

Europe 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 Europe Cloud IT Service Management (ITSM) Market would witness market growth of 19.5% CAGR during the forecast period (2019-2025).

Over the years, IT support has gradually developed, influenced by factors such as business needs, work culture, technological innovations, and the ever-changing IT environment. IT help desks have been turned into IT service desks that manage a wider range of IT activities and better align with strategic business objectives. These IT service desks are supported by ITSM tools that provide improved flexibility and usability. What's more, the ITSM solutions are expected to evolve beyond this. The role of IT support is to ensure that IT resources help employees with their tasks.

High expectations of IT workers have changed the focus of IT to improved customer experience. This encompasses facilitating a multi-channel communication process, incorporating chatbots, and delivering a compelling IT shopping experience with service catalogs and promotion of self-help in accessing a knowledge base. Providing better consumer experience enhances the credibility of the IT department and provides a work environment free of frustration for both end-users and IT technicians.

A significant reason behind shifting to automation is that certain security standards are

based on ITIL. Various organizations are well aware that automating ITIL processes can help them in navigating through compliance audits. Extending automation to other workflows and processes can help to reduce inconsistencies and increase the efficiency of help desk operations. With the automation of help desk operations, end-users benefit from faster resolution times.

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 Germany, UK, France, Russia, Spain, Italy, and Rest of Europe.

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

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

Germany

UK

France

Russia

Spain

Italy

Rest of Europe

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.

Unique Offerings from KBV Research

Exhaustive coverage

Highest number of market tables and figures

Subscription based model available

Guaranteed best price

Assured post sales research support with 10% customization free

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FIG 13 RECENT STRATEGIES AND DEVELOPMENTS: CHERWELL SOFTWARE, LLC

FIG 14 RECENT STRATEGIES AND DEVELOPMENTS: FRESHWORKS, INC.

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