

Global AI in IT Service Management Market Growth (Status and Outlook) 2026-2032

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Abstracts

The global AI in IT Service Management market size is predicted to grow from US\$ million in 2025 to US\$ million in 2032; it is expected to grow at a CAGR of % from 2026 to 2032.

AI in IT Service Management (ITSM) refers to the application of artificial intelligence (AI) technologies to streamline and improve various aspects of IT service delivery, support, and operations. AI-powered solutions in ITSM aim to automate routine tasks, enhance decision-making processes, and provide proactive support to improve efficiency and user satisfaction.

United States market for AI in IT Service Management is estimated to increase from US\$ million in 2025 to US\$ million by 2032, at a CAGR of % from 2026 through 2032.

China market for AI in IT Service Management is estimated to increase from US\$ million in 2025 to US\$ million by 2032, at a CAGR of % from 2026 through 2032.

Europe market for AI in IT Service Management is estimated to increase from US\$ million in 2025 to US\$ million by 2032, at a CAGR of % from 2026 through 2032.

Global key AI in IT Service Management players cover ServiceNow, BMC Software, IBM, Micro Focus, Cherwell Software, etc. In terms of revenue, the global two largest companies occupied for a share nearly % in 2025.

LPI (LP Information)' newest research report, the ?AI in IT Service Management Industry Forecast? looks at past sales and reviews total world AI in IT Service Management sales in 2025, providing a comprehensive analysis by region and market

sector of projected AI in IT Service Management sales for 2026 through 2032. With AI in IT Service Management sales broken down by region, market sector and sub-sector, this report provides a detailed analysis in US\$ millions of the world AI in IT Service Management industry.

This Insight Report provides a comprehensive analysis of the global AI in IT Service Management landscape and highlights key trends related to product segmentation, company formation, revenue, and market share, latest development, and M&A activity. This report also analyses the strategies of leading global companies with a focus on AI in IT Service Management portfolios and capabilities, market entry strategies, market positions, and geographic footprints, to better understand these firms' unique position in an accelerating global AI in IT Service Management market.

This Insight Report evaluates the key market trends, drivers, and affecting factors shaping the global outlook for AI in IT Service Management and breaks down the forecast by Type, by Application, geography, and market size to highlight emerging pockets of opportunity. With a transparent methodology based on hundreds of bottom-up qualitative and quantitative market inputs, this study forecast offers a highly nuanced view of the current state and future trajectory in the global AI in IT Service Management.

This report presents a comprehensive overview, market shares, and growth opportunities of AI in IT Service Management market by product type, application, key players and key regions and countries.

Segmentation by Type:

Cloud-Based

On-Premises

Segmentation by Application:

SMEs

Large Enterprises

This report also splits the market by region:

Americas

United States

Canada

Mexico

Brazil

APAC

China

Japan

Korea

Southeast Asia

India

Australia

Europe

Germany

France

UK

Italy

Russia

Middle East & Africa

Egypt

South Africa

Israel

Turkey

GCC Countries

The below companies that are profiled have been selected based on inputs gathered from primary experts and analyzing the company's coverage, product portfolio, its market penetration.

ServiceNow

BMC Software

IBM

Micro Focus

Cherwell Software

Freshworks

ManageEngine

Atlassian

SysAid

OpsRamp

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