

LAMEA 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

<https://marketpublishers.com/r/L9A14BA87B5BEN.html>

Date: February 2020

Pages: 126

Price: US\$ 1,500.00 (Single User License)

ID: L9A14BA87B5BEN

Abstracts

The Latin America, Middle East and Africa Cloud IT Service Management (ITSM) Market would witness market growth of 23.2% CAGR during the forecast period (2019-2025).

The major shift of small and medium-sized enterprises towards cloud technology has a positive impact on cloud-based ITSM solutions that enhance data security, integrity and service delivery. In addition, training and service centers are introducing a new Foundation Cloud course for trainers to raise awareness of ITSM solutions, which is expected to contribute to the growth of the sector. For example, ITSM Zone has released an EXIN Cloud Computing Foundation e-learning course, which is intended to provide information on design, architecture, and cloud deployment modes.

Cloud-based ITSM offerings are full-featured solutions. What makes cloud-based choices distinct from on-site ITSM is that enterprises don't pay for a lot of features that they may not use—billing are usually based on usage. In smaller companies, this is crucial because there is a need to gain access to a full site of features, however, only a few workers will use them till the company grows.

IT service management is a way of implementing, managing, and providing IT services

to meet the needs of an organization. It guarantees that a suitable mix of people, processes and technology is in place to provide value. Implementation of ITSM can help to regularize processes through structured delivery and documentation. ITSM implementation also helps to save costs by creating a predictable IT department. Implementation of ITSM has the business benefits of bringing to the company an actionable IT perspective that aids in decision-making.

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 Brazil, Argentina, UAE, Saudi Arabia, South Africa, Nigeria, and Rest of LAMEA.

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

Brazil

Argentina

UAE

Saudi Arabia

South Africa

Nigeria

Rest of LAMEA

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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