

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

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Abstracts

IT service management 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 services offered to customers. It is thus concerned with the implementation of IT services that meet customers' needs, and it is performed by the IT service provider through an appropriate mix of people, process and information technology.

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

Cherwell Software

Remedyforce

JIRA Service Desk

SolarWinds Web Help Desk

SysAid
Agiloft Service
TOPdesk
Spiceworks
CA Technologies
LANDesk Service Desk
Atlassian
Autotask
ServiceNow
IBM
Samanage
Epicor
SAP
Hewlett Packard Enterprise (HPE)
Freshservice
BMC Software
IssueTrak
EZPro Service Desk
Symantec
Axios Systems
HEAT Software
ASG Software

In Chapter 6, on the basis of types, the IT Service Management (ITSM) Software 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) Software market from 2015 to 2025 covers:

SEM
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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