

Global Next-generation IT Service Management (ITSM) Platform Market Growth (Status and Outlook) 2026-2032

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Abstracts

The global Next-generation IT Service Management (ITSM) Platform market size is predicted to grow from US\$ 13206 million in 2025 to US\$ 35412 million in 2032; it is expected to grow at a CAGR of 15.6% from 2026 to 2032.

A Next-generation IT Service Management (ITSM) Platform is a cloud-based, platform-oriented, and intelligent software system designed to manage enterprise IT service delivery and IT operations workflows. It typically integrates incident management, problem management, change management, service request management, knowledge management, configuration management database, IT asset management, service catalog, service-level management, and operational analytics within a unified service management environment. Compared with traditional ticketing tools, next-generation ITSM platforms place stronger emphasis on AI-assisted service delivery, automated ticket classification and routing, intelligent knowledge recommendation, self-service portals, virtual service agents, workflow orchestration, low-code configuration, observability integration, and connectivity with identity management, monitoring, IT asset, DevOps, security operations, and collaboration systems.

The product is mainly delivered through software-as-a-service subscriptions, on-premises licenses, or hybrid deployment models. Major producing and vendor regions include the United States, Europe, Japan, China, and India. Typical application scenarios include enterprise IT service desks, financial and telecom operation centers, digital manufacturing plants, public-sector IT operations, healthcare information centers, and service operations teams in internet and cloud service companies. Its commercial value lies in reducing incident response time, increasing service-request automation, standardizing ITIL-based workflows, lowering manual operating costs, and upgrading

ITSM from reactive ticket handling to enterprise-wide digital service operations.

The global Next-generation ITSM Platform market is moving from traditional service desk software toward intelligent enterprise service operations platforms. Cloud computing, hybrid work, multi-cloud architecture, rising cybersecurity incidents, and the expansion of internal digital workflows are pushing IT departments to manage tickets, assets, configurations, knowledge, changes, and service levels within unified platforms. Artificial intelligence is becoming a key driver of platform upgrades, with typical capabilities including intent recognition, automated ticket routing, knowledge-based answer generation, agent assistance for repetitive issues, predictive incident detection, and integration with monitoring and IT operations systems. As service management extends from IT departments to HR, finance, legal, facilities, and customer support teams, next-generation ITSM platforms are evolving from back-office tools into enterprise workflow hubs.

Market challenges are also clear. First, large-scale platforms involve long implementation cycles and high licensing costs, while customers need continuous investment in CMDB construction, data governance, process redesign, and system integration, making total cost of ownership a central procurement factor. Second, AI features improve automation but create risks around knowledge quality, access control, model explainability, incorrect recommendations, and compliance auditing, so enterprises are unlikely to hand over critical IT operations decisions entirely to autonomous agents. Third, existing ITSM systems, monitoring tools, asset platforms, and collaboration software create strong switching barriers, and migration costs and organizational resistance slow replacement cycles. As a result, future growth is more likely to come from cloud migration, module expansion, AI add-on packages, enterprise service management extension, and continued platform consolidation among mid-sized and large enterprises, rather than from simple new-customer expansion.

LPI (LP Information)' newest research report, the "Next-generation IT Service Management (ITSM) Platform Industry Forecast" looks at past sales and reviews total world Next-generation IT Service Management (ITSM) Platform sales in 2025, providing a comprehensive analysis by region and market sector of projected Next-generation IT Service Management (ITSM) Platform sales for 2026 through 2032. With Next-generation IT Service Management (ITSM) Platform sales broken down by region, market sector and sub-sector, this report provides a detailed analysis in US\$ millions of the world Next-generation IT Service Management (ITSM) Platform industry.

This Insight Report provides a comprehensive analysis of the global Next-generation IT

Service Management (ITSM) Platform 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 Next-generation IT Service Management (ITSM) Platform portfolios and capabilities, market entry strategies, market positions, and geographic footprints, to better understand these firms' unique position in an accelerating global Next-generation IT Service Management (ITSM) Platform market.

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

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

Segmentation by Type:

Cloud Native SaaS Platform

Hybrid Managed Platform

On Premises Platform

Segmentation by Component:

Software Subscription

Implementation Services

Managed Support Services

Segmentation by End User Industry:

IT and Telecom

Financial Services

Healthcare and Education

Others

Segmentation by Application:

Large Enterprises

Small and Medium Enterprises

Others

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, Inc.

Salesforce, Inc.

Atlassian Corporation

BMC Helix, Inc.

Ivanti, Inc.

Freshworks Inc.

Zoho Corporation

OpenText Corporation

SolarWinds Corporation

GoTo Group, Inc.

Xurrent, Inc.

InvGate

IFS AB

Matrix42 GmbH

EasyVista SAS

TOPdesk Nederland B.V.

USU Software AG

SysAid Technologies Ltd.

Halo Service Solutions Ltd.

Mindarray Systems Private Limited

Nomura Research Institute, Ltd.

STEG Co., Ltd.

Cloudwise Beijing Technology Co., Ltd.

Guangzhou Canway Technology Co., Ltd.

Galaxy Software Services Corporation

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