

IT Services Global Industry Guide - Market Summary, Competitive Analysis and Forecast to 2025

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Abstracts

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SUMMARY

Global IT Services industry profile provides top-line qualitative and quantitative summary information including: industry size (value 2016-20, and forecast to 2025). The profile also contains descriptions of the leading players including key financial metrics and analysis of competitive pressures within the industry.

KEY HIGHLIGHTS

The IT services industry is valued as the combination of the business process outsourcing (BPO) services market, the application services market and the infrastructure services market. Values include revenues generated from (a) signed deals that remain under contract and (b) new contracts signed within that particular calendar year.

The BPO services market is defined as the revenues from services related to the following segments: customer relationship management (CRM), finance and accounting, human resources, knowledge process outsourcing, and procurement and supply-chain.

The application services market is defined as the revenues from services related to the following segments: application development, application management and application performance monitoring.

The infrastructure services market is defined as the revenues from services related to the following segments: cloud computing, data center & hosting services, IT management, security and storage.

All market data and forecasts are represented in nominal terms (i.e. without adjustment for inflation) and all currency conversions used in the creation of this report have been calculated using constant 2020 annual average exchange rates.

COVID-19: The assumption has been made that after the pandemic is over the global economy will gradually go back to the levels recorded before. It is also assumed that there is no widespread economic crisis as seen in 2008 due to announced financial support packages from governments around the world. At the time of the preparation of this report, the economic implications of national and local lockdowns of many economies are difficult to predict as there is no indication how long the pandemic will last, nor how many industries will be forced to stay closed and the scale of the governmental aid involved.

The global IT services industry had total revenues of \$1,327.7bn in 2020, representing a compound annual growth rate (CAGR) of 10.9% between 2016 and 2020.

The infrastructure services segment was the industry's most lucrative in 2020, with total revenues of \$809.6bn, equivalent to 61% of the industry's overall value.

Due to a number of high-level cybersecurity threats and the interconnected nature of network technologies, cybersecurity has become critical for many businesses.

SCOPE

Save time carrying out entry-level research by identifying the size, growth, major segments, and leading players in the global IT Services industry

Use the Five Forces analysis to determine the competitive intensity and therefore attractiveness of the global IT Services industry

Leading company profiles reveal details of key IT Services industry players' global operations and financial performance

Add weight to presentations and pitches by understanding the future growth prospects of the global IT Services industry with five year forecasts

REASONS TO BUY

What was the size of the global IT Services industry by value in 2020?

What will be the size of the global IT Services industry in 2025?

What factors are affecting the strength of competition in the global IT Services industry?

How has the industry performed over the last five years?

What are the main segments that make up the global IT Services industry?

Contents

1 EXECUTIVE SUMMARY

- 1.1. Market value
- 1.2. Market value forecast
- 1.3. Category segmentation
- 1.4. Geography segmentation
- 1.5. Competitive Landscape

2 INTRODUCTION

- 2.1. What is this report about?
- 2.2. Who is the target reader?
- 2.3. How to use this report
- 2.4. Definitions

3 GLOBAL IT SERVICES

- 3.1. Market Overview
- 3.2. Market Data
- 3.3. Market Segmentation
- 3.4. Market outlook
- 3.5. Five forces analysis
- 3.6. Macroeconomic Indicators

4 IT SERVICES IN ASIA-PACIFIC

- 4.1. Market Overview
- 4.2. Market Data
- 4.3. Market Segmentation
- 4.4. Market outlook
- 4.5. Five forces analysis

5 IT SERVICES IN EUROPE

- 5.1. Market Overview
- 5.2. Market Data
- 5.3. Market Segmentation

- 5.4. Market outlook
- 5.5. Five forces analysis
- 5.6. Macroeconomic Indicators

6 IT SERVICES IN FRANCE

- 6.1. Market Overview
- 6.2. Market Data
- 6.3. Market Segmentation
- 6.4. Market outlook
- 6.5. Five forces analysis
- 6.6. Macroeconomic Indicators

7 IT SERVICES IN GERMANY

- 7.1. Market Overview
- 7.2. Market Data
- 7.3. Market Segmentation
- 7.4. Market outlook
- 7.5. Five forces analysis
- 7.6. Macroeconomic Indicators

8 IT SERVICES IN ITALY

- 8.1. Market Overview
- 8.2. Market Data
- 8.3. Market Segmentation
- 8.4. Market outlook
- 8.5. Five forces analysis
- 8.6. Macroeconomic Indicators

9 IT SERVICES IN JAPAN

- 9.1. Market Overview
- 9.2. Market Data
- 9.3. Market Segmentation
- 9.4. Market outlook
- 9.5. Five forces analysis
- 9.6. Macroeconomic Indicators

10 IT SERVICES IN AUSTRALIA

- 10.1. Market Overview
- 10.2. Market Data
- 10.3. Market Segmentation
- 10.4. Market outlook
- 10.5. Five forces analysis
- 10.6. Macroeconomic Indicators

11 IT SERVICES IN CANADA

- 11.1. Market Overview
- 11.2. Market Data
- 11.3. Market Segmentation
- 11.4. Market outlook
- 11.5. Five forces analysis
- 11.6. Macroeconomic Indicators

12 IT SERVICES IN CHINA

- 12.1. Market Overview
- 12.2. Market Data
- 12.3. Market Segmentation
- 12.4. Market outlook
- 12.5. Five forces analysis
- 12.6. Macroeconomic Indicators

13 IT SERVICES IN THE NETHERLANDS

- 13.1. Market Overview
- 13.2. Market Data
- 13.3. Market Segmentation
- 13.4. Market outlook
- 13.5. Five forces analysis
- 13.6. Macroeconomic Indicators

14 IT SERVICES IN SPAIN

- 14.1. Market Overview
- 14.2. Market Data
- 14.3. Market Segmentation
- 14.4. Market outlook
- 14.5. Five forces analysis
- 14.6. Macroeconomic Indicators

15 IT SERVICES IN THE UNITED KINGDOM

- 15.1. Market Overview
- 15.2. Market Data
- 15.3. Market Segmentation
- 15.4. Market outlook
- 15.5. Five forces analysis
- 15.6. Macroeconomic Indicators

16 IT SERVICES IN THE UNITED STATES

- 16.1. Market Overview
- 16.2. Market Data
- 16.3. Market Segmentation
- 16.4. Market outlook
- 16.5. Five forces analysis
- 16.6. Macroeconomic Indicators

17 COMPANY PROFILES

- 17.1. International Business Machines Corporation
- 17.2. Accenture plc
- 17.3. Hewlett Packard Enterprise Company
- 17.4. Fujitsu Limited
- 17.5. NTT Data Corporation
- 17.6. Tata Consultancy Services Limited
- 17.7. Capgemini SE
- 17.8. Atos SE
- 17.9. T-Systems International GmbH
- 17.10. NEC Corporation
- 17.11. Digital China Holdings Limited
- 17.12. BT Group plc

17.13. Cognizant Technology Solutions Corp

18 APPENDIX

18.1. Methodology

18.2. About MarketLine

List Of Tables

LIST OF TABLES

- Table 1: Global IT services industry value: \$ billion, 2016-20
- Table 2: Global IT services industry category segmentation: \$ billion, 2020
- Table 3: Global IT services industry geography segmentation: \$ billion, 2020
- Table 4: Global IT services industry value forecast: \$ billion, 2020-25
- Table 5: Global size of population (million), 2016-20
- Table 6: Global gdp (constant 2005 prices, \$ billion), 2016-20
- Table 7: Global gdp (current prices, \$ billion), 2016-20
- Table 8: Global inflation, 2016-20
- Table 9: Global consumer price index (absolute), 2016-20
- Table 10: Global exchange rate, 2016-20
- Table 11: Asia-Pacific IT services industry value: \$ billion, 2016-20
- Table 12: Asia-Pacific IT services industry category segmentation: \$ billion, 2020
- Table 13: Asia-Pacific IT services industry geography segmentation: \$ billion, 2020
- Table 14: Asia-Pacific IT services industry value forecast: \$ billion, 2020-25
- Table 15: Europe IT services industry value: \$ billion, 2016-20
- Table 16: Europe IT services industry category segmentation: \$ billion, 2020
- Table 17: Europe IT services industry geography segmentation: \$ billion, 2020
- Table 18: Europe IT services industry value forecast: \$ billion, 2020-25
- Table 19: Europe size of population (million), 2016-20
- Table 20: Europe gdp (constant 2005 prices, \$ billion), 2016-20
- Table 21: Europe gdp (current prices, \$ billion), 2016-20
- Table 22: Europe inflation, 2016-20
- Table 23: Europe consumer price index (absolute), 2016-20
- Table 24: Europe exchange rate, 2016-20
- Table 25: France IT services industry value: \$ billion, 2016-20
- Table 26: France IT services industry category segmentation: \$ billion, 2020
- Table 27: France IT services industry geography segmentation: \$ billion, 2020
- Table 28: France IT services industry value forecast: \$ billion, 2020-25
- Table 29: France size of population (million), 2016-20
- Table 30: France gdp (constant 2005 prices, \$ billion), 2016-20
- Table 31: France gdp (current prices, \$ billion), 2016-20
- Table 32: France inflation, 2016-20
- Table 33: France consumer price index (absolute), 2016-20
- Table 34: France exchange rate, 2016-20
- Table 35: Germany IT services industry value: \$ billion, 2016-20

- Table 36: Germany IT services industry category segmentation: \$ billion, 2020
- Table 37: Germany IT services industry geography segmentation: \$ billion, 2020
- Table 38: Germany IT services industry value forecast: \$ billion, 2020-25
- Table 39: Germany size of population (million), 2016-20
- Table 40: Germany gdp (constant 2005 prices, \$ billion), 2016-20
- Table 41: Germany gdp (current prices, \$ billion), 2016-20
- Table 42: Germany inflation, 2016-20
- Table 43: Germany consumer price index (absolute), 2016-20
- Table 44: Germany exchange rate, 2016-20
- Table 45: Italy IT services industry value: \$ billion, 2016-20
- Table 46: Italy IT services industry category segmentation: \$ billion, 2020
- Table 47: Italy IT services industry geography segmentation: \$ billion, 2020
- Table 48: Italy IT services industry value forecast: \$ billion, 2020-25
- Table 49: Italy size of population (million), 2016-20
- Table 50: Italy gdp (constant 2005 prices, \$ billion), 2016-20
- Table 51: Italy gdp (current prices, \$ billion), 2016-20
- Table 52: Italy inflation, 2016-20
- Table 53: Italy consumer price index (absolute), 2016-20
- Table 54: Italy exchange rate, 2016-20
- Table 55: Japan IT services industry value: \$ billion, 2016-20
- Table 56: Japan IT services industry category segmentation: \$ billion, 2020
- Table 57: Japan IT services industry geography segmentation: \$ billion, 2020
- Table 58: Japan IT services industry value forecast: \$ billion, 2020-25
- Table 59: Japan size of population (million), 2016-20
- Table 60: Japan gdp (constant 2005 prices, \$ billion), 2016-20
- Table 61: Japan gdp (current prices, \$ billion), 2016-20

List Of Figures

LIST OF FIGURES

Figure 1: Global IT services industry value: \$ billion, 2016-20

Figure 2: Global IT services industry category segmentation: % share, by value, 2020

Figure 3: Global IT services industry geography segmentation: % share, by value, 2020

Figure 4: Global IT services industry value forecast: \$ billion, 2020-25

Figure 5: Forces driving competition in the global IT services industry, 2020

Figure 6: Drivers of buyer power in the global IT services industry, 2020

Figure 7: Drivers of supplier power in the global IT services industry, 2020

Figure 8: Factors influencing the likelihood of new entrants in the global IT services industry, 2020

Figure 9: Factors influencing the threat of substitutes in the global IT services industry, 2020

Figure 10: Drivers of degree of rivalry in the global IT services industry, 2020

Figure 11: Asia-Pacific IT services industry value: \$ billion, 2016-20

Figure 12: Asia-Pacific IT services industry category segmentation: % share, by value, 2020

Figure 13: Asia-Pacific IT services industry geography segmentation: % share, by value, 2020

Figure 14: Asia-Pacific IT services industry value forecast: \$ billion, 2020-25

Figure 15: Forces driving competition in the IT services industry in Asia-Pacific, 2020

Figure 16: Drivers of buyer power in the IT services industry in Asia-Pacific, 2020

Figure 17: Drivers of supplier power in the IT services industry in Asia-Pacific, 2020

Figure 18: Factors influencing the likelihood of new entrants in the IT services industry in Asia-Pacific, 2020

Figure 19: Factors influencing the threat of substitutes in the IT services industry in Asia-Pacific, 2020

Figure 20: Drivers of degree of rivalry in the IT services industry in Asia-Pacific, 2020

Figure 21: Europe IT services industry value: \$ billion, 2016-20

Figure 22: Europe IT services industry category segmentation: % share, by value, 2020

Figure 23: Europe IT services industry geography segmentation: % share, by value, 2020

Figure 24: Europe IT services industry value forecast: \$ billion, 2020-25

Figure 25: Forces driving competition in the IT services industry in Europe, 2020

Figure 26: Drivers of buyer power in the IT services industry in Europe, 2020

Figure 27: Drivers of supplier power in the IT services industry in Europe, 2020

Figure 28: Factors influencing the likelihood of new entrants in the IT services industry

in Europe, 2020

Figure 29: Factors influencing the threat of substitutes in the IT services industry in Europe, 2020

Figure 30: Drivers of degree of rivalry in the IT services industry in Europe, 2020

Figure 31: France IT services industry value: \$ billion, 2016-20

Figure 32: France IT services industry category segmentation: % share, by value, 2020

Figure 33: France IT services industry geography segmentation: % share, by value, 2020

Figure 34: France IT services industry value forecast: \$ billion, 2020-25

Figure 35: Forces driving competition in the IT services industry in France, 2020

Figure 36: Drivers of buyer power in the IT services industry in France, 2020

Figure 37: Drivers of supplier power in the IT services industry in France, 2020

Figure 38: Factors influencing the likelihood of new entrants in the IT services industry in France, 2020

Figure 39: Factors influencing the threat of substitutes in the IT services industry in France, 2020

Figure 40: Drivers of degree of rivalry in the IT services industry in France, 2020

Figure 41: Germany IT services industry value: \$ billion, 2016-20

Figure 42: Germany IT services industry category segmentation: % share, by value, 2020

Figure 43: Germany IT services industry geography segmentation: % share, by value, 2020

Figure 44: Germany IT services industry value forecast: \$ billion, 2020-25

Figure 45: Forces driving competition in the IT services industry in Germany, 2020

Figure 46: Drivers of buyer power in the IT services industry in Germany, 2020

Figure 47: Drivers of supplier power in the IT services industry in Germany, 2020

Figure 48: Factors influencing the likelihood of new entrants in the IT services industry in Germany, 2020

Figure 49: Factors influencing the threat of substitutes in the IT services industry in Germany, 2020

Figure 50: Drivers of degree of rivalry in the IT services industry in Germany, 2020

Figure 51: Italy IT services industry value: \$ billion, 2016-20

Figure 52: Italy IT services industry category segmentation: % share, by value, 2020

Figure 53: Italy IT services industry geography segmentation: % share, by value, 2020

Figure 54: Italy IT services industry value forecast: \$ billion, 2020-25

Figure 55: Forces driving competition in the IT services industry in Italy, 2020

Figure 56: Drivers of buyer power in the IT services industry in Italy, 2020

Figure 57: Drivers of supplier power in the IT services industry in Italy, 2020

Figure 58: Factors influencing the likelihood of new entrants in the IT services industry

in Italy, 2020

Figure 59: Factors influencing the threat of substitutes in the IT services industry in Italy, 2020

Figure 60: Drivers of degree of rivalry in the IT services industry in Italy, 2020

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