

Global Digital Operation and Maintenance Service Market Growth (Status and Outlook) 2026-2032

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Abstracts

The global Digital Operation and Maintenance Service market size is predicted to grow from US\$ 2124 million in 2025 to US\$ 3438 million in 2032; it is expected to grow at a CAGR of 7.2% from 2026 to 2032.

Digital operation and maintenance services involve the continuous management and optimization of an enterprise's IT infrastructure, networks, applications, and business processes through the application of advanced monitoring, analytics, and automation technologies. These services aim to improve system availability, performance, and security, reduce operating costs, and ensure that enterprises can quickly respond to and adapt to evolving market demands and technological challenges. Through real-time data analysis and intelligent decision support, digital operations services help enterprises achieve efficient operations management, thereby improving overall business efficiency and competitiveness. The downstream applications of digital operations services primarily cover industrial manufacturing, energy and power, transportation, smart cities, IT infrastructure, building facilities, and large-scale enterprise operations management. In industrial manufacturing and energy and power, digital operations services are used for equipment operation monitoring, fault prediction, energy consumption optimization, and production line efficiency improvement. In transportation, they enable real-time monitoring and preventative maintenance of vehicles, railroads, and logistics facilities. Smart cities and public facilities utilize digital operations platforms to achieve intelligent management of water, electricity, gas, security, and environmental facilities. IT infrastructure and large-scale enterprise data centers rely on digital operations services for system health monitoring, network security, and automated operations. Overall, downstream customers include traditional industrial and energy companies, as well as urban public service agencies and information technology companies, forming a wide range of cross-industry and multi-

scenario applications. The gross profit margin of digital operation and maintenance services is 72%.

From the demand perspective, the value of digital O&M (Operations and Maintenance) services is shifting from merely 'reducing O&M costs' to 'ensuring business continuity.' As the complexity of enterprise IT systems, industrial equipment, energy facilities, data centers, and communication networks grows, traditional manual inspections and reactive maintenance can no longer meet the demands for high availability, minimal downtime, and rapid response. By leveraging real-time monitoring, alert management, remote diagnostics, automated dispatch, and predictive maintenance, digital O&M helps customers identify potential faults early, minimize losses from downtime, and enhance equipment utilization and system stability; consequently, demand is steadily rising across sectors such as finance, manufacturing, energy, telecommunications, the internet, and government.

From the technology perspective, digital O&M services are evolving from basic monitoring platforms toward AIOps, digital twins, and automated operations. While early digital O&M focused on making things 'visible'?visualizing equipment status, system performance, and alert data?the current focus is on 'comprehension' and 'action,' utilizing AI algorithms for anomaly detection, root cause analysis, fault prediction, and automated remediation. Future competitiveness for service providers will hinge not merely on deploying monitoring software, but on the ability to integrate IT, equipment, business, and work-order data, thereby establishing a closed-loop capability that spans monitoring, diagnosis, decision-making, and resolution.

From the competitive landscape perspective, the digital O&M industry presents moderate barriers to entry, yet high-end industry-specific projects entail significant barriers. While basic monitoring, reporting, and work-order systems are prone to commoditization and intense price competition, digital O&M projects targeting sectors such as data centers, power utilities, manufacturing, rail transit, and core telecommunications networks demand extensive industry expertise, system integration capabilities, data modeling proficiency, security compliance, and sustained service delivery. The industry is trending toward platform-based, intelligent, remote, and sector-specific solutions; enterprises that combine monitoring platforms, AIOps algorithms, industry-specific models, and dedicated O&M service teams are best positioned to build long-term customer relationships and achieve higher gross margins.

LPI (LP Information)' newest research report, the 'Digital Operation and Maintenance Service Industry Forecast' looks at past sales and reviews total world Digital Operation

and Maintenance Service sales in 2025, providing a comprehensive analysis by region and market sector of projected Digital Operation and Maintenance Service sales for 2026 through 2032. With Digital Operation and Maintenance Service sales broken down by region, market sector and sub-sector, this report provides a detailed analysis in US\$ millions of the world Digital Operation and Maintenance Service industry.

This Insight Report provides a comprehensive analysis of the global Digital Operation and Maintenance Service 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 Digital Operation and Maintenance Service portfolios and capabilities, market entry strategies, market positions, and geographic footprints, to better understand these firms' unique position in an accelerating global Digital Operation and Maintenance Service market.

This Insight Report evaluates the key market trends, drivers, and affecting factors shaping the global outlook for Digital Operation and Maintenance Service 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 Digital Operation and Maintenance Service.

This report presents a comprehensive overview, market shares, and growth opportunities of Digital Operation and Maintenance Service market by product type, application, key players and key regions and countries.

Segmentation by Type:

Cloud-Based

On-Premises

Segmentation by Data Acquisition Frequency:

Offline O&M Services (Data Collection Cycle ? 1 Day)

Near-Real-Time O&M Services (Data Collection Cycle: 1 Minute to 24 Hours)

Real-Time O&M Services (Data Latency

Segmentation by Degree of Automation and Intelligence:

Basic Digital O&M

Intelligent Digital O&M

Segmentation by Application:

Large Enterprises

Medium Enterprises

Small 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

IBM

Datadog

New Relic

BMC Software

Dynatrace

SAP

Siemens

Schneider Electric

ABB

Huawei

Alibaba Cloud

Tencent

Cloudwise

UWinTech

Hitachi

Fujitsu

NTT DATA

NEC

Toshiba

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