

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

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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.

Based on the 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 IT Service Management (ITSM) market covered in Chapter 5:

Ultimo

ASG Software

BMC Software

Axios Systems

Autotask
CA Technologies
Atlassian
Samanage
SolarWinds
Cherwell Software
IBM
Agiloft Service
Symantec
Freshworks
Epicor
ServiceNow
TOPdesk
Micro Focus (Formerly HPE)
SAP
SysAid
Ivanti (HEAT Software)

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 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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Figure South Africa IT Service Management (ITSM) Market Sales and Growth Rate (2015-2020)

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