

Cloud Managed Services Market by Service Type (Managed Business, Managed Network, Managed Security, Managed Infrastructure, and Managed Mobility), Deployment Type, Organization Size, Industry Vertical, and Region - Global Forecast to 2025

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Abstracts

“The growth of the Cloud Managed Services (CMS)market can be attributed to the proactive approach to maintenanceand shifting capital expenditure to operating expenditure.”

The global CMS market size is projected to grow from USD 62.4billion in 2020 to USD 116.2 billion by 2025, at a Compound Annual Growth Rate (CAGR) of 13.3% during the forecast period. The major factor drivingthe growth of the market is the desire of companies to cut capital costs and transfer into operational costs. Organizations can avoid huge infrastructural capital investments by adopting CMS. The CMS also helps organizations to let their IT workforce to focus on main business functions and improve productivity.

Small and medium-sized enterprises segment to grow at a higher growth rate during the forecast period

The Small and Medium-sized Enterprises (SMEs) segment is expected to grow at a higher CAGR in the CMS market during the forecast period. Small enterprises face greater resource crunch than large enterprises and require better methods to solve the complexities for better cost optimization on their business processes. Security and compliance, and reduction in downtime are some of the major benefits that the small

enterprises are experiencing through the adoption of managed services. By using these managed services, SMEs can focus more on business operations than worrying about the IT cost.

Managed communication and collaboration services to grow at the highest CAGR during the forecast period

Most of the organizations want to improve their employee productivity and enhance outputs. Managed communication and collaboration services help organizations overcome this challenge with ease. They provide a centralized system for data transfer across mediums, such as mobile devices and personal computers. Multiple team members can work on one document simultaneously, share ideas, and add comments. This lessens the time required to send work back and forth for feedback. The presence of multiple communications products in a user-friendly interface enables businesses to communicate efficiently with different business units globally and ensures the smooth transition of ongoing projects. Due to these mentioned benefits, the demand for cloud-managed communication and collaboration services is high among organizations.

Retail and consumer goods industry vertical to grow at the highest CAGR during the forecast period

The retail and consumer goods industry vertical is one of the fastest-growing industry verticals. Due to the rising consumer purchasing power, the industry vertical is attracting major companies around the world. The growing trends in mobile data consumption, and the increasing usage of smartphones and tablets in countries have paved the way for the high demand for mobility solutions in the retail industry vertical. Security services have also become essential for retail organizations to protect their IT environments and customer-sensitive data. Hence, there are ample opportunities for CMS providers to cater to large enterprises as well as small businesses. The retail and consumer goods industry vertical deals with a large amount of customer data, which helps provide personalized experiences to customers. To cater to vast business requirements, organizations adopt CMS so that they can focus on their core business functions.

North America to account for the largest market size during the forecast period

North America is one of the largest contributors to the global CMS market. The market growth in this region is majorly driven by the presence of large IT companies and rapid technological advancements, such as digitalization in the US and Canada, a stable economy, and a willingness to adopt new and emerging technologies. The well-

established economies of these countries enable the region to invest heavily in leading CMS vendors. Cisco Systems, IBM, and Amazon are some of the leading vendors of CMS operating across the North American market.

Europe is anticipated to be the second-largest region in the global CMS market due to the GDPR compliance. With the technological advancements in Asia Pacific (APAC), several factors are expected to drive the impressive growth of the region. The factors include the increasing ICT spending, growing trend of big data and analytics, and rising need to focus more on main business activities.

By Company Type: Tier 1 – 27%, Tier 2 – 50%, and Tier 3 – 23%

By Designation: C-level – 43%, Directors – 27%, and Others – 30%

By Region: North America – 46%, Europe – 26%, APAC – 16%, MEA – 7%, and Latin America – 5%.

Some prominent players profiled in the CMS market study are Cisco Systems Inc (US), Ericsson (Sweden), International Business Machines Corporation (US), Amazon Web Services (US), NTT DATA Corporation (Japan), Fujitsu Limited (Japan), Infosys Limited (India), Accenture PLC (Ireland), Hewlett Packard Enterprise Company (US), NEC Corporation (Japan), Alcatel Lucent (Finland), Rackspace (US), TCS (India), Wipro (India), Datacom (New Zealand), Huawei (China), Cloudtivity (US), Connectria (US), DLT Solutions (US), Sirius Computer Solutions (US), Softchoice Corporation (Canada), and Cloudnexus (US)

Research coverage

The market study covers the CMS market across different segments. It aims at estimating the market size and the growth potential of this market across different segments, such as services (managed business services, managed network services, managed security services, managed infrastructure services, managed mobility services, and managed communication and collaboration services), deployment type (public cloud), organization size (SMEs and large enterprises), verticals (Banking, Financial Services, and Insurance [BFSI], telecom, IT, government and public sector, healthcare and life sciences, retail and consumer goods, manufacturing, energy and utilities, travel, tourism and mining), and regions. The study also includes an in-depth competitive analysis of the key market players, 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 would help the leaders/new entrants in this market by providing them information on the closest approximations of the revenue numbers for the overall CMS market and its segments. It would help stakeholders understand the competitive landscape, and gain insights to improve the position of their business and plan suitable go-to-market strategies. The report also aims at helping stakeholders understand the pulse of the market and providing them with information on key market drivers, restraints, challenges, and opportunities.

Contents

1 INTRODUCTION

- 1.1 INTRODUCTION TO COVID-19
- 1.2 COVID-19 HEALTH ASSESSMENT
- 1.3 COVID-19 ECONOMIC ASSESSMENT
 - 1.3.1 COVID-19 ECONOMIC IMPACT—SCENARIO ASSESSMENT
- 1.4 OBJECTIVES OF THE STUDY
- 1.5 MARKET DEFINITION
 - 1.5.1 INCLUSIONS AND EXCLUSIONS
- 1.6 MARKET SCOPE
 - 1.6.1 MARKET SEGMENTATION
 - 1.6.2 REGIONS COVERED
 - 1.6.3 YEARS CONSIDERED FOR THE STUDY
- 1.7 CURRENCY CONSIDERED
- 1.8 STAKEHOLDERS

2 RESEARCH METHODOLOGY

- 2.1 RESEARCH DATA
 - 2.1.1 SECONDARY DATA
 - 2.1.2 PRIMARY DATA
 - 2.1.2.1 Breakup of primary profiles
- 2.2 MARKET BREAKUP AND DATA TRIANGULATION
- 2.3 MARKET SIZE ESTIMATION
 - 2.3.1 TOP-DOWN APPROACH
 - 2.3.2 BOTTOM-UP APPROACH
- 2.4 COMPETITIVE LEADERSHIP MAPPING METHODOLOGY
- 2.5 MARKET FORECAST
- 2.6 ASSUMPTIONS FOR THE STUDY
- 2.7 LIMITATIONS OF THE STUDY

3 EXECUTIVE SUMMARY

4 PREMIUM INSIGHTS

- 4.1 ATTRACTIVE OPPORTUNITIES IN THE CLOUD MANAGED SERVICES MARKET
- 4.2 CLOUD MANAGED SERVICES MARKET, BY SERVICE TYPE (2020 VS. 2025)

4.3 CLOUD MANAGED SERVICES MARKET, BY VERTICAL (2020 VS. 2025)

4.4 MARKET INVESTMENT SCENARIO

5 MARKET OVERVIEW

5.1 INTRODUCTION

5.2 MARKET DYNAMICS

5.2.1 DRIVERS

5.2.1.1 A proactive approach to maintenance

5.2.1.2 Increasing IT spend of companies

5.2.1.3 Growing trend of technologies, such as big data and analytics

5.2.2 RESTRAINTS

5.2.2.1 Data security and privacy

5.2.2.2 Quality issues from cloud managed service providers

5.2.3 OPPORTUNITIES

5.2.3.1 Growth in anything as-a-service technologies

5.2.3.2 Increasing the adoption of cloud-based technology

5.2.3.3 Small and medium-sized enterprises demand for cloud managed services

5.2.4 CHALLENGES

5.2.4.1 Cloud invoices and multiple accounts

5.2.4.2 Integrations with third-party applications

5.3 USE CASES

5.3.1 USE CASE 1: TELECOMMUNICATIONS

5.3.2 USE CASE 2: RETAIL

5.3.3 USE CASE 3: FAST MOVING CONSUMER GOODS

5.3.4 USE CASE 4: BAKING AND FINANCIAL SERVICES

5.3.5 USE CASE 5: PUBLIC SECTOR

6 EFFECT OF COVID-19

7 CLOUD MANAGED SERVICES MARKET, BY SERVICE TYPE

7.1 INTRODUCTION

7.2 MANAGED BUSINESS SERVICES

7.2.1 MANAGED BUSINESS SERVICES: CLOUD MANAGED SERVICES MARKET DRIVERS

7.2.2 BUSINESS PROCESS SERVICES

7.2.3 CONTINUITY AND DISASTER RECOVERY SERVICES

7.2.4 OTHERS

7.3 MANAGED NETWORK SERVICES

7.3.1 MANAGED NETWORK SERVICES: CLOUD MANAGED SERVICES MARKET DRIVERS

7.3.2 MANAGED NETWORK PROVISIONING

7.3.3 MANAGED NETWORK MONITORING AND MANAGEMENT

7.4 MANAGED SECURITY SERVICES

7.4.1 MANAGED SECURITY SERVICES: CLOUD MANAGED SERVICES MARKET DRIVERS

7.4.2 MANAGED IDENTITY AND ACCESS MANAGEMENT

7.4.3 MANAGED ANTIVIRUS/ANTIMALWARE

7.4.4 MANAGED FIREWALL

7.4.5 MANAGED RISK AND COMPLIANCE MANAGEMENT

7.4.6 MANAGED VULNERABILITY MANAGEMENT

7.4.7 MANAGED SECURITY INFORMATION AND EVENT MANAGEMENT

7.4.8 MANAGED INTRUSION DETECTION SYSTEM/ INTRUSION PREVENTION SYSTEM

7.4.9 MANAGED DATA LOSS PREVENTION

7.4.10 OTHERS

7.5 MANAGED INFRASTRUCTURE SERVICES

7.5.1 MANAGED INFRASTRUCTURE SERVICES: CLOUD MANAGED SERVICES MARKET DRIVERS

7.5.2 STORAGE MANAGEMENT

7.5.3 SERVER MANAGEMENT

7.5.4 MANAGED PRINT SERVICES

7.6 MANAGED MOBILITY SERVICES

7.6.1 MANAGED MOBILITY SERVICES: CLOUD MANAGED SERVICES MARKET DRIVERS

7.6.2 DEVICE MANAGEMENT SERVICES

7.6.3 APPLICATION MANAGEMENT SERVICES

7.7 MANAGED COMMUNICATION AND COLLABORATION SERVICES

7.7.1 MANAGED COMMUNICATION AND COLLABORATION SERVICES: CLOUD MANAGED SERVICES MARKET DRIVERS

7.7.2 MANAGED VOICE OVER INTERNET PROTOCOL

7.7.3 MANAGED UNIFIED COMMUNICATION

8 CLOUD MANAGED SERVICES MARKET, BY DEPLOYMENT TYPE

8.1 INTRODUCTION

8.2 PUBLIC CLOUD

8.2.1 PUBLIC CLOUD: CLOUD MANAGED SERVICES MARKET DRIVERS

9 CLOUD MANAGED SERVICES MARKET, BY ORGANIZATION SIZE

9.1 INTRODUCTION

9.2 LARGE ENTERPRISES

9.2.1 LARGE ENTERPRISES: CLOUD MANAGED SERVICES MARKET DRIVERS

9.3 SMALL AND MEDIUM-SIZED ENTERPRISES

9.3.1 SMALL AND MEDIUM-SIZED ENTERPRISES: CLOUD MANAGED SERVICES MARKET DRIVERS

10 CLOUD MANAGED SERVICES MARKET, BY INDUSTRY VERTICAL

10.1 INTRODUCTION

10.1.1 IMPACT OF COVID-19 ON INDUSTRY VERTICALS

10.2 BANKING, FINANCIAL SERVICES AND INSURANCE

10.2.1 BANKING, FINANCIAL SERVICES AND INSURANCE: CLOUD MANAGED SERVICES MARKET DRIVERS

10.3 TELECOM

10.3.1 TELECOM: CLOUD MANAGED SERVICES MARKET DRIVERS

10.4 GOVERNMENT AND PUBLIC SECTOR

10.4.1 GOVERNMENT AND PUBLIC SECTOR: CLOUD MANAGED SERVICES MARKET DRIVERS

10.5 HEALTHCARE AND LIFE SCIENCES

10.5.1 HEALTHCARE AND LIFE SCIENCES: CLOUD MANAGED SERVICES MARKET DRIVERS

10.6 RETAIL AND CONSUMER GOODS

10.6.1 RETAIL AND CONSUMER GOODS: CLOUD MANAGED SERVICES MARKET DRIVERS

10.7 MANUFACTURING

10.7.1 MANUFACTURING: CLOUD MANAGED SERVICES MARKET DRIVERS

10.8 ENERGY AND UTILITIES

10.8.1 ENERGY AND UTILITIES: CLOUD MANAGED SERVICES MARKET DRIVERS

10.9 INFORMATION TECHNOLOGY

10.9.1 INFORMATION TECHNOLOGY: CLOUD MANAGED SERVICES MARKET DRIVERS

10.10 OTHERS

11 CLOUD MANAGED SERVICES MARKET, BY REGION

11.1 INTRODUCTION

11.2 NORTH AMERICA

11.2.1 NORTH AMERICA: CLOUD MANAGED SERVICES MARKET DRIVERS

11.2.2 UNITED STATES

11.2.3 CANADA

11.3 EUROPE

11.3.1 EUROPE: CLOUD MANAGED SERVICES MARKET DRIVERS

11.3.2 UNITED KINGDOM

11.3.3 REST OF EUROPE

11.4 ASIA PACIFIC

11.4.1 ASIA PACIFIC: CLOUD MANAGED SERVICES MARKET DRIVERS

11.4.2 CHINA

11.4.3 REST OF ASIA PACIFIC

11.5 MIDDLE EAST AND AFRICA

11.5.1 MIDDLE EAST AND AFRICA: CLOUD MANAGED SERVICES MARKET DRIVERS

11.5.2 KINGDOM OF SAUDI ARABIA

11.5.3 REST OF MIDDLE EAST AND AFRICA

11.6 LATIN AMERICA

11.6.1 LATIN AMERICA: CLOUD MANAGED SERVICES MARKET DRIVERS

11.6.2 MEXICO

11.6.3 REST OF LATIN AMERICA

12 COMPETITIVE LANDSCAPE

12.1 COMPETITIVE LEADER MAPPING

12.1.1 VISIONARY LEADERS

12.1.2 INNOVATORS

12.1.3 DYNAMIC DIFFERENTIATORS

12.1.4 EMERGING COMPANIES

13 COMPANY PROFILES

13.1 INTRODUCTION

(Business Overview, Products & Services, Key Insights, Recent Developments, SWOT Analysis, MnM View)*

13.2 CISCO

- 13.3 ERICSSON
- 13.4 IBM
- 13.5 AWS
- 13.6 NTT DATA
- 13.7 FUJITSU
- 13.8 INFOSYS
- 13.9 ACCENTURE
- 13.10 HPE
- 13.11 NEC
- 13.12 ALCATEL-LUCENT
- 13.13 TCS
- 13.14 WIPRO
- 13.15 RACKSPACE
- 13.16 DATACOM
- 13.17 HUAWEI
- 13.18 CLOUDTICITY
- 13.19 CONNECTRIA
- 13.20 DLT SOLUTIONS
- 13.21 SIRIUS COMPUTER SOLUTIONS
- 13.22 SOFTCHOICE
- 13.23 CLOUDNEXA
- 13.24 RIGHT-TO-WIN

*Details on Business Overview, Products & Services, Key Insights, Recent Developments, SWOT Analysis, MnM View might not be captured in case of unlisted companies.

14 APPENDIX

- 14.1 DISCUSSION GUIDE
- 14.2 KNOWLEDGE STORE: MARKETSandMARKETS' SUBSCRIPTION PORTAL
- 14.3 AVAILABLE CUSTOMIZATIONS
- 14.4 RELATED REPORTS
- 14.5 AUTHOR DETAILS

List Of Tables

LIST OF TABLES

TABLE 1 UNITED STATES DOLLAR EXCHANGE RATE, 2016–2019

TABLE 2 FACTOR ANALYSIS

TABLE 3 CLOUD MANAGED SERVICES MARKET, BY SERVICE TYPE, 2018–2025
(USD MILLION)

TABLE 4 MANAGED BUSINESS SERVICES MARKET SIZE, BY TYPE, 2018–2025
(USD MILLION)

TABLE 5 MANAGED BUSINESS SERVICES MARKET SIZE, BY REGION, 2018–2025
(USD MILLION)

TABLE 6 MANAGED NETWORK SERVICES MARKET SIZE, BY TYPE, 2018–2025
(USD MILLION)

TABLE 7 MANAGED NETWORK SERVICES MARKET SIZE, BY REGION, 2018–2025
(USD MILLION)

TABLE 8 MANAGED SECURITY SERVICES MARKET SIZE, BY TYPE, 2018–2025
(USD MILLION)

TABLE 9 MANAGED SECURITY SERVICES MARKET SIZE, BY REGION, 2018–2025
(USD MILLION)

TABLE 10 MANAGED INFRASTRUCTURE SERVICES MARKET SIZE, BY TYPE,
2018–2025 (USD MILLION)

TABLE 11 MANAGED INFRASTRUCTURE SERVICES MARKET SIZE, BY REGION,
2018–2025 (USD MILLION)

TABLE 12 MANAGED MOBILITY SERVICES MARKET SIZE, BY TYPE, 2018–2025
(USD MILLION)

TABLE 13 MANAGED MOBILITY SERVICES MARKET SIZE, BY REGION, 2018–2025
(USD MILLION)

TABLE 14 MANAGED COMMUNICATION AND COLLABORATION SERVICES
MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 15 MANAGED COMMUNICATION AND COLLABORATION SERVICES
MARKET SIZE, BY REGION, 2018–2025 (USD MILLION)

TABLE 16 MANAGED CLOUD SERVICES MARKET SIZE, BY ORGANIZATION SIZE,
2018–2025 (USD MILLION)

TABLE 17 LARGE ENTERPRISES: CLOUD MANAGED SERVICES, BY REGION,
2018–2025 (USD MILLION)

TABLE 18 SMALL AND MEDIUM-SIZED ENTERPRISES: CLOUD MANAGED
SERVICES, BY REGION, 2018–2025 (USD MILLION)

TABLE 19 CLOUD MANAGED SERVICES, BY INDUSTRY VERTICAL, 2018–2025

(USD MILLION)

TABLE 20 BANKING, FINANCIAL SERVICES AND INSURANCE: CLOUD MANAGED SERVICES, BY REGION, 2018–2025 (USD MILLION)

TABLE 21 TELECOM: CLOUD MANAGED SERVICES, BY REGION, 2018–2025 (USD MILLION)

TABLE 22 GOVERNMENT AND PUBLIC SECTOR: CLOUD MANAGED SERVICES, BY REGION, 2018–2025 (USD MILLION)

TABLE 23 HEALTHCARE AND LIFE SCIENCES: CLOUD MANAGED SERVICES, BY REGION, 2018–2025 (USD MILLION)

TABLE 24 RETAIL AND CONSUMER GOODS: CLOUD MANAGED SERVICES, BY REGION, 2018–2025 (USD MILLION)

TABLE 25 MANUFACTURING: CLOUD MANAGED SERVICES, BY REGION, 2018–2025 (USD MILLION)

TABLE 26 ENERGY AND UTILITIES: CLOUD MANAGED SERVICES, BY REGION, 2018–2025 (USD MILLION)

TABLE 27 INFORMATION TECHNOLOGY: CLOUD MANAGED SERVICES, BY REGION, 2018–2025 (USD MILLION)

TABLE 28 OTHERS: CLOUD MANAGED SERVICES, BY REGION, 2018–2025 (USD MILLION)

TABLE 29 CLOUD MANAGED SERVICES MARKET, BY REGION, 2018–2025 (USD MILLION)

TABLE 30 NORTH AMERICA: CLOUD MANAGED SERVICES MARKET SIZE, BY SERVICE TYPE, 2018–2025 (USD MILLION)

TABLE 31 NORTH AMERICA: MANAGED BUSINESS SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 32 NORTH AMERICA: MANAGED NETWORK SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 33 NORTH AMERICA: MANAGED SECURITY SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 34 NORTH AMERICA: MANAGED INFRASTRUCTURE SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 35 NORTH AMERICA: MANAGED MOBILITY SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 36 NORTH AMERICA: MANAGED COMMUNICATION AND COLLABORATION SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 37 NORTH AMERICA: CMS MARKET SIZE, BY ORGANIZATION SIZE, 2018–2025 (USD MILLION)

TABLE 38 NORTH AMERICA: CLOUD MANAGED SERVICES MARKET SIZE, BY INDUSTRY VERTICAL, 2018–2025 (USD MILLION)

TABLE 39 NORTH AMERICA: CLOUD MANAGED SERVICES MARKET SIZE, BY COUNTRY, 2018–2025 (USD MILLION)

TABLE 40 UNITED STATES: CLOUD MANAGED SERVICES MARKET SIZE, BY SERVICE TYPE, 2018–2025 (USD MILLION)

TABLE 41 UNITED STATES: MANAGED BUSINESS SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 42 UNITED STATES: MANAGED NETWORK SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 43 UNITED STATES: MANAGED SECURITY SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 44 UNITED STATES: MANAGED INFRASTRUCTURE SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 45 UNITED STATES: MANAGED MOBILITY SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 46 UNITED STATES: MANAGED COMMUNICATION AND COLLABORATION SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 47 UNITED STATES: CLOUD MANAGED SERVICES MARKET SIZE, BY ORGANIZATION SIZE, 2018–2025 (USD MILLION)

TABLE 48 UNITED STATES: CLOUD MANAGED SERVICES MARKET SIZE, BY INDUSTRY VERTICAL, 2018–2025 (USD MILLION)

TABLE 49 CANADA: CLOUD MANAGED SERVICES MARKET SIZE, BY SERVICE TYPE, 2018–2025 (USD MILLION)

TABLE 50 CANADA: MANAGED BUSINESS SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 51 CANADA: MANAGED NETWORK SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 52 CANADA: MANAGED SECURITY SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 53 CANADA: MANAGED INFRASTRUCTURE SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 54 CANADA: MANAGED MOBILITY SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 55 CANADA: MANAGED COMMUNICATION AND COLLABORATION SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 56 CANADA: CLOUD MANAGED SERVICES MARKET SIZE, BY ORGANIZATION SIZE, 2018–2025 (USD MILLION)

TABLE 57 CANADA: CLOUD MANAGED SERVICES MARKET SIZE, BY INDUSTRY VERTICAL, 2018–2025 (USD MILLION)

TABLE 58 EUROPE: CLOUD MANAGED SERVICES MARKET SIZE, BY SERVICE

TYPE, 2018–2025 (USD MILLION)

TABLE 59 EUROPE: MANAGED BUSINESS SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 60 EUROPE: MANAGED NETWORK SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 61 EUROPE: MANAGED SECURITY SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 62 EUROPE: MANAGED INFRASTRUCTURE SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 63 EUROPE: MANAGED MOBILITY SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 64 EUROPE: MANAGED COMMUNICATION AND COLLABORATION SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 65 EUROPE: CLOUD MANAGED SERVICES MARKET SIZE, BY ORGANIZATION SIZE, 2018–2025 (USD MILLION)

TABLE 66 EUROPE: CLOUD MANAGED SERVICES MARKET SIZE, BY INDUSTRY VERTICAL, 2018–2025 (USD MILLION)

TABLE 67 EUROPE: CLOUD MANAGED SERVICES MARKET SIZE, BY COUNTRY, 2018–2025 (USD MILLION)

TABLE 68 ASIA PACIFIC: CLOUD MANAGED SERVICES MARKET SIZE, BY SERVICE TYPE, 2018–2025 (USD MILLION)

TABLE 69 ASIA PACIFIC: MANAGED BUSINESS SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 70 ASIA PACIFIC: MANAGED NETWORK SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 71 ASIA PACIFIC: MANAGED SECURITY SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 72 ASIA PACIFIC: MANAGED INFRASTRUCTURE SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 73 ASIA PACIFIC: MANAGED MOBILITY SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 74 ASIA PACIFIC: MANAGED COMMUNICATION AND COLLABORATION SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 75 ASIA PACIFIC: CLOUD MANAGED SERVICES MARKET SIZE, BY ORGANIZATION SIZE, 2018–2025 (USD MILLION)

TABLE 76 ASIA PACIFIC: CLOUD MANAGED SERVICES MARKET SIZE, BY INDUSTRY VERTICAL, 2018–2025 (USD MILLION)

TABLE 77 ASIA PACIFIC: CLOUD MANAGED SERVICES MARKET SIZE, BY COUNTRY, 2018–2025 (USD MILLION)

TABLE 78 MIDDLE EAST AND AFRICA: CLOUD MANAGED SERVICES MARKET SIZE, BY SERVICE TYPE, 2018–2025 (USD MILLION)

TABLE 79 MIDDLE EAST AND AFRICA: MANAGED BUSINESS SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 80 MIDDLE EAST AND AFRICA: MANAGED NETWORK SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 81 MIDDLE EAST AND AFRICA: MANAGED SECURITY SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 82 MIDDLE EAST AND AFRICA: MANAGED INFRASTRUCTURE SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 83 MIDDLE EAST AND AFRICA: MANAGED MOBILITY SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 84 MIDDLE EAST AND AFRICA: MANAGED COMMUNICATION AND COLLABORATION SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 85 MIDDLE EAST AND AFRICA: CLOUD MANAGED SERVICES MARKET SIZE, BY ORGANIZATION SIZE, 2018–2025 (USD MILLION)

TABLE 86 MIDDLE EAST AND AFRICA: CLOUD MANAGED SERVICES MARKET SIZE, BY INDUSTRY VERTICAL, 2018–2025 (USD MILLION)

TABLE 87 MIDDLE EAST AND AFRICA: CLOUD MANAGED SERVICES MARKET SIZE, BY COUNTRY, 2018–2025 (USD MILLION)

TABLE 88 LATIN AMERICA: CLOUD MANAGED SERVICES MARKET SIZE, BY SERVICE TYPE, 2018–2025 (USD MILLION)

TABLE 89 LATIN AMERICA: MANAGED BUSINESS SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 90 LATIN AMERICA: MANAGED NETWORK SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 91 LATIN AMERICA: MANAGED SECURITY SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 92 LATIN AMERICA: MANAGED INFRASTRUCTURE SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 93 LATIN AMERICA: MANAGED MOBILITY SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 94 LATIN AMERICA: MANAGED COMMUNICATION AND COLLABORATION SERVICES MARKET SIZE, BY TYPE, 2018–2025 (USD MILLION)

TABLE 95 LATIN AMERICA: CLOUD MANAGED SERVICES MARKET SIZE, BY ORGANIZATION SIZE, 2018–2025 (USD MILLION)

TABLE 96 LATIN AMERICA: CLOUD MANAGED SERVICES MARKET SIZE, BY INDUSTRY VERTICAL, 2018–2025 (USD MILLION)

TABLE 97 LATIN AMERICA: CLOUD MANAGED SERVICES MARKET SIZE, BY

COUNTRY, 2018–2025 (USD MILLION)

List Of Figures

LIST OF FIGURES

FIGURE 1 COVID-19: THE GLOBAL PROPAGATION

FIGURE 2 COVID-19 PROPAGATION: SELECT COUNTRIES

FIGURE 3 REVISED GDP FORECASTS FOR SELECT G20 COUNTRIES IN 2020

FIGURE 4 CRITERIA IMPACTING THE GLOBAL ECONOMY

FIGURE 5 SCENARIOS IN TERMS OF RECOVERY OF THE GLOBAL ECONOMY

FIGURE 6 GLOBAL CLOUD MANAGED SERVICES MARKET: RESEARCH DESIGN

FIGURE 7 CLOUD MANAGED SERVICES MARKET: TOP-DOWN AND BOTTOM-UP APPROACHES

FIGURE 8 MARKET SIZE ESTIMATION METHODOLOGY: APPROACH 1 (SUPPLY SIDE): REVENUE OF SERVICES OF THE CLOUD MANAGED SERVICES MARKET

FIGURE 9 MARKET SIZE ESTIMATION METHODOLOGY: APPROACH 2 – BOTTOM-UP

(DEMAND SIDE): PRODUCTS/SOLUTIONS/SERVICES SOLD AND THEIR AVERAGE SELLING PRICE

FIGURE 10 COMPETITIVE LEADERSHIP MAPPING: CRITERIA WEIGHTAGE

FIGURE 11 CLOUD MANAGED SERVICES MARKET SNAPSHOT, 2018–2025

FIGURE 12 SEGMENTS WITH HIGH GROWTH RATES DURING THE FORECAST PERIOD

FIGURE 13 MANAGED INFRASTRUCTURE SERVICES SEGMENT TO HOLD THE LARGEST MARKET SIZE DURING THE FORECAST PERIOD

FIGURE 14 LARGE ENTERPRISES SEGMENT TO HOLD A LARGER MARKET SIZE DURING

THE FORECAST PERIOD

FIGURE 15 BANKING, FINANCIAL SERVICES AND INSURANCE VERTICAL TO HOLD THE LARGEST MARKET SIZE DURING THE FORECAST PERIOD

FIGURE 16 NORTH AMERICA TO HOLD THE HIGHEST MARKET SHARE DURING THE FORECAST PERIOD

FIGURE 17 INCREASING ADOPTION OF CLOUD-BASED SERVICES TO DRIVE THE CLOUD MANAGED SERVICES MARKET GROWTH

FIGURE 18 MANAGED INFRASTRUCTURE SERVICES SEGMENT TO ACCOUNT FOR THE HIGHEST MARKET SHARE DURING THE FORECAST PERIOD

FIGURE 19 ENERGY AND UTILITIES VERTICAL TO HOLD THE HIGHEST MARKET SHARE DURING THE FORECAST PERIOD

FIGURE 20 ASIA PACIFIC TO EMERGE AS THE BEST MARKET FOR INVESTMENTS IN THE NEXT FIVE YEARS

FIGURE 21 CLOUD MANAGED SERVICES MARKET: DRIVERS, RESTRAINTS, OPPORTUNITIES, AND CHALLENGES

FIGURE 22 MANAGED INFRASTRUCTURE SERVICES TO GROW AT A HIGHER GROWTH RATE DURING THE FORECAST PERIOD

FIGURE 23 SMALL AND MEDIUM-SIZED ENTERPRISES TO GROW AT A HIGHER GROWTH RATE DURING THE FORECAST PERIOD

FIGURE 24 RETAIL AND CONSUMER GOODS INDUSTRY VERTICAL TO GROW AT A HIGHER GROWTH RATE DURING THE FORECAST PERIOD

FIGURE 25 REGION: MARKET SNAPSHOT

FIGURE 26 NORTH AMERICA: MARKET SNAPSHOT

FIGURE 27 ASIA PACIFIC: MARKET SNAPSHOT

FIGURE 28 GLOBAL CLOUD MANAGED SERVICES MARKET (GLOBAL) COMPETITIVE LEADERSHIP MAPPING, 2019

FIGURE 29 CISCO SYSTEMS: COMPANY SNAPSHOT

FIGURE 30 CISCO SYSTEMS: SWOT ANALYSIS

FIGURE 31 ERICSSON: COMPANY SNAPSHOT

FIGURE 32 ERICSSON: SWOT ANALYSIS

FIGURE 33 IBM: COMPANY SNAPSHOT

FIGURE 34 IBM: SWOT ANALYSIS

FIGURE 35 AWS: COMPANY SNAPSHOT

FIGURE 36 AWS: SWOT ANALYSIS

FIGURE 37 NTT DATA: COMPANY SNAPSHOT

FIGURE 38 NTT DATA: SWOT ANALYSIS

FIGURE 39 FUJITSU: COMPANY SNAPSHOT

FIGURE 40 INFOSYS: COMPANY SNAPSHOT

FIGURE 41 ACCENTURE: COMPANY SNAPSHOT

FIGURE 42 HPE: COMPANY SNAPSHOT

FIGURE 43 NEC: COMPANY SNAPSHOT

FIGURE 44 NOKIA: COMPANY SNAPSHOT

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