

Customer Intelligence Market, Solutions [Web Analytics, Social Media Analytics, Voice Analytics, Mobile Analytics], Services, Deployment, Industry Verticals, Regions, and Vendor Profiling - Global Market Drivers, Opportunities, Trends, and Forecasts, 2015-2020

<https://marketpublishers.com/r/C631B6333D4EN.html>

Date: November 2015

Pages: 128

Price: US\$ 3,500.00 (Single User License)

ID: C631B6333D4EN

Abstracts

Customer intelligence is the type of BI used for collection of the customer data and analyze it. It is an emerging technology for better understanding of the customer experience insights. It also offers organizations with financially accountable view of their customer information. It helps organizations in understanding their top customers with their improving financial performance. Businesses are using CI as a method to understand what their customers are doing and why. Nowadays, CI solutions are integrated with CRM software for better tracking and give consolidated results.

The customer intelligence market is expected to have a CAGR of 20.4% during the period 2015-2020, mainly driven by adoption of vertical specific solution across end users. Telecom and retail segment are the major end-user of the CI solution as they invest a lot in understanding their customers. The global customer intelligence region market is analyzed by six regions - North America, Western Europe, Asia-Pacific, Central Eastern Europe (CEE), Middle East & Africa and Latin America. North America is the most matured markets owing to its extensive infrastructure and the number of companies investing in the market.

One of the major trend in the market is a swift transition from multi-channel customer engagement in Omni-channel customer engagement. The customer's entire journey is tracked across all channels in order to create a consistent, enhanced customer

experience. With the emergence of technologies like big data, advanced analytics, which analyses information from multichannel (web, mobile applications, social media, Voice over customer) in real-time to produce customized offers in a split of a second. However, the lack of professionals to understand the technology and use the customer data will impact the growth of the market in the developing regions.

The organizations adopt a customer intelligence solution to increase revenue share, attract new customers, increase customer retention and modify or introduce new products, optimize operations. Major capabilities of customer intelligence solution are predictive analytics, decision management, real-time scoring, customer engagement, cross-campaign optimization, customer lifetime value segmentation. Some of the major market players include IBM, Oracle, Qilk, SAS, SAP, and Tableau.

Contents

1 INDUSTRY OUTLOOK

- 1.1 Industry Overview
- 1.2 Industry Trends
- 1.3 Pest Analysis

2 REPORT OUTLINE

- 2.1 Report Scope
- 2.2 Report Summary
- 2.3 Research Methodology
- 2.4 Report Assumptions

3 MARKET SNAPSHOT

- 3.1 TAM & SAM
- 3.2 Related Markets

4 MARKET OUTLOOK

- 4.1 Market Overview
- 4.2 Market Segmentation
- 4.3 Market Trends & Impacts
- 4.4 Porters Five Forces

5 MARKET CHARACTERISTICS

- 5.1 Evolution
- 5.2 Architecture
- 5.3 Market Dynamics
 - 5.3.1 Drivers
 - 5.3.1.1 Customer Centric Market
 - 5.3.1.2 Social Media Revolution
 - 5.3.1.3 Identifying Market Trends
 - 5.3.2 Restrains
 - 5.3.2.1 Lack of in House Expertise
 - 5.3.2.2 Realization of ROI may not be Immediate

5.3.3 Opportunities

5.3.3.1 Explore into New Markets

5.3.3.2 Cross Sell & Up Sell

5.3.3.3 Marketing Optimizing

5.3.4 DRO - Impact Analysis

6 PRODUCT TYPE: MARKET SIZE & ANALYSIS

6.1 Overview

6.2 Solution

6.2.1 Web Analytics

6.2.2 Social Media Analytics

6.2.3 Voice Analytics

6.2.4 Mobile Analytics

6.2.5 Others

6.3 Services

6.3.1 Consulting

6.3.2 Integration

6.3.3 Maintenance

7 DEPLOYMENT: MARKET SIZE & ANALYSIS

7.1 Overview

7.2 On-Premise

7.3 On-Cloud

8 VERTICALS : MARKET SIZE & ANALYSIS

8.1 Overview

8.2 Telecom

8.2.1 Overview

8.2.2 Challenges

8.2.3 Customer Intelligence Impact

8.2.4 Market Size & Analysis

8.3 BFSI

8.3.1 Overview

8.3.2 Challenges

8.3.3 Customer Intelligence Impact

8.3.4 Market Size & Analysis

8.4 Retail

8.4.1 Overview

8.4.2 Challenges

8.4.3 Customer Intelligence Impact

8.4.4 Market Size & Analysis

8.5 Manufacturing

8.5.1 Overview

8.5.2 Challenges

8.5.3 Customer Intelligence Impact

8.5.4 Market Size & Analysis

8.6 Healthcare & Life Sciences

8.6.1 Overview

8.6.2 Challenges

8.6.3 Customer Intelligence Impact

8.6.4 Market Size & Analysis

8.7 Media & Entertainment

8.7.1 Overview

8.7.2 Challenges

8.7.3 Customer Intelligence Impact

8.7.4 Market Size & Analysis

8.8 Travel and Tourism

8.8.1 Overview

8.8.2 Challenges

8.8.3 Customer Intelligence Impact

8.8.4 Market Size & Analysis

8.9 Utilities

8.9.1 Overview

8.9.2 Challenges

8.9.3 Customer Intelligence Impact

8.9.4 Market Size & Analysis

8.10 Others

8.10.1 Overview

9 REGIONS: MARKET SIZE & ANALYSIS

9.1 Overview

9.2 North America

9.2.1 Market Size & Analysis

9.3 Western Europe

- 9.3.1 Market Size & Analysis
- 9.4 APEJ
 - 9.4.1 Market Size & Analysis
- 9.5 CEE
 - 9.5.1 Market Size & Analysis
- 9.6 MEA
 - 9.6.1 Market Size & Analysis
- 9.7 Latin America
 - 9.7.1 Market Size & Analysis

10 VENDOR PROFILES: MARKET SIZE & ANALYSIS

- 10.1 SAS Institute Inc.
 - 10.1.1 Overview
 - 10.1.2 Financial Health
 - 10.1.3 Business Units
 - 10.1.3.1 Overall
 - 10.1.3.2 Market Specific
 - 10.1.4 SWOT Analysis
 - 10.1.5 Key Business Priorities
 - 10.1.6 Business Strategy & Views
- 10.2 Open Text Corporation
 - 10.2.1 Overview
 - 10.2.2 Financial Health
 - 10.2.3 Business Units
 - 10.2.3.1 Overall
 - 10.2.3.2 Market Specific
 - 10.2.4 SWOT Analysis
 - 10.2.5 Key Business Priorities
 - 10.2.6 Business Strategy & Views
- 10.3 Qlik International AB
 - 10.3.1 Overview
 - 10.3.2 Financial Health
 - 10.3.3 Business Units
 - 10.3.3.1 Overall
 - 10.3.3.2 Market Specific
 - 10.3.4 SWOT Analysis
 - 10.3.5 Key Business Priorities
 - 10.3.6 Business Strategy & Views

10.4 Verint Systems

10.4.1 Overview

10.4.2 Financial Health

10.4.3 Business Units

10.4.3.1 Overall

10.4.3.2 Market Specific

10.4.4 SWOT Analysis

10.4.5 Key Business Priorities

10.4.6 Business Strategy & Views

10.5 Tableau Software

10.5.1 Overview

10.5.2 Financial Health

10.5.3 Business Units

10.5.3.1 Overall

10.5.3.2 Market Specific

10.5.4 SWOT Analysis

10.5.5 Key Business Priorities

10.5.6 Business Strategy & Views

10.6 FICO

10.6.1 Overview

10.6.2 Financial Health

10.6.3 Business Units

10.6.3.1 Overall

10.6.3.2 Market Specific

10.6.4 SWOT Analysis

10.6.5 Key Business Priorities

10.6.6 Business Strategy & Views

10.7 Information Builders Inc.

10.7.1 Overview

10.7.2 Business Units

10.7.2.1 Overall

10.7.2.2 Market Specific

10.7.3 SWOT Analysis

10.7.4 Key Business Priorities

10.7.5 Business Strategy & Views

10.8 Angoss Software Corp

10.8.1 Overview

10.8.2 Business Units

10.8.2.1 Overall

- 10.8.2.2 Market Specific
- 10.8.3 SWOT Analysis
- 10.8.4 Business Strategy & Views

11 GLOBAL GENERALIST

- 11.1 IBM
 - 11.1.1 Overview
 - 11.1.2 Key Offerings
 - 11.1.3 Objectives and Progress
- 11.2 SAP
 - 11.2.1 Overview
 - 11.2.2 Key Offerings
 - 11.2.3 Objectives and Progress
- 11.3 ORACLE
 - 11.3.1 Overview
 - 11.3.2 Key Offerings
 - 11.3.3 Objectives and Progress
- 11.4 Microsoft Corporation
 - 11.4.1 Overview
 - 11.4.2 Key Offerings
 - 11.4.3 Objectives and Progress

12 COMPETITIVE LANDSCAPE

- 12.1 Competitor Comparison Analysis
 - 12.1.1 Solution Analysis by Verticals
 - 12.1.2 Solution Analysis by Regions
- 12.2 Mergers & Acquisitions (M&A)
- Annexure
- Acronyms

List Of Tables

LIST OF TABLES

Table 1 PEST ANALYSIS FACTORS ON CUSTOMER INTELLIGENCE

Table 2 GLOBAL CUSTOMER INTELLIGENCE MARKET, 2015-2020 (\$MILLION)

Table 3 GLOBAL CUSTOMER INTELLIGENCE MARKET REVENUE BY PRODUCT TYPE, 2015-2020 (\$MILLION)

Table 4 GLOBAL CUSTOMER INTELLIGENCE MARKET REVENUE BY PRODUCT TYPE, 2015-2020 (Y-O-Y) %

Table 5 CUSTOMER INTELLIGENCE MARKET REVENUE BY SOLUTION, 2015-2020 (\$MILLION)

Table 6 CUSTOMER INTELLIGENCE MARKET REVENUE BY SOLUTION, 2015-2020 (Y-O-Y) %

Table 7 CUSTOMER INTELLIGENCE MARKET REVENUE BY SERVICES, 2015-2020 (\$MILLION)

Table 8 CUSTOMER INTELLIGENCE MARKET REVENUE BY SERVICES, 2015-2020 (Y-O-Y) %

Table 9 CUSTOMER INTELLIGENCE MARKET REVENUE BY DEPLOYMENT, 2015-2020 (\$MILLION)

Table 10 CUSTOMER INTELLIGENCE MARKET REVENUE BY DEPLOYMENT, 2015-2020 (Y-O-Y) %

Table 11 ON-PREMISE MARKET REVENUE BY VERTICALS, 2015-2020 (\$MILLION)

Table 12 ON-PREMISE MARKET REVENUE BY VERTICALS, 2015-2020 (Y-O-Y) %

Table 13 ON-CLOUD MARKET REVENUE BY VERTICALS, 2015-2020 (\$MILLION)

Table 14 ON-CLOUD MARKET REVENUE BY VERTICALS, 2015-2020 (Y-O-Y) %

Table 15 CUSTOMER INTELLIGENCE MARKET REVENUE BY VERTICALS, 2015-2020 (\$MILLION)

Table 16 CUSTOMER INTELLIGENCE MARKET REVENUE BY VERTICALS, 2015-2020 (Y-O-Y) %

Table 17 TELECOM MARKET REVENUE BY PRODUCT TYPE, 2015-2020 (\$MILLION)

Table 18 TELECOM MARKET REVENUE BY PRODUCT TYPE, 2015-2020 (Y-O-Y) %

Table 19 TELECOM MARKET REVENUE BY SOLUTIONS, 2015-2020 (\$MILLION)

Table 20 TELECOM MARKET REVENUE BY SOLUTIONS, 2015-2020 (Y-O-Y) %

Table 21 BFSI MARKET REVENUE BY PRODUCT TYPE, 2015-2020 (\$MILLION)

Table 22 BFSI MARKET REVENUE BY PRODUCT TYPE, 2015-2020 (Y-O-Y) %

Table 23 BFSI MARKET REVENUE BY SOLUTIONS, 2015-2020 (\$MILLION)

Table 24 BFSI MARKET REVENUE BY SOLUTIONS, 2015-2020 (Y-O-Y) %

Table 25 RETAIL MARKET REVENUE BY PRODUCT TYPE, 2015-2020 (\$MILLION)

Table 26 RETAIL MARKET REVENUE BY PRODUCT TYPE, 2015-2020 (Y-O-Y) %

Table 27 RETAIL MARKET REVENUE BY SOLUTIONS, 2015-2020 (\$MILLION)

Table 28 RETAIL MARKET REVENUE BY SOLUTIONS, 2015-2020 (Y-O-Y) %

Table 29 MANUFACTURING MARKET PRODUCT TYPE, 2015-2020 (\$MILLION),
2015-2020 (\$MILLION)

Table 30 MANUFACTURING MARKET PRODUCT TYPE, 2015-2020 (Y-O-Y) %

Table 31 MANUFACTURING MARKET REVENUE BY SOLUTION, 2015-2020
(\$MILLION)

Table 32 MANUFACTURING MARKET REVENUE BY SOLUTION, 2015-2020 (Y-O-Y)
%

Table 33 HEALTHCARE & LIFESCIENCES MARKET REVENUE BY PRODUCT TYPE,
2015-2020 (\$MILLION)

Table 34 HEALTHCARE & LIFESCIENCES MARKET REVENUE BY PRODUCT TYPE,
2015-2020 (Y-O-Y) %

Table 35 HEALTHCARE & LIFE SCIENCES MARKET REVENUE BY SOLUTIONS,
2015-2020 (\$MILLION)

Table 36 HEALTHCARE & LIFE SCIENCES MARKET REVENUE BY SOLUTIONS,
2015-2020 (Y-O-Y) %

Table 37 MEDIA & ENTERTAINMENT MARKET REVENUE BY PRODUCT TYPE,
2015-2020 (\$MILLION)

Table 38 MEDIA & ENTERTAINMENT MARKET REVENUE BY PRODUCT TYPE,
2015-2020 (Y-O-Y) %

Table 39 MEDIA & ENTERTAINMENT MARKET REVENUE BY SOLUTIONS,
2015-2020 (\$MILLION)

Table 40 MEDIA & ENTERTAINMENT MARKET REVENUE BY SOLUTIONS,
2015-2020 (Y-O-Y) %

Table 41 TRAVEL & TOURISM MARKET REVENUE BY PRODUCT TYPE, 2015-2020
(\$MILLION)

Table 42 TRAVEL & TOURISM MARKET REVENUE BY PRODUCT TYPE, 2015-2020
(Y-O-Y) %

Table 43 TRAVEL & TOURISM MARKET REVENUE BY SOLUTIONS, 2015-2020
(\$MILLION)

Table 44 TRAVEL & TOURISM MARKET REVENUE BY SOLUTIONS, 2015-2020 (Y-O-
Y) %

Table 45 UTILITIES MARKET REVENUE BY PRODUCT TYPE, 2015-2020 (\$MILLION)

Table 46 UTILITIES MARKET REVENUE BY PRODUCT TYPE, 2015-2020 (Y-O-Y) %

Table 47 UTILITIES MARKET REVENUE BY SOLUTIONS, 2015-2020 (\$MILLION)

Table 48 UTILITIES MARKET REVENUE BY SOLUTIONS, , 2015-2020 (Y-O-Y) %

Table 49 OTHERS MARKET REVENUE BY PRODUCT TYPE, 2015-2020 (\$MILLION)
Table 50 OTHERS MARKET REVENUE BY PRODUCT TYPE, 2015-2020 (Y-O-Y) %
Table 51 GLOBAL CUSTOMER MARKET REVENUE BY REGIONS, 2015-2020 (\$MILLION)
Table 52 GLOBAL CUSTOMER MARKET REVENUE BY REGIONS, 2015-2020 (Y-O-Y) %
Table 53 NORTH AMERICA MARKET REVENUE BY PRODUCT TYPE, 2015-2020 (\$MILLION)
Table 54 NORTH AMERICA MARKET REVENUE BY PRODUCT TYPE, 2015-2020 (Y-O-Y) %
Table 55 WESTERN EUROPE MARKET REVENUE BY PRODUCT TYPE, 2015-2020 (\$MILLION)
Table 56 WESTERN EUROPE MARKET REVENUE BY PRODUCT TYPE, 2015-2020 (Y-O-Y) %
Table 57 APEJ MARKET REVENUE BY PRODUCT TYPE, 2015-2020 (\$MILLION)
Table 58 APEJ MARKET REVENUE BY PRODUCT TYPE, 2015-2020 (Y-O-Y) %
Table 59 CEE MARKET REVENUE BY PRODUCT TYPE, 2015-2020 (\$MILLION)
Table 60 CEE MARKET REVENUE BY PRODUCT TYPE, 2015-2020 (Y-O-Y) %
Table 61 MEA MARKET REVENUE BY PRODUCT TYPE, 2015-2020 (\$MILLION)
Table 62 MEA MARKET REVENUE BY PRODUCT TYPE, 2015-2020 (Y-O-Y) %
Table 63 LATIN AMERICA MARKET REVENUE BY PRODUCT TYPE, 2015-2020 (\$MILLION)
Table 64 LATIN AMERICA MARKET REVENUE BY PRODUCT TYPE, 2015-2020 (Y-O-Y) %
Table 65 SAS: FINANCIAL INDICATORS, 2013-2014 (\$BILLION)
Table 66 OPEN TEXT: FINANCIAL INDICATORS, 2014-2015 (\$MILLION)
Table 67 QLIK : FINANCIAL INDICATORS, 2013-2014 (\$MILLION)
Table 68 VERINT: FINANCIAL INDICATORS, 2014-2015 (\$MILLION)
Table 69 TABLEAU: FINANCIAL INDICATORS, 2014-2015 (\$MILLION)
Table 70 MERGERS & ACQUISITIONS, 2012-2015

List Of Charts

LIST OF CHARTS

- Chart 1 PEST ANALYSIS OF CUSTOMER INTELLIGENCE MARKET
- Chart 2 RESEARCH METHODOLOGY
- Chart 3 CUSTOMER INTELLIGENCE - TAM & SAM
- Chart 4 BUSINESS INTELLIGENCE IMPACT ON BUSINESS
- Chart 5 MARKET INTELLIGENCE ARCHITECTURE
- Chart 6 GLOBAL CUSTOMER INTELLIGENCE MARKET SEGMENTATION
- Chart 7 PORTERS FIVE FORCES ON CUSTOMER INTELLIGENCE MARKET
- Chart 8 EVOLUTION OF BUSINESS
- Chart 9 OMNICHANNEL CUSTOMER INTELLIGENCE ARCHITECTURE FOR UNIFIED CUSTOMER PROFILE
- Chart 10 CUSTOMER INTELLIGENCE ARCHITECHTURE
- Chart 11 CUSTOMER INTELLIGENCE FEATURES
- Chart 12 DRO ANALYSIS ON CUSTOMER INTELLIGENCE MARKET
- Chart 13 DRO- IMPACT ANALYSIS ON CUSTOMER INTELLIGENCE MARKET
- Chart 14 GLOBAL CUSTOMER INTELLIGENCE MARKET REVENUE, 2015-2020 (Y-O-Y) %
- Chart 15 GLOBAL CUSTOMER INTELLIGENCE MARKET REVENUE BY PRODUCT TYPE, 2015-2020 (\$MILLION)
- Chart 16 CUSTOMER INTELLIGENCE MARKET REVENUE BY SOLUTION, 2015-2020 (Y-O-Y) %
- Chart 17 WEB ANALYTICS MARKET REVENUE, 2015-2020 (Y-O-Y) %
- Chart 18 SOCIAL MEDIA ANALYTICS MARKET REVENUE, 2015-2020 (Y-O-Y) %
- Chart 19 VOICE ANALYTICS MARKET REVENUE, 2015-2020 (Y-O-Y) %
- Chart 20 MOBILE ANALYTICS MARKET REVENUE, 2015-2020 (Y-O-Y) %
- Chart 21 OTHERS ANALYTICS MARKET REVENUE, 2015-2020 (Y-O-Y) %
- Chart 22 CUSTOMER INTELLIGENCE MARKET REVENUE BY SERVICES, 2015-2020 (Y-O-Y) %
- Chart 23 CONSULTING MARKET REVENUE, 2015-2020 (Y-O-Y) %
- Chart 24 INTEGRATION MARKET REVENUE, 2015-2020 (Y-O-Y) %
- Chart 25 MAINTENANCE MARKET REVENUE, 2015-2020 (Y-O-Y) %
- Chart 26 CUSTOMER INTELLIGENCE MARKET REVENUE BY DEPLOYMENT, 2015-2020 (\$MILLION)
- Chart 27 ON-PREMISE MARKET REVENUE BY VERTICALS, 2015-2020 (Y-O-Y) %
- Chart 28 ON-CLOUD MARKET REVENUE BY VERTICALS, 2015-2020 (Y-O-Y) %
- Chart 29 CUSTOMER INTELLIGENCE MARKET REVENUE BY VERTICALS,

2015-2020 (Y-O-Y) %

Chart 30 CUSTOMER INTELLIGENCE MARKET REVENUE BY VERTICALS,
2015-2020 (\$MILLION)

Chart 31 TELECOM MARKET REVENUE, 2015-2020 (Y-O-Y) %

Chart 32 TELECOM MARKET REVENUE BY PRODUCT TYPE, 2015-2020
(\$MILLION)

Chart 33 TELECOM MARKET REVENUE BY SOLUTIONS, 2015-2020 (\$MILLION)

Chart 34 BFSI MARKET REVENUE, 2015-2020 (Y-O-Y) %

Chart 35 BFSI MARKET REVENUE BY PRODUCT TYPE, 2015-2020 (\$MILLION)

Chart 36 BFSI MARKET REVENUE BY SOLUTIONS, 2015-2020 (\$MILLION)

Chart 37 RETAIL MARKET REVENUE, 2015-2020 (Y-O-Y) %

Chart 38 RETAIL MARKET REVENUE BY PRODUCT TYPE, 2015-2020 (\$MILLION)

Chart 39 RETAIL MARKET REVENUE BY SOLUTIONS, 2015-2020 (\$MILLION)

Chart 40 MANUFACTURING MARKET REVENUE, 2015-2020 (Y-O-Y) %

Chart 41 MANUFACTURING MARKET REVENUE BY PRODUCT TYPE, 2015-2020
(\$MILLION)

Chart 42 MANUFACTURING MARKET REVENUE BY SOLUTIONS, 2015-2020
(\$MILLION)

Chart 43 HEALTHCARE & LIFE SCIENCES MARKET REVENUE, 2015-2020 (Y-O-Y)
%

Chart 44 HEALTHCARE & LIFESCIENCES MARKET REVENUE BY PRODUCT TYPE,
2015-2020 (\$MILLION)

Chart 45 HEALTHCARE & LIFE SCIENCES MARKET REVENUE BY SOLUTIONS,
2015-2020 (\$MILLION)

Chart 46 MEDIA & ENTERTAINMENT MARKET REVENUE, 2015-2020 (Y-O-Y) %

Chart 47 MEDIA & ENTERTAINMENT MARKET REVENUE BY PRODUCT TYPE,
2015-2020 (\$MILLION)

Chart 48 MEDIA & ENTERTAINMENT MARKET REVENUE BY SOLUTIONS,
2015-2020 (\$MILLION)

Chart 49 TRAVEL & TOURISM MARKET REVENUE, 2015-2020 (Y-O-Y) %

Chart 50 TRAVEL & TOURISM MARKET REVENUE BY PRODUCT TYPE, 2015-2020
(\$MILLION)

Chart 51 TRAVEL & TOURISM MARKET REVENUE BY SOLUTIONS, 2015-2020
(\$MILLION)

Chart 52 UTILITIES MARKET REVENUE, 2015-2020 (Y-O-Y) %

Chart 53 UTILITIES MARKET REVENUE BY PRODUCT TYPE, 2015-2020 (\$MILLION)

Chart 54 UTILITIES MARKET REVENUE BY SOLUTIONS, 2015-2020 (\$MILLION)

Chart 55 UTILITIES MARKET REVENUE BY PRODUCT TYPE, 2015-2020 (\$MILLION)

Chart 56 GLOBAL CUSTOMER MARKET REVENUE BY REGIONS, 2015-2020

(\$MILLION)

Chart 57 NORTH AMERICA MARKET REVENUE, 2015-2020 (Y-O-Y) %

Chart 58 WESTERN EUROPE MARKET REVENUE, 2015-2020 (Y-O-Y) %

Chart 59 APEJ MARKET REVENUE, 2015-2020 (Y-O-Y) %

Chart 60 CEE MARKET REVENUE, 2015-2020 (Y-O-Y) %

Chart 61 MEA MARKET REVENUE, 2015-2020 (Y-O-Y) %

Chart 62 LATIN AMERICA MARKET REVENUE, 2015-2020 (Y-O-Y) %

Chart 63 SAS: REVENUE BY REGIONS, 2013-2014 (%)

Chart 64 SAS: REVENUE BY SEGMENTS, 2013-2014 (%)

Chart 65 SAS: SWOT ANALYSIS

Chart 66 OPEN TEXT: REVENUE BY SEGMENTS, 2014-2015 (%)

Chart 67 OPEN TEXT: REVENUE BY REGIONS, 2014-2015 (%)

Chart 68 OPENTEXT: SWOT ANALYSIS

Chart 69 QLIK: REVENUE BY SEGMENTS, 2013-2014 (%)

Chart 70 QLIK: REVENUE BY REGIONS, 2013-2014 (%)

Chart 71 QLIK: SWOT ANALYSIS

Chart 72 VERINT: REVENUE BY SEGMENTS, 2014-2015 (%)

Chart 73 VERINT: REVENUE BY PRODUCT AND SERVICES, 2014-2015 (%)

Chart 74 VERINT: REVENUE BY REGIONS, 2014-2015 (%)

Chart 75 VERINT: SWOT ANALYSIS

Chart 76 TABLEAU: REVENUE BY SEGMENTS , 2014-2015 (\$MILLION)

Chart 77 TABLEAU: REVENUE BY REGIONS, 2014-2015 (\$MILLION)

Chart 78 TABLEAU: SWOT ANALYSIS

Chart 79 FICO: FINANCIAL INDICATORS, 2013-2014 (\$MILLION)

Chart 80 FICO: REVENUE BY SEGMENTS, 2013-2014 (%)

Chart 81 FICO: REVENUE BY OPERATING SEGMENTS, 2013-2014 (%)

Chart 82 FICO: REVENUE BY REGIONS, 2013-2014 (%)

Chart 83 FICO: SWOT ANALYSIS

Chart 84 INFORMATION BUILDERS: SWOT ANALYSIS

Chart 85 ANGOSS: SWOT ANALYSIS

I would like to order

Product name: Customer Intelligence Market, Solutions [Web Analytics, Social Media Analytics, Voice Analytics, Mobile Analytics], Services, Deployment, Industry Verticals, Regions, and Vendor Profiling - Global Market Drivers, Opportunities, Trends, and Forecasts, 2015-2020

Product link: <https://marketpublishers.com/r/C631B6333D4EN.html>

Price: US\$ 3,500.00 (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/C631B6333D4EN.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