

# Global Cloud IT Service Management (ITSM) Market Research Report with Opportunities and Strategies to Boost Growth- COVID-19 Impact and Recovery

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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.

Based on the Cloud IT Service Management (ITSM) market development status, competitive landscape and development model in different regions of the world, this report is dedicated to providing niche markets, potential risks and comprehensive competitive strategy analysis in different fields. From the competitive advantages of different types of products and services, the development opportunities and consumption characteristics and structure analysis of the downstream application fields are all analyzed in detail. To Boost Growth during the epidemic era, this report analyzes in detail for the potential risks and opportunities which can be focused on.

In Chapter 2.4 of the report, we share our perspectives for the impact of COVID-19 from the long and short term.

In chapter 3.4, we provide the influence of the crisis on the industry chain, especially for marketing channels.

In chapters 8-13, we update the timely industry economic revitalization plan of the country-wise government.

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

Chapter 5:

Alemba (UK)

EasyVista (US)  
Micro Focus (UK)  
Citrix Systems (US)  
Axios Systems (US)  
SysAid (Israel)  
Efecte (Finland)  
Freshworks (US)  
IBM (US)  
Atlassian (Australia)  
BMC Software (US)  
Microsoft (US)  
LogMein (US)  
ManageEngine (US)  
CA Technologies (US)  
Hornbill (UK)  
ServiceNow (US)  
HPE (US)  
Ivanti (US)  
Cherwell Software (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 consumption, revenue, market share and growth rate, historic and forecast (2015-2025) of the following regions are covered in

Chapter 8-13:

North America (Covered in Chapter 9)

United States

Canada

Mexico

Europe (Covered in Chapter 10)

Germany

UK

France

Italy

Spain

Russia

Others

Asia-Pacific (Covered in Chapter 11)

China

Japan

South Korea

Australia

India

South America (Covered in Chapter 12)

Brazil

Argentina

Columbia

Middle East and Africa (Covered in Chapter 13)

UAE

Egypt

South Africa

Years considered for this report:

Historical Years: 2015-2019

Base Year: 2019

Estimated Year: 2020

Forecast Period: 2020-2025

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