

# **Case Management Market by Component (Solution and Services), Service (Professional Services and Managed Services), Business Function, Deployment Mode (Cloud and On-premises), Organization Size, Vertical, and Region - Global Forecast to 2022**

<https://marketpublishers.com/r/C4E1C681568EN.html>

Date: February 2018

Pages: 127

Price: US\$ 5,650.00 (Single User License)

ID: C4E1C681568EN

## **Abstracts**

“Improvements in the operational efficiency and excellence are expected to drive the case management market growth.”

The case management market size is expected to grow from USD 4.79 billion in 2017 to USD 7.62 billion by 2022, at a Compound Annual Growth Rate (CAGR) of 9.7% during the forecast period. The case management market growth is driven by several factors, including improvements in the operational efficiency and excellence, and accelerated Return on Investment (RoI) for organizations. However, the shift from legacy systems to new technologies is still a concern for many organizations. Furthermore, the need to build customized case management applications in line with organizations' needs is the biggest challenge for case management solution vendors.

“The incident management business function is expected to grow at the highest CAGR during the forecast period.”

The incident management business function is expected to have the highest CAGR during the forecast period. The demand for case management solutions is expected to gain pace in the incident management business function, due to the high adoption of case management solutions to deal with the various incidents occurring within business processes and to manage the alerts and content associated with specific cases.

“The retail vertical is expected to grow at the highest CAGR during the forecast period.”

The retail vertical plays an important role in the case management market. In the recent years, there has been significant adoption of case management solutions in the retail vertical. In the retail vertical, case management solutions are used to deal with the cases associated with marketing, sales, service, and customer on-boarding. Additionally, the adoption of case management solutions is on the rise because retail organizations are investing more in integrated Customer Relationship Management (CRM) and case management solutions. Therefore, enterprises in the retail vertical are expected to increasingly adopt case management solutions, leading to the vertical's highest CAGR during the forecast period.

“Asia Pacific (APAC) is expected to have the fastest growth rate during the forecast period.”

The APAC region includes major economies, such as India and China, which are rapidly deploying case management solutions. This is mainly due to the rise in adoption of case management solutions in organizations of all size. APAC is expected to grow at the highest CAGR during the forecast period. Furthermore, North America is estimated to have the largest market size in 2017.

In-depth interviews were conducted with Chief Executive Officers (CEOs), marketing directors, other innovation and technology directors, and executives from various key organizations operating in the case management market.

By Company Type: Tier 1: 27%, Tier 2: 48%, and Tier 3: 25%

By Designation: C-Level: 30%, Director Level: 25%, and Others: 45%

By Region: North America: 57%, Europe: 16%, APAC: 15%, and RoW: 12%

The report includes the study of the key players offering case management solutions and services. The profiled players are Pegasystems (US), Appian (US), IBM (US), Newgen Software (India), DST Systems (US), Dell Technologies (US), AINS (US), Pulpstream (US), and Kofax (US). The report also includes in-depth competitive analysis of these key players in the case management market, along with their company profiles, recent developments, and key market strategies.

## Research Coverage

The report covers the case management across different segments. It aims at estimating the market size and the future growth potential of this market for segments including components, business functions, deployment modes, organization size, verticals, and regions. Furthermore, the report also includes an in-depth competitive analysis of the key players in the market, along with their company profiles, key observations related to product and business offerings, recent developments, and key market strategies.

### Key Benefits of Buying the Report

The report will help market leaders/new entrants with information on the closest approximations of the revenue numbers for the overall case management market and its subsegments.

This report will help stakeholders understand the competitive landscape of the case management market and gain more insights to better position their businesses and plan suitable go-to-market strategies.

The report also helps stakeholders understand the pulse of the market and provides information on the key market drivers, restraints, challenges, and opportunities.

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