

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

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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.

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

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