

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

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Abstracts

IT service management (ITSM) refers to the entirety of activities – directed by policies, organized and structured in processes and supporting procedures – that are performed by an organization to design, plan, deliver, operate and control information technology (IT) services offered to customers.

This report elaborates the market size, market characteristics, and market growth of the IT Service Management (ITSM) industry, and breaks down according to the type, application, and consumption area of 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 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 IT Service Management (ITSM) market covered in Chapter 13:

SAP

Samange

Autotask

Freshworks

TOPdesk

Axios Systems

SysAid

ASG Software

Epicor
Agiloft Service
Ultimo
BMC Software
IBM
Cherwell Software
ServiceNow
SolarWinds
Broadcom
Ivanti (HEAT Software)
Micro Focus (Formerly HPE)
Symantec
Atlassian

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

Cloud-based
On-Premises

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

SMEs
Large Enterprises

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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