

North America 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 North America Cloud IT Service Management (ITSM) Market would witness market growth of 18.9% CAGR during the forecast period (2019-2025).

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.

In addition, users can find more benefit from cloud-based ITSM solutions that combine resources for key business processes such as agile development & DevOps, support for cloud services, and business services delivery. 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.

Irrespective of the size of the business, every organization is engaged in the management of IT services in some way. ITSM ensures that incidents, service requests, problems, improvements and IT assets, along with IT services, are handled in a seamless manner. IT help desk management solutions streamline the implementation of ITSM processes by offering out-of-the-box best practice processes and workflows. Several help desk software comprise of automation, real-time analytics, customizable ITSM processes, and more. This, combined with the right processes, shifts the focus of IT teams from fire fighting to strategic business goals and development.

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 U.S., Mexico, Canada, and Rest of North America.

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

US

Canada

Mexico

Rest of North America

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

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Guaranteed best price

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