

# **AI Enabled Customer Relationship Management (CRM) and IoT Enabled Enterprise Resource Planning (ERP) Market Outlook and Forecasts 2017 - 2022**

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## **Abstracts**

### **OVERVIEW:**

There are two powerful technologies transforming internal enterprise processes as well as external customer-facing business processes. These technologies are Internet of Things (IoT) enabled Enterprise Resource Planning (ERP) and Artificial Intelligence (AI) enabled Chatbots respectively. IoT software and systems are transforming ERP solutions through significantly enhanced abilities to connect people, processes, data, and things in one repository. Chatbots represent an advanced technology for automated Customer Relationship Management (CRM) solutions.

This research evaluates key ERP vendors and their IoT initiatives, the transition from traditional ERP to IoT enabled ERP, and the impact of IoT enabled ERP on enterprise as a whole. This research also provides an in-depth assessment of the AI enabled Chatbots market including Chatbot companies strategic initiatives, Chatbot CRM solutions, applications, and services. It also evaluates current Chatbot developments and role of Machine Learning and other AI technologies.

The research includes Global and Regional forecasts for IoT enabled ERP software and services as well as Chatbot forecasts for the period 2017 – 2022. All purchases of Mind Commerce reports include time with an expert analyst who will help you link key findings in the report to the business issues you're addressing. This needs to be used within three months of purchasing the report.

### **SELECT REPORT FINDINGS:**

Chatbots are moving aggressively beyond CRM in leading industry verticals

Stand-alone Chatbots are expected to contribute 40% of the market by 2022

Consumer Chatbot applications will continue to lead the market through 2022 with \$744M in revenue

There will be an incremental \$49.9 billion market opportunity for IoT ERP software and services by 2022

About 50% of the global small, mid-sized, and large enterprises will deploy some kind of IoT enabled ERP by 2022

Virtually all enterprise functions will require significant transformation to prepare for and maintain IoT enabled ERP

## **TARGET AUDIENCE:**

Network operators

IoT solution providers

ERP solution providers

Next generation UI companies

Artificial Intelligence companies

Systems integration companies

Cloud and AI solution providers

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