

# Software-as-a-Service (SaaS) - A Global Market Overview

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## Abstracts

### Global Software-as-a-Service (SaaS) Market Trends and Outlook

The global Software-as-a-Service (SaaS) market is experiencing explosive growth as enterprises accelerate digital transformation and shift toward flexible, subscription-based models. With a projected increase from US\$281.8 billion in 2024 to US\$774.3 billion by 2030 at a CAGR of 18.3%, SaaS is reshaping how businesses access and deploy software across verticals. Key factors fueling this surge include the migration of legacy workloads to the cloud, the proliferation of low-code/no-code tools, and the embedding of AI and analytics into business workflows. SaaS enables rapid scalability, seamless updates, and cost-efficiency, making it a core element of enterprise modernization strategies. Moreover, the rise of vertical SaaS and micro-SaaS offerings is providing highly targeted solutions tailored to industry-specific needs.

This momentum is further supported by robust ecosystem developments and evolving deployment models. Hybrid and private SaaS environments are gaining traction among enterprises with complex regulatory or security requirements, while public cloud remains popular for speed and scalability. Small and medium-sized enterprises (SMEs) are increasingly turning to SaaS to reduce IT overhead, supported by pay-as-you-go pricing and simplified onboarding. Integration with APIs, mobile apps, and digital collaboration tools is driving enterprise-wide adoption, particularly in industries such as BFSI, healthcare, and ecommerce. As SaaS platforms become more intelligent and interconnected, the market is poised for sustained growth, driven by innovation, efficiency, and demand for personalized, cloud-native solutions.

### Software-as-a-Service (SaaS) Regional Market Analysis

North America maintained its leadership in the global SaaS market, contributing 43.8% of total revenue in 2024, driven by mature cloud ecosystems, early enterprise adoption, and strong digital transformation investments across industries. Europe followed with 26.4%, supported by regulatory compliance needs like GDPR and growing public-sector cloud procurement. Asia Pacific is the fastest-growing region, projected to expand at around 20% CAGR and reach approximately US\$176.2 billion by 2030. Growth in the region is fueled by widespread digitalization across SMEs, government-backed transformation initiatives, and increased access to high-speed internet and mobile technologies in emerging economies such as India, Southeast Asia, and China.

### Software-as-a-Service (SaaS) Market Analysis by Component

In 2024, software subscriptions dominated the SaaS market, accounting for 83.6% of revenue as businesses rapidly adopted cloud-based CRM, ERP, and productivity platforms for agility and modernization. This component is expected to maintain a stronghold due to recurring license-based models and scalable offerings. Services, including implementation, customization, and managed operations, made up 16.4% but are forecast to grow faster-at a 20.9% CAGR-surpassing US\$144 billion by 2030. This growth is attributed to rising demand for expert support around AI integration, data governance, and multi-cloud optimization, reflecting a shift toward holistic digital transformation strategies.

### Software-as-a-Service (SaaS) Market Analysis by Deployment Type

Private SaaS deployments held the largest share in 2024 at 44.5%, favored by enterprises in regulated industries requiring strict control, data residency, and customized configurations. Public SaaS followed with a 34.6% share due to its low upfront cost and rapid deployment advantages. Hybrid SaaS accounted for 20.9% and is projected to grow at a 20.1% CAGR, topping US\$176.6 billion by 2030. The rise in hybrid adoption is driven by its flexibility in managing workloads across public and private environments, meeting needs for security, performance, and compliance, particularly as edge computing and container orchestration gain traction.

### Software-as-a-Service (SaaS) Market Analysis by Company Type

Large enterprises contributed 65.3% of SaaS revenues in 2024, propelled by complex application needs, multi-region deployments, and demand for enterprise-grade features, analytics, and automation. These companies often require private or hybrid deployments for compliance and scalability, thus generating higher per-client revenue.

Meanwhile, small and medium-sized enterprises (SMEs) represented 34.7% but are expanding rapidly at a CAGR of 19.7%. Growth in this segment is driven by affordable subscription models, freemium offerings, and the appeal of scalable cloud-based tools for marketing, sales, and operations, especially in emerging markets and tech-forward startups.

### Software-as-a-Service (SaaS) Market Analysis by Application

Customer Relationship Management (CRM) remained the largest SaaS application in 2024 with a 25.8% share, underscoring the critical role of customer engagement and sales automation in business growth. CRM adoption is reinforced by centralized access, ease of scaling, and AI-driven personalization. The fastest-growing category is Content, Collaboration & Communication (CCC), projected to grow at a 22.4% CAGR and exceed US\$211 billion by 2030, spurred by hybrid work models and the need for real-time, integrated communication tools like Zoom, Slack, and Microsoft Teams. Other rapidly expanding areas include Human Capital Management and BI & Analytics, reflecting growing needs for workforce management and data-driven decision-making.

### Software-as-a-Service (SaaS) Market Analysis by Industry Sector

The BFSI sector led the SaaS market in 2024 with a 21.8% share, adopting cloud solutions for digital banking, payments, compliance, and customer experience. Financial institutions rely on SaaS to manage security, scale operations, and comply with evolving regulations. Healthcare is the fastest-growing vertical, expected to register a 23.7% CAGR through 2030, driven by telehealth expansion, EHR modernization, and demand for AI-assisted diagnostics. Additionally, the retail and ecommerce sectors are increasing their SaaS investments to optimize omnichannel engagement, inventory management, and data-driven marketing, solidifying SaaS's role in industry-wide digital transformation.

### Software-as-a-Service (SaaS) Market Report Scope

This global report on Software-as-a-Service (SaaS) analyzes the global and regional markets based on Component, Deployment Type, Company Type, Application and Industry Sector for the period 2021-2030 with forecasts from 2024 to 2030 in terms of value in US\$. In addition to providing profiles of major companies operating in this space, the latest corporate and industrial developments have been covered to offer a clear panorama of how and where the market is progressing.

## Key Metrics

Historical Period: 2021-2024

Base Year: 2024

Forecast Period: 2024-2030

Units: Value market in US\$

Companies Mentioned: 30+

## Software-as-a-Service (SaaS) Market by Geographic Region

North America (United States, Canada and Mexico)

Europe (Germany, United Kingdom, France, Italy, Netherlands, Spain, Russia, Switzerland and Rest of Europe)

Asia-Pacific (China, Japan, India, Australia, Singapore, South Korea and Rest of Asia-Pacific)

South America (Brazil, Argentina, Colombia, Chile, Peru and Rest of South America)

Middle East & Africa (United Arab Emirates, South Africa, Egypt, Saudi Arabia, Morocco, Kuwait, Qatar and Rest of Middle East & Africa)

## Software-as-a-Service (SaaS) Market by Component

Software

Services

## Software-as-a-Service (SaaS) Market by Deployment Type

Private

Public

Hybrid

## Software-as-a-Service (SaaS) Market by Company Type

Large Enterprises

Small & Medium-sized Enterprises (SMEs)

## Software-as-a-Service (SaaS) Market by Application

Customer Relationship Management (CRM)

Content, Collaboration & Communication

Enterprise Resource planning (ERP)

BI & Analytics

Human Capital Management

Other Applications

## Software-as-a-Service (SaaS) Market by Industry Sector

BFSI

IT & Telecom

Manufacturing

Government

Healthcare

Retail & Ecommerce

Energy & Utilities

Transportation

Education

Other Industries

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Adobe Inc.  
Alibaba Cloud International  
Atlassian Corporation  
Babbel  
Box, Inc.  
Cisco Systems, Inc.  
Citrix Systems, Inc.  
Google LLC  
HPE  
HubSpot, Inc.  
IBM Corporation  
Infosys  
Intuit Inc.  
IONOS Cloud Inc.  
Microsoft Corporation  
NetSuite Inc.  
Oracle Corporation  
Rackspace Technology, Inc.  
Sage Group plc  
Salesforce, Inc.  
SAP SE  
ServiceNow  
Shopify Inc.  
Slack Technologies, LLC  
TCS  
Tencent Holdings  
Trend Micro  
VMware Inc.  
Workday, Inc.  
Workiva  
Zendesk, Inc.  
Zoho Corporation  
Zoom Video Communications, Inc.

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Content, Collaboration & Communication

Enterprise Resource planning (ERP)

BI & Analytics

Human Capital Management

Other Applications

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BFSI (Banking, Financial Services, Insurance)

IT & Telecom

Manufacturing

Government

Healthcare

Retail & Ecommerce

Energy & Utilities

Transportation

Education

Others

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NORTH AMERICA

EUROPE

ASIA-PACIFIC  
REST OF WORLD

**PART D: ANNEXURE**

RESEARCH METHODOLOGY  
FEEDBACK

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