4 U.K. smart ticketing market, by system, 2015 - 2026

8.3.7.5 U.K. smart ticketing market, by end use, 2015 - 2026

8.4 Asia Pacific

8.4.1 Asia Pacific smart ticketing market, 2015 - 2026

8.4.2 Asia Pacific smart ticketing market, by component, 2015 - 2026

8.4.3 Asia Pacific smart ticketing market, by product, 2015 - 2026

8.4.4 Asia Pacific smart ticketing market, by system, 2015 - 2026

8.4.5 Asia Pacific smart ticketing market, by end use, 2015 - 2026

8.4.6 China

8.4.6.1 China smart ticketing market, 2015 - 2026

8.4.6.2 China smart ticketing market, by component, 2015 - 2026

8.4.6.3 China smart ticketing market, by product, 2015 - 2026

8.4.6.4 China smart ticketing market, by system, 2015 - 2026

8.4.6.5 China smart ticketing market, by end use, 2015 - 2026 8.4.7 India

8.4.7.1 India smart ticketing market, 2015 - 2026

8.4.7.2 India smart ticketing market, by component, 2015 - 2026

- 8.4.7.3 India smart ticketing market, by product, 2015 2026
- 8.4.7.4 India smart ticketing market, by system, 2015 2026

8.4.7.5 India smart ticketing market, by end use, 2015 - 2026 8.4.8 Japan

8.4.8.1 Japan smart ticketing market, 2015 - 2026

- 8.4.8.2 Japan smart ticketing market, by component, 2015 2026
- 8.4.8.3 Japan smart ticketing market, by product, 2015 2026
- 8.4.8.4 Japan smart ticketing market, by system, 2015 2026
- 8.4.8.5 Japan smart ticketing market, by end use, 2015 2026 8.5 Latin America

8.5.1 Latin America smart ticketing market, 2015 - 2026

8.5.2 Latin America smart ticketing market, by component, 2015 - 2026



8.5.3 Latin America smart ticketing market, by product, 2015 - 2026
8.5.4 Latin America smart ticketing market, by system, 2015 - 2026
8.5.5 Latin America smart ticketing market, by end use, 2015 - 2026
8.5.6 Brazil
8.5.6.1 Brazil smart ticketing market, 2015 - 2026
8.5.6.2 Brazil smart ticketing market, by component, 2015 - 2026
8.5.6.3 Brazil smart ticketing market, by product, 2015 - 2026
8.5.6.4 Brazil smart ticketing market, by system, 2015 - 2026
8.5.6.5 Brazil smart ticketing market, by system, 2015 - 2026
8.5.6.5 Brazil smart ticketing market, by end use, 2015 - 2026
8.6.6 MEA
8.6.1 MEA smart ticketing market, 2015 - 2026

8.6.2 MEA smart ticketing market, by component, 2015 - 2026

8.6.3 MEA smart ticketing market, by product, 2015 - 2026

8.6.4 MEA smart ticketing market, by system, 2015 - 2026

8.6.5 MEA smart ticketing market, by end use, 2015 - 2026

#### **CHAPTER 9 COMPETITIVE LANDSCAPE**

9.1 Confidex Ltd.

- 9.1.1 Company overview
- 9.1.2 Financial performance
- 9.1.3 Product benchmarking
- 9.1.4 Strategic initiatives

9.2 CPI Card Group Inc.

- 9.2.1 Company overview
- 9.2.2 Financial performance
- 9.2.3 Product benchmarking
- 9.2.4 Strategic initiatives
- 9.3 Cubic Corporation
  - 9.3.1 Company overview
  - 9.3.2 Financial performance
  - 9.3.3 Product benchmarking
  - 9.3.4 Strategic initiatives
- 9.4 Gemalto NV
  - 9.4.1 Company overview
  - 9.4.2 Financial performance
  - 9.4.3 Product benchmarking
  - 9.4.4 Strategic initiatives
- 9.5 Giesecke & Devrient GmbH



- 9.5.1 Company overview
- 9.5.2 Financial performance
- 9.5.3 Product benchmarking
- 9.5.4 Strategic initiatives
- 9.6 HID Global Corporation/Assa Abloy AB.
  - 9.6.1 Company overview
  - 9.6.2 Financial performance
  - 9.6.3 Product benchmarking
  - 9.6.4 Strategic initiatives
- 9.7 Infineon Technologies AG
  - 9.7.1 Company overview
  - 9.7.1 Financial performance
  - 9.7.2 Product benchmarking
  - 9.7.3 Strategic initiatives
- 9.8 NXP Semiconductors
- 9.8.1 Company overview
- 9.8.2 Financial performance
- 9.8.3 Product benchmarking
- 9.8.4 Strategic initiatives
- 9.9 Oberthur Technologies
  - 9.9.1 Company overview
  - 9.9.2 Financial performance
  - 9.9.3 Product benchmarking
- 9.9.4 Strategic initiatives
- 9.10 Xerox Corporation
  - 9.10.1 Company overview
  - 9.10.2 Financial performance
  - 9.10.3 Product benchmarking
  - 9.10.4 Strategic initiatives



# **List Of Tables**

#### LIST OF TABLES

TABLE 1 Smart ticketing market - Industry snapshot & key buying criteria, 2015 - 2026 TABLE 2 Global smart ticketing market, 2015 - 2026 (USD Billion) TABLE 3 Global smart ticketing market, by region, 2015 - 2026 (USD Billion) TABLE 4 Global smart ticketing market, by component, 2015 - 2026 (USD Billion) TABLE 5 Global smart ticketing market, by product, 2015 - 2026 (USD Billion) TABLE 6 Global smart ticketing market, by system, 2015 - 2026 (USD Billion) TABLE 7 Global smart ticketing market, by end use, 2015 - 2026 (USD Billion) TABLE 8 Vendor landscape TABLE 9 Smart ticketing market - Key market driver impact TABLE 10 Smart ticketing market - Key market restraint impact TABLE 11 Smart ticketing market - Key market challenge impact TABLE 12 Smart ticketing hardware market, 2015 - 2026 (USD Billion) TABLE 13 Smart ticketing hardware market, by region, 2015 - 2026 (USD Billion) TABLE 14 Smart ticketing software market, 2015 - 2026 (USD Billion) TABLE 15 Smart ticketing software market, by region, 2015 - 2026 (USD Billion) TABLE 16 Smart ticketing service market, 2015 - 2026 (USD Billion) TABLE 17 Smart ticketing service market, by region, 2015 - 2026 (USD Billion) TABLE 18 Smart e-kiosk ticketing market, 2015 - 2026 (USD Billion) TABLE 19 Smart e-kiosk ticketing market, by region, 2015 - 2026 (USD Billion) TABLE 20 Smart e-ticket market, 2015 - 2026 (USD Billion) TABLE 21 Smart e-ticket market, by region, 2015 - 2026 (USD Billion) TABLE 22 Smart e-toll ticketing market, 2015 - 2026 (USD Billion) TABLE 23 Smart e-toll ticketing market, by region, 2015 - 2026 (USD Billion) TABLE 24 Smart request tracker ticketing market, 2015 - 2026 (USD Billion) TABLE 25 Smart request tracker ticketing market, by region, 2015 - 2026 (USD Billion) TABLE 26 Smart parking system ticketing market, 2015 - 2026 (USD Billion) TABLE 27 Smart parking system ticketing market, by region, 2015 - 2026 (USD Billion) TABLE 28 Smart ticket machine ticketing market, 2015 - 2026 (USD Billion) TABLE 29 Smart ticket machine ticketing market, by region, 2015 - 2026 (USD Billion) TABLE 30 Smart ticket validators ticketing market, 2015 - 2026 (USD Billion) TABLE 31 Smart ticket validators ticketing market, by region, 2015 - 2026 (USD Billion) TABLE 32 Smart ticketing market for other products, 2015 - 2026 (USD Billion) TABLE 33 Smart ticketing market for other products, by region, 2015 - 2026 (USD Billion) TABLE 34 Open payment system smart ticketing market, 2015 - 2026 (USD Billion)



TABLE 35 Open payment system smart ticketing market, by region, 2015 - 2026 (USD Billion) TABLE 36 Smart card ticketing market, 2015 - 2026 (USD Billion) TABLE 37 Smart card ticketing market, by region, 2015 - 2026 (USD Billion) TABLE 38 Near-field communication smart ticketing market, 2015 - 2026 (USD Billion) TABLE 39 Near-field communication smart ticketing market, by region, 2015 - 2026 (USD Billion) TABLE 40 Smart ticketing market in parking, 2015 - 2026 (USD Billion) TABLE 41 Smart ticketing market in parking, by region, 2015 - 2026 (USD Billion) TABLE 42 Smart ticketing market in sports & entertainment, 2015 - 2026 (USD Billion) TABLE 43 Smart ticketing market in sports & entertainment, by region, 2015 - 2026 (USD Billion) TABLE 44 Smart ticketing market in transportation, 2015 - 2026 (USD Billion) TABLE 45 Smart ticketing market in transportation, by region, 2015 - 2026 (USD Billion) TABLE 46 Smart ticketing market in other end use, 2015 - 2026 (USD Billion) TABLE 47 Smart ticketing market in other end use, by region, 2015 - 2026 (USD Billion) TABLE 48 North America smart ticketing market, 2015 - 2026 (USD Billion) TABLE 49 North America smart ticketing market, by component, 2015 - 2026 (USD Billion) TABLE 50 North America smart ticketing market, by product, 2015 - 2026 (USD Billion) TABLE 51 North America smart ticketing market, by system, 2015 - 2026 (USD Billion) TABLE 52 North America smart ticketing market, by end use, 2015 - 2026 (USD Billion) TABLE 53 U.S. smart ticketing market, 2015 - 2026 (USD Billion) TABLE 54 U.S. smart ticketing market, by component, 2015 - 2026 (USD Billion) TABLE 55 U.S. smart ticketing market, by product, 2015 - 2026 (USD Billion) TABLE 56 U.S. smart ticketing market, by system, 2015 - 2026 (USD Billion) TABLE 57 U.S. smart ticketing market, by end use, 2015 - 2026 (USD Billion) TABLE 58 Canada smart ticketing market, 2015 - 2026 (USD Billion) TABLE 59 Canada smart ticketing market, by component, 2015 - 2026 (USD Billion) TABLE 60 Canada smart ticketing market, by product, 2015 - 2026 (USD Billion) TABLE 61 Canada smart ticketing market, by system, 2015 - 2026 (USD Billion) TABLE 62 Canada smart ticketing market, by end use, 2015 - 2026 (USD Billion) TABLE 63 Europe smart ticketing market, 2015 - 2026 (USD Billion) TABLE 64 Europe smart ticketing market, by component, 2015 - 2026 (USD Billion) TABLE 65 Europe smart ticketing market, by product, 2015 - 2026 (USD Billion) TABLE 66 Europe smart ticketing market, by system, 2015 - 2026 (USD Billion) TABLE 67 Europe smart ticketing market, by end use, 2015 - 2026 (USD Billion) TABLE 68 Germany smart ticketing market, 2015 - 2026 (USD Billion) TABLE 69 Germany smart ticketing market, by component, 2015 - 2026 (USD Billion)



TABLE 70 Germany smart ticketing market, by product, 2015 - 2026 (USD Billion) TABLE 71 Germany smart ticketing market, by system, 2015 - 2026 (USD Billion) TABLE 72 Germany smart ticketing market, by end use, 2015 - 2026 (USD Billion) TABLE 73 U.K. smart ticketing market, 2015 - 2026 (USD Billion) TABLE 74 U.K. smart ticketing market, by component, 2015 - 2026 (USD Billion) TABLE 75 U.K. smart ticketing market, by product, 2015 - 2026 (USD Billion) TABLE 76 U.K. smart ticketing market, by system, 2015 - 2026 (USD Billion) TABLE 77 U.K. smart ticketing market, by end use, 2015 - 2026 (USD Billion) TABLE 78 Asia Pacific smart ticketing market, 2015 - 2026 (USD Billion) TABLE 79 Asia Pacific smart ticketing market, by component, 2015 - 2026 (USD Billion) TABLE 80 Asia Pacific smart ticketing market, by product, 2015 - 2026 (USD Billion) TABLE 81 Asia Pacific smart ticketing market, by system, 2015 - 2026 (USD Billion) TABLE 82 Asia Pacific smart ticketing market, by end use, 2015 - 2026 (USD Billion) TABLE 83 China smart ticketing market, 2015 - 2026 (USD Billion) TABLE 84 China smart ticketing market, by component, 2015 - 2026 (USD Billion) TABLE 85 China smart ticketing market, by product, 2015 - 2026 (USD Billion) TABLE 86 China smart ticketing market, by system, 2015 - 2026 (USD Billion) TABLE 87 China smart ticketing market, by end use, 2015 - 2026 (USD Billion) TABLE 88 India smart ticketing market, 2015 - 2026 (USD Billion) TABLE 89 India smart ticketing market, by component, 2015 - 2026 (USD Billion) TABLE 90 India smart ticketing market, by product, 2015 - 2026 (USD Billion) TABLE 91 India smart ticketing market, by system, 2015 - 2026 (USD Billion) TABLE 92 India smart ticketing market, by end use, 2015 - 2026 (USD Billion) TABLE 93 Japan smart ticketing market, 2015 - 2026 (USD Billion) TABLE 94 Japan smart ticketing market, by component, 2015 - 2026 (USD Billion) TABLE 95 Japan smart ticketing market, by product, 2015 - 2026 (USD Billion) TABLE 96 Japan smart ticketing market, by system, 2015 - 2026 (USD Billion) TABLE 97 Japan smart ticketing market, by end use, 2015 - 2026 (USD Billion) TABLE 98 Latin America smart ticketing market, 2015 - 2026 (USD Billion) TABLE 99 Latin America smart ticketing market, by component, 2015 - 2026 (USD Billion) TABLE 100 Latin America smart ticketing market, by product, 2015 - 2026 (USD Billion) TABLE 101 Latin America smart ticketing market, by system, 2015 - 2026 (USD Billion) TABLE 102 Latin America smart ticketing market, by end use, 2015 - 2026 (USD Billion) TABLE 103 Brazil smart ticketing market, 2015 - 2026 (USD Billion) TABLE 104 Brazil smart ticketing market, by component, 2015 - 2026 (USD Billion) TABLE 105 Brazil smart ticketing market, by product, 2015 - 2026 (USD Billion) TABLE 106 Brazil smart ticketing market, by system, 2015 - 2026 (USD Billion) TABLE 107 Brazil smart ticketing market, by end use, 2015 - 2026 (USD Billion)



TABLE 108 MEA smart ticketing market, 2015 - 2026 (USD Billion) TABLE 109 MEA smart ticketing market, by component, 2015 - 2026 (USD Billion) TABLE 110 MEA smart ticketing market, by product, 2015 - 2026 (USD Billion) TABLE 111 MEA smart ticketing market, by system, 2015 - 2026 (USD Billion) TABLE 112 MEA smart ticketing market, by end use, 2015 - 2026 (USD Billion)





# **List Of Figures**

#### LIST OF FIGURES

- FIG. 1 Market segmentation and scope
- FIG. 2 Global smart ticketing market, 2015 2026 (USD Billion)
- FIG. 3 Smart ticketing market Value chain analysis
- FIG. 4 Smart ticketing market dynamics
- FIG. 5 Key opportunities prioritized
- FIG. 6 Smart ticketing market Porter's five forces analysis
- FIG. 7 Smart ticketing market Key company market share analysis, 2018
- FIG. 8 Smart ticketing market PESTEL analysis
- FIG. 9 Smart ticketing market, by component, 2018
- FIG. 10 Smart ticketing market, by product, 2018
- FIG. 11 Smart ticketing market, by system, 2018
- FIG. 12 Smart ticketing market, by end use, 2018
- FIG. 13 Smart ticketing market, by region, 2018
- FIG. 14 Smart ticketing market Regional takeaways
- FIG. 15 North America smart ticketing market Key takeaways
- FIG. 16 Europe smart ticketing market Key takeaways
- FIG. 17 Asia Pacific smart ticketing market Key takeaways
- FIG. 18 Latin America smart ticketing market Key takeaways
- FIG. 19 MEA smart ticketing market Key takeaways



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