

INDONESIA IT SERVICE MANAGEMENT MARKET FORECAST 2017-2020

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Abstracts

KEY FINDINGS

The Indonesia IT service management market stood at \$56 million in 2016. Between the projected years of 2017-2020, the market is expected to witness a CAGR rise of 7.94%, collecting a net total of \$77 million by the end of 2020.

MARKET INSIGHTS

The market is driven by many contributory factors which include a rising income and supportive demographics that is creating a broader potential market for vendors to target; the potential for faster 'catch-up' growth, and a local presence of major global vendors in terms of sales and production. Although the outlook looks prospective, issues like cybersecurity risks, both from criminals and state factors, could undermine the confidence in networked infrastructure, i.e., cloud computing and Internet of Things. Also, ICT vendors could conflict because of data sovereignty and content control initiatives from the government.

COMPETITIVE INSIGHTS

The leading companies engaged in this market are Cherwell, Zoho Corporation, Service Now, BMC Software and Ivanti.

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3. CHERWELL
4. IVANTI
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