

Cloud ITSM Market: Global Industry Trends, Share, Size, Growth, Opportunity and Forecast 2023-2028

<https://marketpublishers.com/r/CBB1C1F90C57EN.html>

Date: October 2023

Pages: 146

Price: US\$ 2,499.00 (Single User License)

ID: CBB1C1F90C57EN

Abstracts

Market Overview:

The global cloud ITSM market size reached US\$ 7.3 Billion in 2022. Looking forward, IMARC Group expects the market to reach US\$ 19.7 Billion by 2028, exhibiting a growth rate (CAGR) of 17.76% during 2023-2028.

Cloud IT service management (ITSM) refers to the process of designing, implementing, delivering, supporting and managing IT services of an organization. It comprises hardware, software, computing resources, cloud storage, web and mobile applications, and virtual servers. It provides a fast, agile and risk-free response to unexpected events, new opportunities and competitive threats. Moreover, it assists in improving productivity in small or mid-sized businesses using limited resources. Cloud ITSM also helps in setting and meeting realistic expectations for services, which results in improved transparency and user satisfaction.

Cloud-based technology is cost-effective and aids in the deployment of various solutions and services. Apart from this, it enables organizations to manage their data efficiently and effectively. Consequently, the demand for cloud ITSM is escalating across the globe. Furthermore, owing to the sudden surge in the cases of the coronavirus disease (COVID-19), governments of various countries have imposed lockdowns and are promoting the adoption of social distancing measures to minimize the spread of the pandemic. Therefore, several organizations have resorted to working remotely, which in turn is driving the sales of cloud ITSM. Besides this, the increasing adoption of the bring your own device (BYOD) trend is allowing employees to access organizational data and resources from anywhere, which, in turn, is boosting the demand for advanced ITSM solutions. Moreover, the advent of technologies such as

Big Data, blockchain, machine learning, Internet of Things (IoT), predictive analytics, augmented reality (AI) and virtual reality (VR) is anticipated to propel the market growth in the coming years.

Key Market Segmentation:

IMARC Group provides an analysis of the key trends in each sub-segment of the global cloud ITSM market report, along with forecasts at the global, regional and country level from 2023-2028. Our report has categorized the market based on component, end user and vertical.

Breakup by Component:

Solutions

Operation and Performance Management

Service Portfolio Management

Service Desk Software

Dashboard Reporting and Analytics

Configuration and Change Management

Services

Professional Services

Managed Services

Breakup by End User:

Large Enterprises

Small and Medium Enterprises

Breakup by Vertical:

BFSI

IT and Telecommunication

Healthcare

Manufacturing

Retail

Education

Others

Breakup by Region:

North America

United States

Canada

Asia Pacific

China

Japan

India

South Korea

Australia

Indonesia

Others

Europe

Germany

France

United Kingdom

Italy

Spain

Russia

Others

Latin America

Brazil

Mexico

Others

Middle East and Africa

Competitive Landscape:

The report has also analysed the competitive landscape of the market with some of the key players being Axios Systems, BMC Software Inc., CA Technologies (Broadcom Inc.), Cherwell Software LLC, Citrix Systems Inc., Hewlett Packard Enterprise, International Business Machines Corporation (IBM), Micro Focus International Plc, Microsoft Corporation, Oracle Corporation, ServiceNow and SysAid Technologies Ltd.

Key Questions Answered in This Report:

How has the global cloud ITSM market performed so far and how will it perform in the coming years?

What has been the impact of COVID-19 on the global cloud ITSM market?

What are the key regional markets?

What is the breakup of the market based on the component?

What is the breakup of the market based on the end user?

What is the breakup of the market based on the vertical?

What are the various stages in the value chain of the industry?

What are the key driving factors and challenges in the industry?

What is the structure of the global cloud ITSM market and who are the key players?

What is the degree of competition in the industry?

Contents

1 PREFACE

2 SCOPE AND METHODOLOGY

- 2.1 Objectives of the Study
- 2.2 Stakeholders
- 2.3 Data Sources
 - 2.3.1 Primary Sources
 - 2.3.2 Secondary Sources
- 2.4 Market Estimation
 - 2.4.1 Bottom-Up Approach
 - 2.4.2 Top-Down Approach
- 2.5 Forecasting Methodology

3 EXECUTIVE SUMMARY

4 INTRODUCTION

- 4.1 Overview
- 4.2 Key Industry Trends

5 GLOBAL CLOUD ITSM MARKET

- 5.1 Market Overview
- 5.2 Market Performance
- 5.3 Impact of COVID-19
- 5.4 Market Forecast

6 MARKET BREAKUP BY COMPONENT

- 6.1 Solutions
 - 6.1.1 Market Trends
 - 6.1.2 Major Types
 - 6.1.2.1 Operation and Performance Management
 - 6.1.2.2 Service Portfolio Management
 - 6.1.2.3 Service Desk Software
 - 6.1.2.4 Dashboard Reporting and Analytics

6.1.2.5 Configuration and Change Management

6.1.3 Market Forecast

6.2 Services

6.2.1 Market Trends

6.2.2 Major Types

6.2.2.1 Professional Services

6.2.2.2 Managed Services

6.2.3 Market Forecast

7 MARKET BREAKUP BY END USER

7.1 Large Enterprises

7.1.1 Market Trends

7.1.2 Market Forecast

7.2 Small and Medium Enterprises

7.2.1 Market Trends

7.2.2 Market Forecast

8 MARKET BREAKUP BY VERTICAL

8.1 BFSI

8.1.1 Market Trends

8.1.2 Market Forecast

8.2 IT and Telecommunication

8.2.1 Market Trends

8.2.2 Market Forecast

8.3 Healthcare

8.3.1 Market Trends

8.3.2 Market Forecast

8.4 Manufacturing

8.4.1 Market Trends

8.4.2 Market Forecast

8.5 Retail

8.5.1 Market Trends

8.5.2 Market Forecast

8.6 Education

8.6.1 Market Trends

8.6.2 Market Forecast

8.7 Others

8.7.1 Market Trends

8.7.2 Market Forecast

9 MARKET BREAKUP BY REGION

9.1 North America

9.1.1 United States

9.1.1.1 Market Trends

9.1.1.2 Market Forecast

9.1.2 Canada

9.1.2.1 Market Trends

9.1.2.2 Market Forecast

9.2 Asia Pacific

9.2.1 China

9.2.1.1 Market Trends

9.2.1.2 Market Forecast

9.2.2 Japan

9.2.2.1 Market Trends

9.2.2.2 Market Forecast

9.2.3 India

9.2.3.1 Market Trends

9.2.3.2 Market Forecast

9.2.4 South Korea

9.2.4.1 Market Trends

9.2.4.2 Market Forecast

9.2.5 Australia

9.2.5.1 Market Trends

9.2.5.2 Market Forecast

9.2.6 Indonesia

9.2.6.1 Market Trends

9.2.6.2 Market Forecast

9.2.7 Others

9.2.7.1 Market Trends

9.2.7.2 Market Forecast

9.3 Europe

9.3.1 Germany

9.3.1.1 Market Trends

9.3.1.2 Market Forecast

9.3.2 France

- 9.3.2.1 Market Trends
- 9.3.2.2 Market Forecast
- 9.3.3 United Kingdom
 - 9.3.3.1 Market Trends
 - 9.3.3.2 Market Forecast
- 9.3.4 Italy
 - 9.3.4.1 Market Trends
 - 9.3.4.2 Market Forecast
- 9.3.5 Spain
 - 9.3.5.1 Market Trends
 - 9.3.5.2 Market Forecast
- 9.3.6 Russia
 - 9.3.6.1 Market Trends
 - 9.3.6.2 Market Forecast
- 9.3.7 Others
 - 9.3.7.1 Market Trends
 - 9.3.7.2 Market Forecast
- 9.4 Latin America
 - 9.4.1 Brazil
 - 9.4.1.1 Market Trends
 - 9.4.1.2 Market Forecast
 - 9.4.2 Mexico
 - 9.4.2.1 Market Trends
 - 9.4.2.2 Market Forecast
 - 9.4.3 Others
 - 9.4.3.1 Market Trends
 - 9.4.3.2 Market Forecast
- 9.5 Middle East and Africa
 - 9.5.1 Market Trends
 - 9.5.2 Market Breakup by Country
 - 9.5.3 Market Forecast

10 SWOT ANALYSIS

- 10.1 Overview
- 10.2 Strengths
- 10.3 Weaknesses
- 10.4 Opportunities
- 10.5 Threats

11 VALUE CHAIN ANALYSIS

12 PORTERS FIVE FORCES ANALYSIS

- 12.1 Overview
- 12.2 Bargaining Power of Buyers
- 12.3 Bargaining Power of Suppliers
- 12.4 Degree of Competition
- 12.5 Threat of New Entrants
- 12.6 Threat of Substitutes

13 PRICE ANALYSIS

14 COMPETITIVE LANDSCAPE

- 14.1 Market Structure
- 14.2 Key Players
- 14.3 Profiles of Key Players
 - 14.3.1 Axios Systems
 - 14.3.1.1 Company Overview
 - 14.3.1.2 Product Portfolio
 - 14.3.1.3 Financials
 - 14.3.2 BMC Software Inc.
 - 14.3.2.1 Company Overview
 - 14.3.2.2 Product Portfolio
 - 14.3.2.3 SWOT Analysis
 - 14.3.3 CA Technologies (Broadcom Inc.)
 - 14.3.3.1 Company Overview
 - 14.3.3.2 Product Portfolio
 - 14.3.3.3 Financials
 - 14.3.3.4 SWOT Analysis
 - 14.3.4 Cherwell Software LLC
 - 14.3.4.1 Company Overview
 - 14.3.4.2 Product Portfolio
 - 14.3.5 Citrix Systems Inc.
 - 14.3.5.1 Company Overview
 - 14.3.5.2 Product Portfolio
 - 14.3.5.3 Financials

- 14.3.5.4 SWOT Analysis
- 14.3.6 Hewlett Packard Enterprise
 - 14.3.6.1 Company Overview
 - 14.3.6.2 Product Portfolio
 - 14.3.6.3 Financials
 - 14.3.6.4 SWOT Analysis
- 14.3.7 International Business Machines Corporation (IBM)
 - 14.3.7.1 Company Overview
 - 14.3.7.2 Product Portfolio
 - 14.3.7.3 Financials
 - 14.3.7.4 SWOT Analysis
- 14.3.8 Micro Focus International Plc
 - 14.3.8.1 Company Overview
 - 14.3.8.2 Product Portfolio
 - 14.3.8.3 Financials
- 14.3.9 Microsoft Corporation
 - 14.3.9.1 Company Overview
 - 14.3.9.2 Product Portfolio
 - 14.3.9.3 Financials
 - 14.3.9.4 SWOT Analysis
- 14.3.10 Oracle Corporation
 - 14.3.10.1 Company Overview
 - 14.3.10.2 Product Portfolio
 - 14.3.10.3 Financials
 - 14.3.10.4 SWOT Analysis
- 14.3.11 ServiceNow
 - 14.3.11.1 Company Overview
 - 14.3.11.2 Product Portfolio
 - 14.3.11.3 Financials
 - 14.3.11.4 SWOT Analysis
- 14.3.12 SysAid Technologies Ltd.
 - 14.3.12.1 Company Overview
 - 14.3.12.2 Product Portfolio

List Of Tables

LIST OF TABLES

Table 1: Global: Cloud ITSM Market: Key Industry Highlights, 2022 and 2028

Table 2: Global: Cloud ITSM Market Forecast: Breakup by Component (in Million US\$), 2023-2028

Table 3: Global: Cloud ITSM Market Forecast: Breakup by End User (in Million US\$), 2023-2028

Table 4: Global: Cloud ITSM Market Forecast: Breakup by Vertical (in Million US\$), 2023-2028

Table 5: Global: Cloud ITSM Market Forecast: Breakup by Region (in Million US\$), 2023-2028

Table 6: Global: Cloud ITSM Market Structure

Table 7: Global: Cloud ITSM Market: Key Players

List Of Figures

LIST OF FIGURES

Figure 1: Global: Cloud ITSM Market: Major Drivers and Challenges

Figure 2: Global: Cloud ITSM Market: Sales Value (in Billion US\$), 2017-2022

Figure 3: Global: Cloud ITSM Market: Breakup by Component (in %), 2022

Figure 4: Global: Cloud ITSM Market: Breakup by End User (in %), 2022

Figure 5: Global: Cloud ITSM Market: Breakup by Vertical (in %), 2022

Figure 6: Global: Cloud ITSM Market: Breakup by Region (in %), 2022

Figure 7: Global: Cloud ITSM Market Forecast: Sales Value (in Billion US\$), 2023-2028

Figure 8: Global: Cloud ITSM (Solutions) Market: Sales Value (in Million US\$), 2017 & 2022

Figure 9: Global: Cloud ITSM (Solutions) Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 10: Global: Cloud ITSM (Services) Market: Sales Value (in Million US\$), 2017 & 2022

Figure 11: Global: Cloud ITSM (Services) Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 12: Global: Cloud ITSM (Large Enterprises) Market: Sales Value (in Million US\$), 2017 & 2022

Figure 13: Global: Cloud ITSM (Large Enterprises) Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 14: Global: Cloud ITSM (Small and Medium Enterprises) Market: Sales Value (in Million US\$), 2017 & 2022

Figure 15: Global: Cloud ITSM (Small and Medium Enterprises) Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 16: Global: Cloud ITSM (BFSI) Market: Sales Value (in Million US\$), 2017 & 2022

Figure 17: Global: Cloud ITSM (BFSI) Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 18: Global: Cloud ITSM (IT and Telecommunication) Market: Sales Value (in Million US\$), 2017 & 2022

Figure 19: Global: Cloud ITSM (IT and Telecommunication) Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 20: Global: Cloud ITSM (Healthcare) Market: Sales Value (in Million US\$), 2017 & 2022

Figure 21: Global: Cloud ITSM (Healthcare) Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 22: Global: Cloud ITSM (Manufacturing) Market: Sales Value (in Million US\$), 2017 & 2022

Figure 23: Global: Cloud ITSM (Manufacturing) Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 24: Global: Cloud ITSM (Retail) Market: Sales Value (in Million US\$), 2017 & 2022

Figure 25: Global: Cloud ITSM (Retail) Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 26: Global: Cloud ITSM (Education) Market: Sales Value (in Million US\$), 2017 & 2022

Figure 27: Global: Cloud ITSM (Education) Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 28: Global: Cloud ITSM (Other Verticals) Market: Sales Value (in Million US\$), 2017 & 2022

Figure 29: Global: Cloud ITSM (Other Verticals) Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 30: North America: Cloud ITSM Market: Sales Value (in Million US\$), 2017 & 2022

Figure 31: North America: Cloud ITSM Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 32: United States: Cloud ITSM Market: Sales Value (in Million US\$), 2017 & 2022

Figure 33: United States: Cloud ITSM Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 34: Canada: Cloud ITSM Market: Sales Value (in Million US\$), 2017 & 2022

Figure 35: Canada: Cloud ITSM Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 36: Asia Pacific: Cloud ITSM Market: Sales Value (in Million US\$), 2017 & 2022

Figure 37: Asia Pacific: Cloud ITSM Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 38: China: Cloud ITSM Market: Sales Value (in Million US\$), 2017 & 2022

Figure 39: China: Cloud ITSM Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 40: Japan: Cloud ITSM Market: Sales Value (in Million US\$), 2017 & 2022

Figure 41: Japan: Cloud ITSM Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 42: India: Cloud ITSM Market: Sales Value (in Million US\$), 2017 & 2022

Figure 43: India: Cloud ITSM Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 44: South Korea: Cloud ITSM Market: Sales Value (in Million US\$), 2017 & 2022

Figure 45: South Korea: Cloud ITSM Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 46: Australia: Cloud ITSM Market: Sales Value (in Million US\$), 2017 & 2022

Figure 47: Australia: Cloud ITSM Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 48: Indonesia: Cloud ITSM Market: Sales Value (in Million US\$), 2017 & 2022

Figure 49: Indonesia: Cloud ITSM Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 50: Others: Cloud ITSM Market: Sales Value (in Million US\$), 2017 & 2022

Figure 51: Others: Cloud ITSM Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 52: Europe: Cloud ITSM Market: Sales Value (in Million US\$), 2017 & 2022

Figure 53: Europe: Cloud ITSM Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 54: Germany: Cloud ITSM Market: Sales Value (in Million US\$), 2017 & 2022

Figure 55: Germany: Cloud ITSM Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 56: France: Cloud ITSM Market: Sales Value (in Million US\$), 2017 & 2022

Figure 57: France: Cloud ITSM Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 58: United Kingdom: Cloud ITSM Market: Sales Value (in Million US\$), 2017 & 2022

Figure 59: United Kingdom: Cloud ITSM Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 60: Italy: Cloud ITSM Market: Sales Value (in Million US\$), 2017 & 2022

Figure 61: Italy: Cloud ITSM Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 62: Spain: Cloud ITSM Market: Sales Value (in Million US\$), 2017 & 2022

Figure 63: Spain: Cloud ITSM Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 64: Russia: Cloud ITSM Market: Sales Value (in Million US\$), 2017 & 2022

Figure 65: Russia: Cloud ITSM Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 66: Others: Cloud ITSM Market: Sales Value (in Million US\$), 2017 & 2022

Figure 67: Others: Cloud ITSM Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 68: Latin America: Cloud ITSM Market: Sales Value (in Million US\$), 2017 & 2022

Figure 69: Latin America: Cloud ITSM Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 70: Brazil: Cloud ITSM Market: Sales Value (in Million US\$), 2017 & 2022

Figure 71: Brazil: Cloud ITSM Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 72: Mexico: Cloud ITSM Market: Sales Value (in Million US\$), 2017 & 2022

Figure 73: Mexico: Cloud ITSM Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 74: Others: Cloud ITSM Market: Sales Value (in Million US\$), 2017 & 2022

Figure 75: Others: Cloud ITSM Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 76: Middle East and Africa: Cloud ITSM Market: Sales Value (in Million US\$), 2017 & 2022

Figure 77: Middle East and Africa: Cloud ITSM Market Breakup by Country (in %), 2022

Figure 78: Middle East and Africa: Cloud ITSM Market Forecast: Sales Value (in Million US\$), 2023-2028

Figure 79: Global: Cloud ITSM Industry: SWOT Analysis

Figure 80: Global: Cloud ITSM Industry: Value Chain Analysis

Figure 81: Global: Cloud ITSM Industry: Porter's Five Forces Analysis

I would like to order

Product name: Cloud ITSM Market: Global Industry Trends, Share, Size, Growth, Opportunity and Forecast 2023-2028

Product link: <https://marketpublishers.com/r/CBB1C1F90C57EN.html>

Price: US\$ 2,499.00 (Single User License / Electronic Delivery)

If you want to order Corporate License or Hard Copy, please, contact our Customer Service:

info@marketpublishers.com

Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/CBB1C1F90C57EN.html>

To pay by Wire Transfer, please, fill in your contact details in the form below:

First name:
Last name:
Email:
Company:
Address:
City:
Zip code:
Country:
Tel:
Fax:
Your message:

****All fields are required**

Customer signature _____

Please, note that by ordering from marketpublishers.com you are agreeing to our Terms & Conditions at <https://marketpublishers.com/docs/terms.html>

To place an order via fax simply print this form, fill in the information below and fax the completed form to +44 20 7900 3970

