# Global and Taiwanese IT Software Service Industry, 2021 and Beyond

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## Abstracts

Compared to 2019, several detrimental factors like the COVID-19 outbreak and the China-U.S. trade war led to a severe global economic recession in 2020. Ongoing pandemic and trade tensions have continued affecting the global IT software service market in 2021 as some enterprises have reduced and/or postponed their IT investment. However, some enterprises in the industry have been benefited from the increasing demand for remote offices, cloud services, and information security during the pandemic. Rising market demand for applications such as digital transformation, 5G, and artificial intelligence (AI) is estimated to continue driving the growth in shipment value of the industry in the next few years. This report provides an overview of the global and Taiwanese IT software service market development and examines four major sectors of the IT software service industry: system integration, information outsourcing, cloud service, and information security; looks into three highlighted topics in AI, information security, and customer relationship management (CRM) software and examines future development of the IT software service industry.

# Contents

## 1. GLOBAL IT SOFTWARE SERVICE MARKET DEVELOPMENT OVERVIEW

1.1 System Integration
1.2 Information Outsourcing
1.3 Cloud Service
1.4 Information Security

## 2. TAIWANESE IT SOFTWARE SERVICE MARKET DEVELOPMENT OVERVIEW

2.1 System Integration
2.2 Information Outsourcing
2.3 Cloud Service
2.4 Information Security

## 3. HIGHLIGHTED TOPICS

3.1 Artificial Intelligence
3.2 Information Security
3.3 Customer Relationship Management (CRM) Software

## 4. FUTURE OUTLOOK

List of Companies

# List Of Figures

**LIST OF FIGURES**

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