

# Global IT Service Management (ITSM) Software Market Growth (Status and Outlook) 2024-2030

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## Abstracts

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IT Service Management (ITSM) is a process-based practice that mainly deliver satisfactory service to the end user customer. It is intended to align the delivery of information technology (IT) services with needs of the enterprise, emphasizing benefits to customers.

The global IT Service Management (ITSM) Software market size is projected to grow from US\$ 9773 million in 2024 to US\$ 23550 million in 2030; it is expected to grow at a CAGR of 15.8% from 2024 to 2030.

LPI (LP Information)' newest research report, the "IT Service Management (ITSM) Software Industry Forecast" looks at past sales and reviews total world IT Service Management (ITSM) Software sales in 2022, providing a comprehensive analysis by region and market sector of projected IT Service Management (ITSM) Software sales for 2023 through 2029. With IT Service Management (ITSM) Software sales broken down by region, market sector and sub-sector, this report provides a detailed analysis in US\$ millions of the world IT Service Management (ITSM) Software industry.

This Insight Report provides a comprehensive analysis of the global IT Service Management (ITSM) Software 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 IT Service Management (ITSM) Software portfolios and capabilities, market entry strategies, market positions, and geographic footprints, to better understand these firms' unique position in an accelerating global IT Service Management (ITSM)

## Software market.

This Insight Report evaluates the key market trends, drivers, and affecting factors shaping the global outlook for IT Service Management (ITSM) Software 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 IT Service Management (ITSM) Software.

Global key players of IT Service Management Software include ServiceNow, Atlassian, Ivanti, IBM, Broadcom, etc. The top five players hold a share over 29%. North America is the largest market, and has a share about 46%, followed by Europe and China with share 27% and 7%, separately. In terms of product type, Cloud-based is the largest segment, occupied for a share of 86%. In terms of application, Configuration Management (CMDB) has a share about 27 percent.

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

### Segmentation by Type:

Cloud-based

On-premise

### Segmentation by Application:

Configuration Management (CMDB)

Incident and Problem Management

Service Request Management

Knowledge Management

Other Management

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

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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

Atlassian

Ivanti

IBM

Broadcom

BMC Software

IFS (Axios Systems, Ultimo Software)

SAP

OpenText (Micro Focus)

Freshworks

Epicor

TOPdesk

Agiloft Service

SysAid

SolarWinds

ServiceHot

Zoho Corporation

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