

# **IT BFSI Market by Component (Technology Type (ECM, CRM, HCM, ERP, Artificial Intelligence, Business Intelligence, Unified Communications), and Services), Organization Size, Deployment Type (Cloud and On-Premises), and Region - Global Forecast to 2022**

<https://marketpublishers.com/r/IC9D313C730EN.html>

Date: November 2017

Pages: 120

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

ID: IC9D313C730EN

## **Abstracts**

“Increasing need to enhance customer experience, exploring digital channels to roll out new services at faster pace, and launch of advanced technologies, such as IoT platforms and analytic tools for banking operations, are driving the IT BFSI market”

The IT BFSI market size is expected to grow from USD 82.06 billion in 2017 to USD 149.74 billion by 2022, at a CAGR of 12.8% during the forecast period. This market is majorly driven by an increasing need to enhance customer experience in order to gain an edge in the highly competitive market and the launch of advanced technologies that are specifically customized to meet the needs of BFSI operations. On the other hand, security concerns due to advanced cyber security-attacks are expected to hinder the growth of the market during the forecast period.

“Artificial intelligence (AI) technology type is expected to grow at the highest CAGR during the forecast period”

Artificial intelligence (AI) technology is expected to penetrate further into the BFSI sector in coming years, with an objective to enhance customer experience and aid their operational processes. Automating operational processes by implementing the AI technology is likely to reduce the operational costs and speed up the banking operations. Furthermore, AI is expected to streamline and ease the cumbersome

processes of banking operations, which helps BFSI organizations to deliver better service to their customers. The BFSI vertical is expected to invest heavily in AI technologies during the forecast period, in order to optimize their operations and improve customer experience.

“Large enterprises segment is expected to hold a higher market share during the forecast period”

The large enterprises segment is expected to hold a higher market share during the forecast period. Large enterprises have been investing heavily in advanced IT technologies and services to upgrade their IT infrastructure to match up with the latest market trends and dynamic demands. Large banks allocate budgets for upgrading their IT infrastructure, as IT solutions play a significant role in streamlining their entire business operations at multiple locations.

“Asia Pacific (APAC) is projected to have high growth potential during the forecast period.”

North America is estimated to hold the largest market share in 2017, while APAC is expected to be the fastest-growing region in terms of CAGR during the forecast period. APAC provides growth opportunities for IT vendors targeting the BFSI vertical during the forecast period, considering the increasing commercial investments in the emerging economies in the region. The BFSI organizations have been keen on exploring untapped opportunities in the APAC region, thus creating opportunities for IT vendors IT BFSI solutions and services.

In the process of determining and verifying the market size for several segments and subsegments gathered through secondary research, extensive primary interviews were conducted with the key people. The break-up of profiles of primary participants is given below:

By Company Type: Tier 1 – 35%, Tier 2 – 45%, and Tier 3 – 20%

By Designation: C-level – 35%, D-level – 25%, and Others – 40%

By Region: North America – 45%, Europe – 20%, APAC – 30%, and RoW – 5%

Major vendors that offer various BFSI IT solutions and services include IBM (US),

Microsoft (US), Accenture (Ireland), Micro Focus (UK), CA Technologies (US), Adobe Systems (US), SAP (Germany), Salesforce (US), Oracle (US), and Cognizant (US).

## Research Coverage

The global IT BFSI market is segmented by component, organization size, deployment type, and region. The report will help market leaders/new entrants in this market in the following ways:

The report segments the IT BFSI market comprehensively and provides the closest approximations of the revenue numbers for the overall market and subsegments. The market numbers are further split across different verticals and regions.

## Reasons to Buy the Report

From an insight perspective, this research report focuses on various levels of analysis—market share analysis of the top players and company profiles, which together comprise and discuss basic views on the competitive landscape; emerging and high-growth segments of the IT BFSI market; and high-growth regions and their respective drivers, restraints, challenges, and opportunities.

The report will enrich both established firms as well as new entrants/smaller firms to gauge the pulse of the market, which, in turn, will help firms in garnering a greater market share in the global IT BFSI market.

## Contents

### **1 INTRODUCTION**

- 1.1 OBJECTIVES OF THE STUDY
- 1.2 MARKET DEFINITION
- 1.3 MARKET SCOPE
- 1.4 YEARS CONSIDERED
- 1.5 CURRENCY CONSIDERED
- 1.6 STAKEHOLDERS

### **2 RESEARCH METHODOLOGY**

- 2.1 RESEARCH DATA
  - 2.1.1 SECONDARY DATA
  - 2.1.2 PRIMARY DATA
    - 2.1.2.1 Breakdown of primaries
    - 2.1.2.2 Key industry insights
- 2.2 MARKET SIZE ESTIMATION
- 2.3 RESEARCH ASSUMPTIONS AND LIMITATIONS
  - 2.3.1 RESEARCH ASSUMPTIONS
  - 2.3.2 LIMITATIONS

### **3 EXECUTIVE SUMMARY**

### **4 PREMIUM INSIGHTS**

- 4.1 ATTRACTIVE MARKET OPPORTUNITIES IN THE IT BFSI MARKET
- 4.2 IT BFSI MARKET, BY TECHNOLOGY TYPE AND REGION
- 4.3 IT BFSI MARKET, BY DEPLOYMENT TYPE
- 4.4 IT BFSI MARKET, BY COMPONENT
- 4.5 IT BFSI MARKET, BY REGION

### **5 MARKET OVERVIEW**

- 5.1 INTRODUCTION
- 5.2 INNOVATION SPOTLIGHT
- 5.3 MARKET DYNAMICS
  - 5.3.1 DRIVERS

5.3.1.1 Increasing need to enhance and improve customer experience

5.3.1.2 Customized IT solutions for specific banking needs

5.3.1.3 Exploration of digital channels to roll out new services at a faster pace

#### 5.3.2 RESTRAINTS

5.3.2.1 Security and privacy concerns, due to advanced cybersecurity attacks

#### 5.3.3 OPPORTUNITIES

5.3.3.1 Intelligent applications are expected to aid operations of the banking industry

#### 5.3.4 CHALLENGES

5.3.4.1 Constantly changing technology landscape

### 5.4 USE CASES

5.4.1 IBM

5.4.2 QLIK

### 5.5 MAJOR TECHNOLOGY DEALS IN THE BFSI SECTOR

## 6 IT BFSI MARKET, BY COMPONENT

### 6.1 INTRODUCTION

#### 6.2 TECHNOLOGY TYPES

6.2.1 CUSTOMER RELATIONSHIP MANAGEMENT

6.2.2 HUMAN CAPITAL MANAGEMENT (HCM)

6.2.3 ENTERPRISE CONTENT MANAGEMENT (ECM)

6.2.4 CYBERSECURITY

6.2.5 ENTERPRISE RESOURCE PLANNING (ERP)

6.2.6 UNIFIED COMMUNICATION

6.2.7 ARTIFICIAL INTELLIGENCE (AI)

6.2.8 BUSINESS INTELLIGENCE (BI)

#### 6.3 SERVICES

6.3.1 MANAGED SERVICES

6.3.2 PROFESSIONAL SERVICES

6.3.2.1 Consulting

6.3.2.2 Support and Maintenance

6.3.2.3 System Integration

## 7 IT BFSI MARKET, BY ORGANIZATION SIZE

### 7.1 INTRODUCTION

#### 7.2 SMALL AND MEDIUM-SIZED ENTERPRISES

#### 7.3 LARGE ENTERPRISES

## **8 IT BFSI MARKET, BY DEPLOYMENT TYPE**

8.1 INTRODUCTION

8.2 CLOUD

8.3 ON-PREMISES

## **9 IT BFSI MARKET, BY REGION**

9.1 INTRODUCTION

9.2 NORTH AMERICA

9.3 EUROPE

9.4 ASIA PACIFIC

9.5 MIDDLE EAST AND AFRICA

9.6 LATIN AMERICA

## **10 COMPETITIVE LANDSCAPE**

10.1 OVERVIEW

10.2 COMPETITIVE SCENARIO

10.2.1 NEW PRODUCT LAUNCHES, 2015–2017

10.2.2 EXPANSIONS, 2015–2017

10.2.3 MERGERS AND ACQUISITIONS, 2015–2017

10.2.4 PARTNERSHIPS AND COLLABORATIONS, 2015–2017

## **11 COMPANY PROFILES**

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

11.1 IBM

11.2 MICRO FOCUS

11.3 MICROSOFT

11.4 CA TECHNOLOGIES

11.5 ACCENTURE

11.6 ADOBE SYSTEMS

11.7 SAP

11.8 SALESFORCE

11.9 ORACLE

11.10 COGNIZANT

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

## **12 APPENDIX**

12.1 INDUSTRY EXPERTS

12.2 DISCUSSION GUIDE

12.3 KNOWLEDGE STORE: MARKETSandMARKETS' SUBSCRIPTION PORTAL

12.4 INTRODUCING RT: REAL TIME MARKET INTELLIGENCE

12.5 AVAILABLE CUSTOMIZATIONS

12.6 RELATED REPORTS

12.7 AUTHOR DETAILS

## List Of Tables

### LIST OF TABLES

Table 1 USD EXCHANGE RATE, 2014–2016

Table 2 IT BFSI MARKET SIZE AND GROWTH RATE, 2015–2022 (USD BILLION, Y-O-Y %)

Table 3 IT BFSI MARKET SIZE, BY COMPONENT, 2015–2022 (USD BILLION)

Table 4 TECHNOLOGY TYPES: IT BFSI MARKET SIZE, BY TYPE, 2015–2022 (USD BILLION)

Table 5 CRM MARKET SIZE, BY REGION, 2015–2022 (USD BILLION)

Table 6 HCM MARKET SIZE, BY REGION, 2015–2022 (USD BILLION)

Table 7 ECM MARKET SIZE, BY REGION, 2015–2022 (USD BILLION)

Table 8 CYBERSECURITY MARKET SIZE, BY REGION, 2015–2022 (USD BILLION)

Table 9 ERP MARKET SIZE, BY REGION, 2015–2022 (USD BILLION)

Table 10 UNIFIED COMMUNICATION MARKET SIZE, BY REGION, 2015–2022 (USD BILLION)

Table 11 AI MARKET SIZE, BY REGION, 2015–2022 (USD BILLION)

Table 12 BI MARKET SIZE, BY REGION, 2015–2022 (USD BILLION)

Table 13 SERVICES: IT BFSI MARKET SIZE, BY TYPE, 2015–2022 (USD BILLION)

Table 14 MANAGED SERVICES MARKET SIZE, BY REGION, 2015–2022 (USD BILLION)

Table 15 PROFESSIONAL SERVICES MARKET SIZE, BY REGION, 2015–2022 (USD BILLION)

Table 16 CONSULTING MARKET SIZE, BY REGION, 2015–2022 (USD BILLION)

Table 17 SUPPORT AND MAINTENANCE MARKET SIZE, BY REGION, 2015–2022 (USD BILLION)

Table 18 SYSTEM INTEGRATION MARKET SIZE, BY REGION, 2015–2022 (USD BILLION)

Table 19 IT BFSI MARKET SIZE, BY ORGANIZATION SIZE, 2015–2022 (USD BILLION)

Table 20 SMALL AND MEDIUM-SIZED ENTERPRISES: IT BFSI MARKET SIZE, BY REGION, 2015–2022 (USD BILLION)

Table 21 LARGE ENTERPRISES: IT BFSI MARKET SIZE, BY REGION, 2015–2022 (USD BILLION)

Table 22 IT BFSI MARKET SIZE, BY DEPLOYMENT TYPE, 2015–2022 (USD BILLION)

Table 23 CLOUD: IT BFSI MARKET SIZE, BY REGION, 2015–2022 (USD BILLION)

Table 24 ON-PREMISES: IT BFSI MARKET SIZE, BY REGION, 2015–2022 (USD



BILLION)

Table 25 IT BFSI MARKET SIZE, BY REGION, 2015–2022 (USD BILLION)

Table 26 NORTH AMERICA: IT BFSI MARKET SIZE, BY COMPONENT, 2015–2022 (USD BILLION)

Table 27 NORTH AMERICA: IT BFSI MARKET SIZE, BY TECHNOLOGY TYPE, 2015–2022 (USD BILLION)

Table 28 NORTH AMERICA: IT BFSI MARKET SIZE, BY SERVICE, 2015–2022 (USD BILLION)

Table 29 NORTH AMERICA: IT BFSI MARKET SIZE, BY PROFESSIONAL SERVICE, 2015–2022 (USD BILLION)

Table 30 NORTH AMERICA: IT BFSI MARKET SIZE, BY DEPLOYMENT TYPE, 2015–2022 (USD BILLION)

Table 31 NORTH AMERICA: IT BFSI MARKET SIZE, BY ORGANIZATION SIZE, 2015–2022 (USD BILLION)

Table 32 EUROPE: IT BFSI MARKET SIZE, BY COMPONENT, 2015–2022 (USD BILLION)

Table 33 EUROPE: IT BFSI MARKET SIZE, BY TECHNOLOGY TYPE, 2015–2022 (USD BILLION)

Table 34 EUROPE: IT BFSI MARKET SIZE, BY SERVICE, 2015–2022 (USD BILLION)

Table 35 EUROPE: IT BFSI MARKET SIZE, BY PROFESSIONAL SERVICE, 2015–2022 (USD BILLION)

Table 36 EUROPE: IT BFSI MARKET SIZE, BY DEPLOYMENT TYPE, 2015–2022 (USD BILLION)

Table 37 EUROPE: IT BFSI MARKET SIZE, BY ORGANIZATION SIZE, 2015–2022 (USD BILLION)

Table 38 ASIA PACIFIC: IT BFSI MARKET SIZE, BY COMPONENT, 2015–2022 (USD BILLION)

Table 39 ASIA PACIFIC: IT BFSI MARKET SIZE, BY TECHNOLOGY TYPE, 2015–2022 (USD BILLION)

Table 40 ASIA PACIFIC: IT BFSI MARKET SIZE, BY SERVICE, 2015–2022 (USD BILLION)

Table 41 ASIA PACIFIC: IT BFSI MARKET SIZE, BY PROFESSIONAL SERVICE, 2015–2022 (USD BILLION)

Table 42 ASIA PACIFIC: IT BFSI MARKET SIZE, BY DEPLOYMENT-TYPE, 2015–2022 (USD BILLION)

Table 43 ASIA PACIFIC: IT BFSI MARKET SIZE, BY ORGANIZATION SIZE, 2015–2022 (USD BILLION)

Table 44 MIDDLE EAST AND AFRICA: IT BFSI MARKET SIZE, BY COMPONENT, 2015–2022 (USD BILLION)

Table 45 MIDDLE EAST AND AFRICA: IT BFSI MARKET SIZE, BY TECHNOLOGY TYPE, 2015–2022 (USD BILLION)

Table 46 MIDDLE EAST AND AFRICA: IT BFSI MARKET SIZE, BY SERVICE, 2015–2022 (USD BILLION)

Table 47 MIDDLE EAST AND AFRICA: IT BFSI MARKET SIZE, BY PROFESSIONAL SERVICE, 2015–2022 (USD BILLION)

Table 48 MIDDLE EAST AND AFRICA: IT BFSI MARKET SIZE, BY DEPLOYMENT TYPE, 2015–2022 (USD BILLION)

Table 49 MIDDLE EAST AND AFRICA: IT BFSI MARKET SIZE, BY ORGANIZATION SIZE, 2015–2022 (USD BILLION)

Table 50 LATIN AMERICA: IT BFSI MARKET SIZE, BY COMPONENT, 2015–2022 (USD BILLION)

Table 51 LATIN AMERICA: IT BFSI MARKET SIZE, BY TECHNOLOGY TYPE, 2015–2022 (USD BILLION)

Table 52 LATIN AMERICA: IT BFSI MARKET SIZE, BY SERVICE, 2015–2022 (USD BILLION)

Table 53 LATIN AMERICA: IT BFSI MARKET SIZE, BY PROFESSIONAL SERVICE, 2015–2022 (USD BILLION)

Table 54 LATIN AMERICA: IT BFSI MARKET SIZE, BY DEPLOYMENT TYPE, 2015–2022 (USD BILLION)

Table 55 LATIN AMERICA: IT BFSI MARKET SIZE, BY ORGANIZATION SIZE, 2015–2022 (USD BILLION)

## List Of Figures

### LIST OF FIGURES

Figure 1 IT BFSI MARKET: MARKET SEGMENTATION

Figure 2 REGIONAL SCOPE

Figure 3 IT BFSI MARKET: RESEARCH DESIGN

Figure 4 DATA TRIANGULATION

Figure 5 MARKET SIZE ESTIMATION METHODOLOGY: BOTTOM-UP APPROACH

Figure 6 MARKET SIZE ESTIMATION METHODOLOGY: TOP-DOWN APPROACH

Figure 7 IT BFSI MARKET: ASSUMPTIONS

Figure 8 TOP THREE CATEGORIES WITH THE LARGEST MARKET SHARES IN THE IT BFSI MARKET IN 2017

Figure 9 IT BFSI MARKET, BY REGION, 2017–2022

Figure 10 INCREASING PRESSURE TO ENHANCE CUSTOMER EXPERIENCE IS A MAJOR DRIVER FOR GROWTH OF THE IT BFSI MARKET

Figure 11 CYBERSECURITY AND NORTH AMERICA ARE ESTIMATED TO HAVE THE LARGEST MARKET SHARES IN 2017

Figure 12 CLOUD DEPLOYMENT TYPE IS EXPECTED TO GROW AT A HIGHER CAGR IN THE IT BFSI MARKET DURING THE FORECAST PERIOD

Figure 13 SERVICES SEGMENT IS EXPECTED TO GROW AT A HIGHER CAGR DURING THE FORECAST PERIOD

Figure 14 ASIA PACIFIC IS EXPECTED TO GROW AT THE HIGHEST CAGR DURING THE FORECAST PERIOD

Figure 15 IT BFSI MARKET: DRIVERS, RESTRAINTS, OPPORTUNITIES, AND CHALLENGES

Figure 16 SERVICES COMPONENT IS EXPECTED TO GROW AT A HIGHER CAGR DURING THE FORECAST PERIOD

Figure 17 AI TECHNOLOGY TYPE IS EXPECTED TO GROW AT THE HIGHEST CAGR DURING THE FORECAST PERIOD

Figure 18 MANAGED SERVICES SEGMENT IS EXPECTED TO GROW AT A HIGHER CAGR DURING THE FORECAST PERIOD

Figure 19 SMALL AND MEDIUM-SIZED ENTERPRISES SEGMENT IS EXPECTED TO GROW AT A HIGHER CAGR DURING THE FORECAST PERIOD

Figure 20 CLOUD DEPLOYMENT TYPE IS EXPECTED TO GROW AT A HIGHER CAGR DURING THE FORECAST PERIOD

Figure 21 NORTH AMERICA IS EXPECTED TO HAVE THE LARGEST MARKET SIZE DURING THE FORECAST PERIOD

Figure 22 REGIONAL SNAPSHOT: ASIA PACIFIC IS EXPECTED TO GROW AT THE

**HIGHEST CAGR IN THE IT BFSI MARKET DURING THE FORECAST PERIOD**

Figure 23 NORTH AMERICA: MARKET SNAPSHOT

Figure 24 ASIA PACIFIC: MARKET SNAPSHOT

Figure 25 KEY DEVELOPMENTS BY LEADING PLAYERS IN THE IT BFSI MARKET  
DURING 2014–2017

Figure 26 IBM: COMPANY SNAPSHOT

Figure 27 IBM: SWOT ANALYSIS

Figure 28 MICRO FOCUS: COMPANY SNAPSHOT

Figure 29 MICRO FOCUS: SWOT ANALYSIS

Figure 30 MICROSOFT: COMPANY SNAPSHOT

Figure 31 MICROSOFT: SWOT ANALYSIS

Figure 32 CA TECHNOLOGIES: COMPANY SNAPSHOT

Figure 33 ACCENTURE: COMPANY SNAPSHOT

Figure 34 ACCENTURE: SWOT ANALYSIS

Figure 35 ADOBE SYSTEMS: COMPANY SNAPSHOT

Figure 36 SAP: COMPANY SNAPSHOT

Figure 37 SAP: SWOT ANALYSIS

Figure 38 SALESFORCE: COMPANY SNAPSHOT

Figure 39 ORACLE: COMPANY SNAPSHOT

Figure 40 COGNIZANT: COMPANY SNAPSHOT

## I would like to order

Product name: IT BFSI Market by Component (Technology Type (ECM, CRM, HCM, ERP, Artificial Intelligence, Business Intelligence, Unified Communications), and Services), Organization Size, Deployment Type (Cloud and On-Premises), and Region - Global Forecast to 2022

Product link: <https://marketpublishers.com/r/IC9D313C730EN.html>

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

If you want to order Corporate License or Hard Copy, please, contact our Customer Service:

[info@marketpublishers.com](mailto:info@marketpublishers.com)

## Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/IC9D313C730EN.html>

To pay by Wire Transfer, please, fill in your contact details in the form below:

First name:  
Last name:  
Email:  
Company:  
Address:  
City:  
Zip code:  
Country:  
Tel:  
Fax:  
Your message:

**\*\*All fields are required**

Customer signature \_\_\_\_\_

Please, note that by ordering from marketpublishers.com you are agreeing to our Terms & Conditions at <https://marketpublishers.com/docs/terms.html>

To place an order via fax simply print this form, fill in the information below

and fax the completed form to +44 20 7900 3970