

# **COVID-19 Outbreak-Global ITSM Industry Market Report-Development Trends, Threats, Opportunities and Competitive Landscape in 2020**

<https://marketpublishers.com/r/C9A24F9AE830EN.html>

Date: October 2020

Pages: 108

Price: US\$ 3,660.00 (Single User License)

ID: C9A24F9AE830EN

## **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.

The ITSM market revenue was xx.xx Million USD in 2019, and will reach xx.xx Million USD in 2025, with a CAGR of x.x% during 2020-2025.

Under COVID-19 outbreak globally, this report provides 360 degrees of analysis from supply chain, import and export control to regional government policy and future influence on the industry. Detailed analysis about market status (2015-2020), enterprise competition pattern, advantages and disadvantages of enterprise products, industry development trends (2020-2025), regional industrial layout characteristics and macroeconomic policies, industrial policy has also been included. From raw materials to end users of this industry are analyzed scientifically, the trends of product circulation and sales channel will be presented as well. Considering COVID-19, this report provides comprehensive and in-depth analysis on how the epidemic push this industry transformation and reform.

In COVID-19 outbreak, Chapter 2.2 of this report provides an analysis of the impact of COVID-19 on the global economy and the ITSM industry.

Chapter 3.7 covers the analysis of the impact of COVID-19 from the perspective of the

industry chain.

In addition, chapters 7-11 consider the impact of COVID-19 on the regional economy.

The ITSM market can be split based on product types, major applications, and important countries as follows:

Key players in the global ITSM market covered in Chapter 12:

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

In Chapter 4 and 14.1, on the basis of types, the ITSM market from 2015 to 2025 is primarily split into:

Cloud-based  
On-Premises

In Chapter 5 and 14.2, on the basis of applications, the ITSM market from 2015 to 2025 covers:

SMEs  
Large Enterprises

Geographically, the detailed analysis of consumption, revenue, market share and growth rate, historic and forecast (2015-2025) of the following regions are covered in Chapter 6, 7, 8, 9, 10, 11, 14:

North America (Covered in Chapter 7 and 14)

United States

Canada

Mexico

Europe (Covered in Chapter 8 and 14)

Germany

UK

France

Italy

Spain

Russia

Others

Asia-Pacific (Covered in Chapter 9 and 14)

China

Japan

South Korea

Australia

India

Southeast Asia

Others

Middle East and Africa (Covered in Chapter 10 and 14)

Saudi Arabia

UAE

Egypt

Nigeria

South Africa

Others

South America (Covered in Chapter 11 and 14)

Brazil

Argentina

Columbia

Chile

Others

Years considered for this report:

Historical Years: 2015-2019

Base Year: 2019

Estimated Year: 2020

Forecast Period: 2020-2025

## Contents

### **1 ITSM INTRODUCTION AND MARKET OVERVIEW**

- 1.1 Objectives of the Study
- 1.2 Overview of ITSM
- 1.3 Scope of The Study
  - 1.3.1 Key Market Segments
  - 1.3.2 Players Covered
  - 1.3.3 COVID-19's impact on the ITSM industry
- 1.4 Methodology of The Study
- 1.5 Research Data Source

### **2 EXECUTIVE SUMMARY**

- 2.1 Market Overview
  - 2.1.1 Global ITSM Market Size, 2015 – 2020
  - 2.1.2 Global ITSM Market Size by Type, 2015 – 2020
  - 2.1.3 Global ITSM Market Size by Application, 2015 – 2020
  - 2.1.4 Global ITSM Market Size by Region, 2015 - 2025
- 2.2 Business Environment Analysis
  - 2.2.1 Global COVID-19 Status and Economic Overview
  - 2.2.2 Influence of COVID-19 Outbreak on ITSM Industry Development

### **3 INDUSTRY CHAIN ANALYSIS**

- 3.1 Upstream Raw Material Suppliers of ITSM Analysis
- 3.2 Major Players of ITSM
- 3.3 ITSM Manufacturing Cost Structure Analysis
  - 3.3.1 Production Process Analysis
  - 3.3.2 Manufacturing Cost Structure of ITSM
  - 3.3.3 Labor Cost of ITSM
- 3.4 Market Distributors of ITSM
- 3.5 Major Downstream Buyers of ITSM Analysis
- 3.6 The Impact of Covid-19 From the Perspective of Industry Chain
- 3.7 Regional Import and Export Controls Will Exist for a Long Time
- 3.8 Continued downward PMI Spreads Globally

### **4 GLOBAL ITSM MARKET, BY TYPE**

- 4.1 Global ITSM Value and Market Share by Type (2015-2020)
- 4.2 Global ITSM Production and Market Share by Type (2015-2020)
- 4.3 Global ITSM Value and Growth Rate by Type (2015-2020)
  - 4.3.1 Global ITSM Value and Growth Rate of Cloud-based
  - 4.3.2 Global ITSM Value and Growth Rate of On-Premises
- 4.4 Global ITSM Price Analysis by Type (2015-2020)

## **5 ITSM MARKET, BY APPLICATION**

- 5.1 Downstream Market Overview
- 5.2 Global ITSM Consumption and Market Share by Application (2015-2020)
- 5.3 Global ITSM Consumption and Growth Rate by Application (2015-2020)
  - 5.3.1 Global ITSM Consumption and Growth Rate of SMEs (2015-2020)
  - 5.3.2 Global ITSM Consumption and Growth Rate of Large Enterprises (2015-2020)

## **6 GLOBAL ITSM MARKET ANALYSIS BY REGIONS**

- 6.1 Global ITSM Sales, Revenue and Market Share by Regions
  - 6.1.1 Global ITSM Sales by Regions (2015-2020)
  - 6.1.2 Global ITSM Revenue by Regions (2015-2020)
- 6.2 North America ITSM Sales and Growth Rate (2015-2020)
- 6.3 Europe ITSM Sales and Growth Rate (2015-2020)
- 6.4 Asia-Pacific ITSM Sales and Growth Rate (2015-2020)
- 6.5 Middle East and Africa ITSM Sales and Growth Rate (2015-2020)
- 6.6 South America ITSM Sales and Growth Rate (2015-2020)

## **7 NORTH AMERICA ITSM MARKET ANALYSIS BY COUNTRIES**

- 7.1 The Influence of COVID-19 on North America Market
- 7.2 North America ITSM Sales, Revenue and Market Share by Countries
  - 7.2.1 North America ITSM Sales by Countries (2015-2020)
  - 7.2.2 North America ITSM Revenue by Countries (2015-2020)
- 7.3 United States ITSM Sales and Growth Rate (2015-2020)
- 7.4 Canada ITSM Sales and Growth Rate (2015-2020)
- 7.5 Mexico ITSM Sales and Growth Rate (2015-2020)

## **8 EUROPE ITSM MARKET ANALYSIS BY COUNTRIES**

- 8.1 The Influence of COVID-19 on Europe Market
- 8.2 Europe ITSM Sales, Revenue and Market Share by Countries
  - 8.2.1 Europe ITSM Sales by Countries (2015-2020)
  - 8.2.2 Europe ITSM Revenue by Countries (2015-2020)
- 8.3 Germany ITSM Sales and Growth Rate (2015-2020)
- 8.4 UK ITSM Sales and Growth Rate (2015-2020)
- 8.5 France ITSM Sales and Growth Rate (2015-2020)
- 8.6 Italy ITSM Sales and Growth Rate (2015-2020)
- 8.7 Spain ITSM Sales and Growth Rate (2015-2020)
- 8.8 Russia ITSM Sales and Growth Rate (2015-2020)

## **9 ASIA PACIFIC ITSM MARKET ANALYSIS BY COUNTRIES**

- 9.1 The Influence of COVID-19 on Asia Pacific Market
- 9.2 Asia Pacific ITSM Sales, Revenue and Market Share by Countries
  - 9.2.1 Asia Pacific ITSM Sales by Countries (2015-2020)
  - 9.2.2 Asia Pacific ITSM Revenue by Countries (2015-2020)
- 9.3 China ITSM Sales and Growth Rate (2015-2020)
- 9.4 Japan ITSM Sales and Growth Rate (2015-2020)
- 9.5 South Korea ITSM Sales and Growth Rate (2015-2020)
- 9.6 India ITSM Sales and Growth Rate (2015-2020)
- 9.7 Southeast Asia ITSM Sales and Growth Rate (2015-2020)
- 9.8 Australia ITSM Sales and Growth Rate (2015-2020)

## **10 MIDDLE EAST AND AFRICA ITSM MARKET ANALYSIS BY COUNTRIES**

- 10.1 The Influence of COVID-19 on Middle East and Africa Market
- 10.2 Middle East and Africa ITSM Sales, Revenue and Market Share by Countries
  - 10.2.1 Middle East and Africa ITSM Sales by Countries (2015-2020)
  - 10.2.2 Middle East and Africa ITSM Revenue by Countries (2015-2020)
- 10.3 Saudi Arabia ITSM Sales and Growth Rate (2015-2020)
- 10.4 UAE ITSM Sales and Growth Rate (2015-2020)
- 10.5 Egypt ITSM Sales and Growth Rate (2015-2020)
- 10.6 Nigeria ITSM Sales and Growth Rate (2015-2020)
- 10.7 South Africa ITSM Sales and Growth Rate (2015-2020)

## **11 SOUTH AMERICA ITSM MARKET ANALYSIS BY COUNTRIES**

- 11.1 The Influence of COVID-19 on Middle East and Africa Market

## 11.2 South America ITSM Sales, Revenue and Market Share by Countries

### 11.2.1 South America ITSM Sales by Countries (2015-2020)

### 11.2.2 South America ITSM Revenue by Countries (2015-2020)

## 11.3 Brazil ITSM Sales and Growth Rate (2015-2020)

## 11.4 Argentina ITSM Sales and Growth Rate (2015-2020)

## 11.5 Columbia ITSM Sales and Growth Rate (2015-2020)

## 11.6 Chile ITSM Sales and Growth Rate (2015-2020)

## 12 COMPETITIVE LANDSCAPE

### 12.1 SysAid

#### 12.1.1 SysAid Basic Information

#### 12.1.2 ITSM Product Introduction

#### 12.1.3 SysAid Production, Value, Price, Gross Margin 2015-2020

### 12.2 IBM

#### 12.2.1 IBM Basic Information

#### 12.2.2 ITSM Product Introduction

#### 12.2.3 IBM Production, Value, Price, Gross Margin 2015-2020

### 12.3 Agiloft Service

#### 12.3.1 Agiloft Service Basic Information

#### 12.3.2 ITSM Product Introduction

#### 12.3.3 Agiloft Service Production, Value, Price, Gross Margin 2015-2020

### 12.4 TOPdesk

#### 12.4.1 TOPdesk Basic Information

#### 12.4.2 ITSM Product Introduction

#### 12.4.3 TOPdesk Production, Value, Price, Gross Margin 2015-2020

### 12.5 Symantec

#### 12.5.1 Symantec Basic Information

#### 12.5.2 ITSM Product Introduction

#### 12.5.3 Symantec Production, Value, Price, Gross Margin 2015-2020

### 12.6 ASG Software

#### 12.6.1 ASG Software Basic Information

#### 12.6.2 ITSM Product Introduction

#### 12.6.3 ASG Software Production, Value, Price, Gross Margin 2015-2020

### 12.7 Freshservice

#### 12.7.1 Freshservice Basic Information

#### 12.7.2 ITSM Product Introduction

#### 12.7.3 Freshservice Production, Value, Price, Gross Margin 2015-2020

### 12.8 Cherwell Software

- 12.8.1 Cherwell Software Basic Information
- 12.8.2 ITSM Product Introduction
- 12.8.3 Cherwell Software Production, Value, Price, Gross Margin 2015-2020
- 12.9 HEAT Software
  - 12.9.1 HEAT Software Basic Information
  - 12.9.2 ITSM Product Introduction
  - 12.9.3 HEAT Software Production, Value, Price, Gross Margin 2015-2020
- 12.10 LANDesk Service Desk
  - 12.10.1 LANDesk Service Desk Basic Information
  - 12.10.2 ITSM Product Introduction
  - 12.10.3 LANDesk Service Desk Production, Value, Price, Gross Margin 2015-2020
- 12.11 Hewlett Packard Enterprise (HPE)
  - 12.11.1 Hewlett Packard Enterprise (HPE) Basic Information
  - 12.11.2 ITSM Product Introduction
  - 12.11.3 Hewlett Packard Enterprise (HPE) Production, Value, Price, Gross Margin 2015-2020
- 12.12 EZPro Service Desk
  - 12.12.1 EZPro Service Desk Basic Information
  - 12.12.2 ITSM Product Introduction
  - 12.12.3 EZPro Service Desk Production, Value, Price, Gross Margin 2015-2020
- 12.13 IssueTrak
  - 12.13.1 IssueTrak Basic Information
  - 12.13.2 ITSM Product Introduction
  - 12.13.3 IssueTrak Production, Value, Price, Gross Margin 2015-2020
- 12.14 ServiceNow
  - 12.14.1 ServiceNow Basic Information
  - 12.14.2 ITSM Product Introduction
  - 12.14.3 ServiceNow Production, Value, Price, Gross Margin 2015-2020
- 12.15 Samanage
  - 12.15.1 Samanage Basic Information
  - 12.15.2 ITSM Product Introduction
  - 12.15.3 Samanage Production, Value, Price, Gross Margin 2015-2020
- 12.16 CA Technologies
  - 12.16.1 CA Technologies Basic Information
  - 12.16.2 ITSM Product Introduction
  - 12.16.3 CA Technologies Production, Value, Price, Gross Margin 2015-2020
- 12.17 SAP
  - 12.17.1 SAP Basic Information
  - 12.17.2 ITSM Product Introduction

- 12.17.3 SAP Production, Value, Price, Gross Margin 2015-2020
- 12.18 BMC Software
  - 12.18.1 BMC Software Basic Information
  - 12.18.2 ITSM Product Introduction
  - 12.18.3 BMC Software Production, Value, Price, Gross Margin 2015-2020
- 12.19 Atlassian
  - 12.19.1 Atlassian Basic Information
  - 12.19.2 ITSM Product Introduction
  - 12.19.3 Atlassian Production, Value, Price, Gross Margin 2015-2020
- 12.20 SolarWinds Web Help Desk
  - 12.20.1 SolarWinds Web Help Desk Basic Information
  - 12.20.2 ITSM Product Introduction
  - 12.20.3 SolarWinds Web Help Desk Production, Value, Price, Gross Margin 2015-2020
- 12.21 Axios Systems
  - 12.21.1 Axios Systems Basic Information
  - 12.21.2 ITSM Product Introduction
  - 12.21.3 Axios Systems Production, Value, Price, Gross Margin 2015-2020
- 12.22 JIRA Service Desk
  - 12.22.1 JIRA Service Desk Basic Information
  - 12.22.2 ITSM Product Introduction
  - 12.22.3 JIRA Service Desk Production, Value, Price, Gross Margin 2015-2020
- 12.23 Epicor
  - 12.23.1 Epicor Basic Information
  - 12.23.2 ITSM Product Introduction
  - 12.23.3 Epicor Production, Value, Price, Gross Margin 2015-2020
- 12.24 Remedyforce
  - 12.24.1 Remedyforce Basic Information
  - 12.24.2 ITSM Product Introduction
  - 12.24.3 Remedyforce Production, Value, Price, Gross Margin 2015-2020
- 12.25 Autotask
  - 12.25.1 Autotask Basic Information
  - 12.25.2 ITSM Product Introduction
  - 12.25.3 Autotask Production, Value, Price, Gross Margin 2015-2020
- 12.26 Spiceworks
  - 12.26.1 Spiceworks Basic Information
  - 12.26.2 ITSM Product Introduction
  - 12.26.3 Spiceworks Production, Value, Price, Gross Margin 2015-2020

## **13 INDUSTRY OUTLOOK**

### **13.1 Market Driver Analysis**

#### **13.1.2 Market Restraints Analysis**

#### **13.1.3 Market Trends Analysis**

### **13.2 Merger, Acquisition and New Investment**

### **13.3 News of Product Release**

## **14 GLOBAL ITSM MARKET FORECAST**

### **14.1 Global ITSM Market Value & Volume Forecast, by Type (2020-2025)**

#### **14.1.1 Cloud-based Market Value and Volume Forecast (2020-2025)**

#### **14.1.2 On-Premises Market Value and Volume Forecast (2020-2025)**

### **14.2 Global ITSM Market Value & Volume Forecast, by Application (2020-2025)**

#### **14.2.1 SMEs Market Value and Volume Forecast (2020-2025)**

#### **14.2.2 Large Enterprises Market Value and Volume Forecast (2020-2025)**

### **14.3 ITSM Market Analysis and Forecast by Region**

#### **14.3.1 North America Market Value and Consumption Forecast (2020-2025)**

#### **14.3.2 Europe Market Value and Consumption Forecast (2020-2025)**

#### **14.3.3 Asia Pacific Market Value and Consumption Forecast (2020-2025)**

#### **14.3.4 Middle East and Africa Market Value and Consumption Forecast (2020-2025)**

#### **14.3.5 South America Market Value and Consumption Forecast (2020-2025)**

## **15 NEW PROJECT FEASIBILITY ANALYSIS**

### **15.1 Industry Barriers and New Entrants SWOT Analysis**

#### **15.1.1 Porter's Five Forces Analysis**

#### **15.1.2 New Entrants SWOT Analysis**

### **15.2 Analysis and Suggestions on New Project Investment**

## List Of Tables

### LIST OF TABLES AND FIGURES

Figure Product Picture of ITSM  
Table Product Specification of ITSM  
Table ITSM Key Market Segments  
Table Key Players ITSM Covered  
Figure Global ITSM Market Size, 2015 – 2025  
Table Different Types of ITSM  
Figure Global ITSM Value (\$) Segment by Type from 2015-2020  
Figure Global ITSM Market Share by Types in 2019  
Table Different Applications of ITSM  
Figure Global ITSM Value (\$) Segment by Applications from 2015-2020  
Figure Global ITSM Market Share by Applications in 2019  
Figure Global ITSM Market Share by Regions in 2019  
Figure North America ITSM Production Value (\$) and Growth Rate (2015-2020)  
Figure Europe ITSM Production Value (\$) and Growth Rate (2015-2020)  
Figure Asia Pacific ITSM Production Value (\$) and Growth Rate (2015-2020)  
Figure Middle East and Africa ITSM Production Value (\$) and Growth Rate (2015-2020)  
Figure South America ITSM Production Value (\$) and Growth Rate (2015-2020)  
Table Global COVID-19 Status and Economic Overview  
Figure Global COVID-19 Status  
Figure COVID-19 Comparison of Major Countries  
Figure Industry Chain Analysis of ITSM  
Table Upstream Raw Material Suppliers of ITSM with Contact Information  
Table Major Players Headquarters, and Service Area of ITSM  
Figure Major Players Production Value Market Share of ITSM in 2019  
Table Major Players ITSM Product Types in 2019  
Figure Production Process of ITSM  
Figure Manufacturing Cost Structure of ITSM  
Figure Channel Status of ITSM  
Table Major Distributors of ITSM with Contact Information  
Table Major Downstream Buyers of ITSM with Contact Information  
Table Global ITSM Value (\$) by Type (2015-2020)  
Table Global ITSM Value Share by Type (2015-2020)  
Figure Global ITSM Value Share by Type (2015-2020)  
Table Global ITSM Production by Type (2015-2020)  
Table Global ITSM Production Share by Type (2015-2020)

Figure Global ITSM Production Share by Type (2015-2020)  
Figure Global ITSM Value (\$) and Growth Rate of Cloud-based (2015-2020)  
Figure Global ITSM Value (\$) and Growth Rate of On-Premises (2015-2020)  
Figure Global ITSM Price by Type (2015-2020)  
Figure Downstream Market Overview  
Table Global ITSM Consumption by Application (2015-2020)  
Table Global ITSM Consumption Market Share by Application (2015-2020)  
Figure Global ITSM Consumption Market Share by Application (2015-2020)  
Figure Global ITSM Consumption and Growth Rate of SMEs (2015-2020)  
Figure Global ITSM Consumption and Growth Rate of Large Enterprises (2015-2020)  
Figure Global ITSM Sales and Growth Rate (2015-2020)  
Figure Global ITSM Revenue (M USD) and Growth (2015-2020)  
Table Global ITSM Sales by Regions (2015-2020)  
Table Global ITSM Sales Market Share by Regions (2015-2020)  
Table Global ITSM Revenue (M USD) by Regions (2015-2020)  
Table Global ITSM Revenue Market Share by Regions (2015-2020)  
Table Global ITSM Revenue Market Share by Regions in 2015  
Table Global ITSM Revenue Market Share by Regions in 2019  
Figure North America ITSM Sales and Growth Rate (2015-2020)  
Figure Europe ITSM Sales and Growth Rate (2015-2020)  
Figure Asia-Pacific ITSM Sales and Growth Rate (2015-2020)  
Figure Middle East and Africa ITSM Sales and Growth Rate (2015-2020)  
Figure South America ITSM Sales and Growth Rate (2015-2020)  
Figure North America COVID-19 Status  
Figure North America COVID-19 Confirmed Cases Major Distribution  
Figure North America ITSM Revenue (M USD) and Growth (2015-2020)  
Table North America ITSM Sales by Countries (2015-2020)  
Table North America ITSM Sales Market Share by Countries (2015-2020)  
Table North America ITSM Revenue (M USD) by Countries (2015-2020)  
Table North America ITSM Revenue Market Share by Countries (2015-2020)  
Figure United States ITSM Sales and Growth Rate (2015-2020)  
Figure Canada ITSM Sales and Growth Rate (2015-2020)  
Figure Mexico ITSM Sales and Growth (2015-2020)  
Figure Europe COVID-19 Status  
Figure Europe COVID-19 Confirmed Cases Major Distribution  
Figure Europe ITSM Revenue (M USD) and Growth (2015-2020)  
Table Europe ITSM Sales by Countries (2015-2020)  
Table Europe ITSM Sales Market Share by Countries (2015-2020)  
Table Europe ITSM Revenue (M USD) by Countries (2015-2020)

Table Europe ITSM Revenue Market Share by Countries (2015-2020)  
Figure Germany ITSM Sales and Growth Rate (2015-2020)  
Figure UK ITSM Sales and Growth Rate (2015-2020)  
Figure France ITSM Sales and Growth (2015-2020)  
Figure Italy ITSM Sales and Growth (2015-2020)  
Figure Spain ITSM Sales and Growth (2015-2020)  
Figure Russia ITSM Sales and Growth (2015-2020)  
Figure Asia Pacific COVID-19 Status  
Figure Asia Pacific ITSM Revenue (M USD) and Growth (2015-2020)  
Table Asia Pacific ITSM Sales by Countries (2015-2020)  
Table Asia Pacific ITSM Sales Market Share by Countries (2015-2020)  
Table Asia Pacific ITSM Revenue (M USD) by Countries (2015-2020)  
Table Asia Pacific ITSM Revenue Market Share by Countries (2015-2020)  
Figure China ITSM Sales and Growth Rate (2015-2020)  
Figure Japan ITSM Sales and Growth Rate (2015-2020)  
Figure South Korea ITSM Sales and Growth (2015-2020)  
Figure India ITSM Sales and Growth (2015-2020)  
Figure Southeast Asia ITSM Sales and Growth (2015-2020)  
Figure Australia ITSM Sales and Growth (2015-2020)  
Figure Middle East ITSM Revenue (M USD) and Growth (2015-2020)  
Table Middle East ITSM Sales by Countries (2015-2020)  
Table Middle East and Africa ITSM Sales Market Share by Countries (2015-2020)  
Table Middle East and Africa ITSM Revenue (M USD) by Countries (2015-2020)  
Table Middle East and Africa ITSM Revenue Market Share by Countries (2015-2020)  
Figure Saudi Arabia ITSM Sales and Growth Rate (2015-2020)  
Figure UAE ITSM Sales and Growth Rate (2015-2020)  
Figure Egypt ITSM Sales and Growth (2015-2020)  
Figure Nigeria ITSM Sales and Growth (2015-2020)  
Figure South Africa ITSM Sales and Growth (2015-2020)  
Figure South America ITSM Revenue (M USD) and Growth (2015-2020)  
Table South America ITSM Sales by Countries (2015-2020)  
Table South America ITSM Sales Market Share by Countries (2015-2020)  
Table South America ITSM Revenue (M USD) by Countries (2015-2020)  
Table South America ITSM Revenue Market Share by Countries (2015-2020)  
Figure Brazil ITSM Sales and Growth Rate (2015-2020)  
Figure Argentina ITSM Sales and Growth Rate (2015-2020)  
Figure Columbia ITSM Sales and Growth (2015-2020)  
Figure Chile ITSM Sales and Growth (2015-2020)  
Figure Top 3 Market Share of ITSM Companies in 2019

Figure Top 6 Market Share of ITSM Companies in 2019  
Table Major Players Production Value (\$) Share (2015-2020)  
Table SysAid Profile  
Table SysAid Product Introduction  
Figure SysAid Production and Growth Rate  
Figure SysAid Value (\$) Market Share 2015-2020  
Table IBM Profile  
Table IBM Product Introduction  
Figure IBM Production and Growth Rate  
Figure IBM Value (\$) Market Share 2015-2020  
Table Agiloft Service Profile  
Table Agiloft Service Product Introduction  
Figure Agiloft Service Production and Growth Rate  
Figure Agiloft Service Value (\$) Market Share 2015-2020  
Table TOPdesk Profile  
Table TOPdesk Product Introduction  
Figure TOPdesk Production and Growth Rate  
Figure TOPdesk Value (\$) Market Share 2015-2020  
Table Symantec Profile  
Table Symantec Product Introduction  
Figure Symantec Production and Growth Rate  
Figure Symantec Value (\$) Market Share 2015-2020  
Table ASG Software Profile  
Table ASG Software Product Introduction  
Figure ASG Software Production and Growth Rate  
Figure ASG Software Value (\$) Market Share 2015-2020  
Table Freshservice Profile  
Table Freshservice Product Introduction  
Figure Freshservice Production and Growth Rate  
Figure Freshservice Value (\$) Market Share 2015-2020  
Table Cherwell Software Profile  
Table Cherwell Software Product Introduction  
Figure Cherwell Software Production and Growth Rate  
Figure Cherwell Software Value (\$) Market Share 2015-2020  
Table HEAT Software Profile  
Table HEAT Software Product Introduction  
Figure HEAT Software Production and Growth Rate  
Figure HEAT Software Value (\$) Market Share 2015-2020  
Table LANDesk Service Desk Profile

Table LANDesk Service Desk Product Introduction

Figure LANDesk Service Desk Production and Growth Rate

Figure LANDesk Service Desk Value (\$) Market Share 2015-2020

Table Hewlett Packard Enterprise (HPE) Profile

Table Hewlett Packard Enterprise (HPE) Product Introduction

Figure Hewlett Packard Enterprise (HPE) Production and Growth Rate

Figure Hewlett Packard Enterprise (HPE) Value (\$) Market Share 2015-2020

Table EZPro Service Desk Profile

Table EZPro Service Desk Product Introduction

Figure EZPro Service Desk Production and Growth Rate

Figure EZPro Service Desk Value (\$) Market Share 2015-2020

Table IssueTrak Profile

Table IssueTrak Product Introduction

Figure IssueTrak Production and Growth Rate

Figure IssueTrak Value (\$) Market Share 2015-2020

Table ServiceNow Profile

Table ServiceNow Product Introduction

Figure ServiceNow Production and Growth Rate

Figure ServiceNow Value (\$) Market Share 2015-2020

Table Samanage Profile

Table Samanage Product Introduction

Figure Samanage Production and Growth Rate

Figure Samanage Value (\$) Market Share 2015-2020

Table CA Technologies Profile

Table CA Technologies Product Introduction

Figure CA Technologies Production and Growth Rate

Figure CA Technologies Value (\$) Market Share 2015-2020

Table SAP Profile

Table SAP Product Introduction

Figure SAP Production and Growth Rate

Figure SAP Value (\$) Market Share 2015-2020

Table BMC Software Profile

Table BMC Software Product Introduction

Figure BMC Software Production and Growth Rate

Figure BMC Software Value (\$) Market Share 2015-2020

Table Atlassian Profile

Table Atlassian Product Introduction

Figure Atlassian Production and Growth Rate

Figure Atlassian Value (\$) Market Share 2015-2020

Table SolarWinds Web Help Desk Profile  
Table SolarWinds Web Help Desk Product Introduction  
Figure SolarWinds Web Help Desk Production and Growth Rate  
Figure SolarWinds Web Help Desk Value (\$) Market Share 2015-2020  
Table Axios Systems Profile  
Table Axios Systems Product Introduction  
Figure Axios Systems Production and Growth Rate  
Figure Axios Systems Value (\$) Market Share 2015-2020  
Table JIRA Service Desk Profile  
Table JIRA Service Desk Product Introduction  
Figure JIRA Service Desk Production and Growth Rate  
Figure JIRA Service Desk Value (\$) Market Share 2015-2020  
Table Epicor Profile  
Table Epicor Product Introduction  
Figure Epicor Production and Growth Rate  
Figure Epicor Value (\$) Market Share 2015-2020  
Table Remedyforce Profile  
Table Remedyforce Product Introduction  
Figure Remedyforce Production and Growth Rate  
Figure Remedyforce Value (\$) Market Share 2015-2020  
Table Autotask Profile  
Table Autotask Product Introduction  
Figure Autotask Production and Growth Rate  
Figure Autotask Value (\$) Market Share 2015-2020  
Table Spiceworks Profile  
Table Spiceworks Product Introduction  
Figure Spiceworks Production and Growth Rate  
Figure Spiceworks Value (\$) Market Share 2015-2020  
Table Market Driving Factors of ITSM  
Table Merger, Acquisition and New Investment  
Table Global ITSM Market Value (\$) Forecast, by Type  
Table Global ITSM Market Volume Forecast, by Type  
Figure Global ITSM Market Value (\$) and Growth Rate Forecast of Cloud-based (2020-2025)  
Figure Global ITSM Market Volume (\$) and Growth Rate Forecast of Cloud-based (2020-2025)  
Figure Global ITSM Market Value (\$) and Growth Rate Forecast of On-Premises (2020-2025)  
Figure Global ITSM Market Volume (\$) and Growth Rate Forecast of On-Premises (2020-2025)

(2020-2025)

Table Global Market Value (\$) Forecast by Application (2020-2025)

Table Global Market Volume Forecast by Application (2020-2025)

Figure Market Value (\$) and Growth Rate Forecast of SMEs (2020-2025)

Figure Market Volume and Growth Rate Forecast of SMEs (2020-2025)

Figure Market Value (\$) and Growth Rate Forecast of Large Enterprises (2020-2025)

Figure Market Volume and Growth Rate Forecast of Large Enterprises (2020-2025)

Figure North America Market Value (\$) and Growth Rate Forecast (2020-2025)

Figure North America Consumption and Growth Rate Forecast (2020-2025)

Figure Europe Market Value (\$) and Growth Rate Forecast (2020-2025)

Figure Europe Consumption and Growth Rate Forecast (2020-2025)

Figure Asia Pacific Market Value (\$) and Growth Rate Forecast (2020-2025)

Figure Asia Pacific Consumption and Growth Rate Forecast (2020-2025)

Figure Middle East and Africa Market Value (\$) and Growth Rate Forecast (2020-2025)

Figure Middle East and Africa Consumption and Growth Rate Forecast (2020-2025)

Figure South America Market Value (\$) and Growth Rate Forecast (2020-2025)

Figure South America Consumption and Growth Rate Forecast (2020-2025)

Figure Porter's Five Forces Analysis

Table New Entrants SWOT Analysis

Table New Project Analysis of Investment Recovery

## I would like to order

Product name: COVID-19 Outbreak-Global ITSM Industry Market Report-Development Trends, Threats, Opportunities and Competitive Landscape in 2020

Product link: <https://marketpublishers.com/r/C9A24F9AE830EN.html>

Price: US\$ 3,660.00 (Single User License / Electronic Delivery)

If you want to order Corporate License or Hard Copy, please, contact our Customer Service:

[info@marketpublishers.com](mailto:info@marketpublishers.com)

## Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/C9A24F9AE830EN.html>