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Asia Pacific Cloud IT Service Management (ITSM) Market By Component (Solution and Services) By Organization Size (Large Enterprises and Small & Medium Enterprises) By End User (Telecom & IT, BFSI, Manufacturing, Retail, Healthcare and Others) By Country, Industry Analysis and Forecast, 2019 - 2025

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Abstracts

The Asia Pacific Cloud IT Service Management (ITSM) Market would witness market growth of 22.3% CAGR during the forecast period (2019-2025).

The purpose of the IT Service Management (ITSM) approach is to facilitate and support the IT organization. In small or medium-sized enterprises with a low IT budget and minimal staffing, adopting a cloud-based ITSM solution can be a great way to improve efficiency and increase the effect of the limited resources that a company has. Cloud ITSM focuses on the management of the cloud-based IT infrastructure, including IT processes, software, hardware and services. The services can be provided separately on the cloud as well as on-premise. The BYOD culture presents challenges related to software license compliance, asset management, and extension of IT support to an extensive range of devices. Businesses might face excessive IT costs and disruptions without ensuring a proper strategy to handle this culture. The technology increases the complications of an IT environment and makes impact analysis more challenging because of low visibility on employees' personal devices. Mobile device management features like deploying profiles, remotely wiping devices, restricting devices' access to Wi-Fi and VPN, as well as adjusting devices' email settings can be helpful for technicians in coping with the BYOD culture.

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Through several contact points across the enterprise, IT has access to a vast amount of data that can be used to produce business-critical insights. These insights can expose problems in business and IT at the earliest stage, reduce costs and risks whilst enhancing the quality of IT service delivery. Help desk software has begun to incorporate business intelligence tools to extract valuable information from help desk data. For instance, the simple SLA compliance level chart only shows when the SLA compliance level is steadily rising or surging, but does not actually help in understanding why the SLA level is changing. Deep dive research using business intelligence software can help to identify factors that negatively affect SLA enforcement rates.

Based on Component, the market is segmented into Solution and Services. Solution segment is further bifurcated into Operations & Performance Management, Service Portfolio Management, Configuration & Change Management, Reporting & Analytics and Others. Based on Organization Size, the market is segmented into Large Enterprises and Small & Medium Enterprises. Based on End User, the market is segmented into Telecom & IT, BFSI, Manufacturing, Retail, Healthcare and Others. The report also covers geographical segmentation of Cloud IT Service Management (ITSM) market. Based on countries, the market is segmented into China, Japan, India, South Korea, Singapore, Australia, and Rest of Asia Pacific.

The market research report covers the analysis of key stake holders of the market. Key companies profiled in the report include IBM Corporation, Microsoft Corporation, Hewlett Packard Enterprise Company, Citrix Systems, Inc., ServiceNow, Inc., BMC Software, Inc. (KKR & Co., Inc.), Atlassian Corporation PLC, Serviceaide, Inc., Cherwell Software, LLC, and Freshworks, Inc.

Scope of the Study

Market Segmentation:

By Component

Solution

Operations & Performance Management

Service Portfolio Management

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- Configuration & Change Management
- Reporting & Analytics
- Others

- Services

By Organization Size

- Large Enterprises
- Small & Medium Enterprises

By End User

- Telecom & IT
- BFSI
- Manufacturing
- Retail
- Healthcare
- Others

By Country

- China
- Japan
- India

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South Korea

Singapore

Australia

Rest of Asia Pacific

Companies Profiled

IBM Corporation

Microsoft Corporation

Hewlett Packard Enterprise Company

Citrix Systems, Inc.

ServiceNow, Inc.

BMC Software, Inc. (KKR & Co., Inc.)

Atlassian Corporation PLC

Serviceaide, Inc.

Cherwell Software, LLC

Freshworks, Inc.

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