

System Integration Services Market by Service Type (Infrastructure Integration Services, Enterprise Application Integration Services, and Consulting Services), Vertical (BFSI, Government & Defense, and Healthcare) and Region - Global Forecast to 2028

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Abstracts

The global system integration services market is expected to grow from 483.0 Billion in 2023 to USD 665.6 Billion by 2028 at a Compound Annual Growth Rate (CAGR) of 6.6% during the forecast period. Companies are gradually shifting away from on-premises solutions towards cloud-based system integration services that provide mobile accessibility and other intuitive services. The model's affordability addresses specific database requirements by targeting businesses of all sizes. These services typically offer low-cost options and rapid service deployment.

“Consulting Services segment to have significant growth during the forecast period.”

End users often seek consulting services for their IT infrastructure needs, particularly in system integration. Consulting firms or professionals provide specialized expertise and guidance to organizations seeking to create a cohesive and efficient ecosystem by integrating their IT systems, applications, and technologies. These consulting services help organizations plan, design, implement, and manage complex system integration projects effectively. Consultants work closely with stakeholders to understand their business objectives, existing IT infrastructure, application landscape, and integration needs. They assist in selecting appropriate integration tools, middleware, APIs, and other technologies based on the organization's specific requirements, budget, and future growth plans. The consulting service sector is projected to grow at the highest rate, with developing regions such as the Middle East and Latin America seeing a surge in adoption. System integration consulting services play a crucial role in helping

organizations overcome the complexities and challenges associated with integrating diverse IT systems. Significant consulting services providers in this market include Accenture, Infosys, Deloitte, Cisco, HCLTech, IBM, and HPE.

“BFSI vertical to hold the largest market share during the forecast period.”

The banking and insurance industries are on the brink of a digital revolution. They must stay current with the competition; tackling new challenges is essential. These include providing satisfactory customer service, improving operational efficiency, reducing costs, and complying with regulations. Consulting services can help clients understand how insurance software solutions can help them achieve strong security, efficient operations, excellent customer service, and better RoI. The BFSI sector is heavily regulated and relies on client data for data-driven decisions. Access rights management, authentication setup, and data leakage prevention are employed to ensure data security. Integrated IT services ensure that data is not misused. Banks can use the IaaS and PaaS models on the private cloud to provide features such as digital identity, behavioral biometrics, push alerts, e-wallets, and QR payments for services such as cards, wealth management, and investment management.

“System Integration Services market in Asia Pacific to grow at the highest CAGR during the forecast period.”

The Asia Pacific region is home to some of the world's fastest-growing economies, such as China, Japan, and India. These economies are witnessing rapid growth in the number of businesses, leading to increased demand for system integration services. Asia Pacific Telecommunity is an international organization which making efforts to bring ICT and telecommunications facilities to people at affordable prices and address issues related to improving productivity, increasing efficiency, and bridging the digital divide within countries in the region. The growth in 5G infrastructure, and 5G network is likely to boost the adoption of cloud services and system integration in the region. According to GSMA, by 2025, there will be 400 million 5G connections across the region. 5G infrastructure's ability is to support next-generation offerings, such as cloud services, AI, IoT, big data and edge computing. The Asia Pacific region encompasses diverse economies and industries, and its increasing technology adoption has driven the expansion of the system integration services sector.

Countries in the Asia Pacific region are actively embracing digital transformation to enhance competitiveness and improve operational efficiency. System integration services are in high demand to seamlessly integrate new digital technologies with

existing systems. With growing concerns about data security and privacy, businesses seek assistance from system integrators to implement robust cybersecurity measures and ensure compliance with data protection regulations.

Further, our team conducted in-depth interviews with the Chief Executive Officers (CEOs), Chief Marketing Officers (CMO), Chief Operating Officers (COOs), Chief Technology Officers (CTOs), Vice Presidents (VPs), Managing Directors (MDs), domain heads, technology and innovation directors, and related key executives from various prominent companies and organizations operating in the System Integration Services market.

By Company – Tier 1–20%, Tier 2–34%, and Tier 3–46%

By Designation – C-Level Executives–35%, Directors–25%, and Others–40%

By Region – North America–62%, Europe–11%, Asia Pacific–22%, RoW – 5%

System Integration Services vendors include Accenture (Ireland), Capgemini (France), Cisco (US), HCLTech (India), HPE (US), IBM (US), Oracle (US), Infosys (India), Atos (France), Microsoft (US), Deloitte (UK), TCS (India), Wipro (India), Cognizant (US), DXC Technology (US), Dell (US), Fujitsu (Japan), Aspire Systems (India), CGI (Canada), Itransition (US), Celigo (US), 3Insys (US), Work Horse Integrations (US), DocInfusion (India), Flowgear (South Africa), Jitterbit (US), SnapLogic (US), Tray.io (US), and Workato (US). The study includes an in-depth competitive analysis of these key players in the System Integration Services market with their company profiles, recent developments, and key market strategies.

Research Coverage

The research study covered inputs, insights, trends, and happenings from secondary sources, primary sources, stakeholders' interviews, and surveys. Secondary sources include information from databases and repositories such as D&B Hoovers, Bloomberg, Factiva, and CoinDesk. We fetched primary data fetched from supply-side industry experts who hold the chair of Chief Executive Officer (CEO), Chief Technological Officer (CTO), Chief Operating Officer (COO), Vice-President (VP) of IT, and Managing Director (MD), among others. A few of our critical primary respondents are Accenture, Cisco, and HCLTech, among others. We also reached out to a few startups during our primary interviews. Additionally, we have taken information and statistical and historical

data from a few government associations, public sources, webinar and seminar transcripts, journals, conferences, and events.

Reasons to buy this report:

The report will help the market leaders/new entrants with information on the closest approximations of the revenue numbers for the overall system integration services market and the subsegments. This report will help stakeholders understand the competitive landscape and gain more insights to position their businesses better and plan suitable go-to-market strategies. The report also helps stakeholders understand the market pulse and provides information on key market drivers, restraints, challenges, and opportunities. The report incorporates a critical section comprising the company profiles in the market, in which it has exhaustively evaluated the vendors in terms of product portfolio offerings and business strategies followed; this will give a holistic view of the current standing of the key players in the market and the ongoing developments encompassing partnerships, agreements, collaborations, mergers and acquisitions, joint ventures, new product or service launches, and business expansions. This evaluation will help the buyers understand how the major vendors are achieving service differentiation, and buyers can understand the need gap analysis for the existing services and new services needed to cater to these newly developed solutions for this market. The report can help the buyers to understand significant benefits as well as driving factors that are becoming key growth drivers of the development of buyers in these services.

The report provides insights on the following pointers.

Analysis of key drivers (rising demand for robust IT infrastructure, increasing internet and IoT expansion), restraints (increase in regulations, concerns over privacy), opportunities (AI/ML implementation), and challenges (lack of skills and expertise, integration issues) influencing the growth of the system integration services market

Product Development/Innovation: Detailed insights on upcoming technologies, research & development activities, and new product & service launches in the system integration services market

Market Development: Comprehensive information about lucrative markets – the report analyses the system integration services market across varied regions.

Market Diversification: Exhaustive information about new products & services, untapped geographies, recent developments, and investments in the system integration services market

Competitive Assessment: In-depth assessment of market shares, growth strategies, and service offerings of leading players, like include Accenture (Ireland), Capgemini (France), Cisco (US), HCLTech (India), HPE (US), IBM (US), Oracle (US), Infosys (India), Atos (France), Microsoft (US), Deloitte (UK), TCS (India), Wipro (India), Cognizant (US), DXC Technology (US), Dell (US), Fujitsu (Japan), Aspire Systems (India), CGI (Canada), Itransition (US), Celigo (US), 3Insys (US), Work Horse Integrations (US), DocInfusion (India), Flowgear (South Africa), Jitterbit (US), SnapLogic (US), Tray.io (US), and Workato (US) in the system integration services market. The report also helps stakeholders understand the competitive analysis of these market players.

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Details on Business Overview, Products/Solutions/Services Offered, Recent Developments, MnM view (Key strengths/Right to win, Strategic choices made, Weakness/competitive threats) might not be captured in case of unlisted companies.

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