

2020-2025 Global Cloud IT Service Management (ITSM) Market Report - Production and Consumption Professional Analysis (Impact of COVID-19)

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Abstracts

Information Technology Service Management (ITSM) is a set of processes, procedures, and policies that automate, integrate, and improve the way IT staff support an organization's employees. ITSM enhances your company's operational efficiency and improves employee productivity by increasing automation and improving visibility into financial and service data. ITSM provides better governance and analytics for making business and technology service decisions.

This report elaborates the market size, market characteristics, and market growth of the Cloud IT Service Management (ITSM) industry, and breaks down according to the type, application, and consumption area of Cloud IT Service Management (ITSM). The report also conducted a PESTEL analysis of the industry to study the main influencing factors and entry barriers of the industry.

In Chapter 3.4 of the report, the impact of the COVID-19 outbreak on the industry was fully assessed. Fully risk assessment and industry recommendations were made for Cloud IT Service Management (ITSM) in a special period. This chapter also compares the markets of Pre COVID-19 and Post COVID-19.

In addition, chapters 8-12 consider the impact of COVID-19 on the regional economy.

Key players in the global Cloud IT Service Management (ITSM) market covered in Chapter 13:

CA Technologies (US)

Atlassian (Australia)

Ivanti (US)

Freshworks (US)

Efecte (Finland)

EasyVista (US)
ServiceNow (US)
Micro Focus (UK)
Axios Systems (US)
BMC Software (US)
Hornbill (UK)
Citrix Systems (US)
Microsoft (US)
Alemba (UK)
LogMein (US)
Cherwell Software (US)
IBM (US)
ManageEngine (US)
SysAid (Israel)
HPE (US)

In Chapter 6, on the basis of types, the Cloud IT Service Management (ITSM) market from 2015 to 2025 is primarily split into:

Solutions
Services

In Chapter 7, on the basis of applications, the Cloud IT Service Management (ITSM) market from 2015 to 2025 covers:

IT & telecommunication
Healthcare & life sciences
Retail & consumer goods
Manufacturing
BFSI
Media & entertainment
Government & public
Travel & hospitality
Others [education, and energy & utilities]

Geographically, the detailed analysis of production, trade of the following countries is covered in Chapter 4.2, 5:

United States
Europe
China
Japan

India

Geographically, the detailed analysis of consumption, revenue, market share and growth rate of the following regions are covered in Chapter 8, 9, 10, 11, 12:

North America (Covered in Chapter 8)

United States

Canada

Mexico

Europe (Covered in Chapter 9)

Germany

UK

France

Italy

Spain

Others

Asia-Pacific (Covered in Chapter 10)

China

Japan

India

South Korea

Southeast Asia

Others

Middle East and Africa (Covered in Chapter 11)

Saudi Arabia

UAE

South Africa

Others

South America (Covered in Chapter 12)

Brazil

Others

Years considered for this report:

Historical Years: 2015-2019

Base Year: 2019

Estimated Year: 2020

Forecast Period: 2020-2025

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