

# **Covid-19 Impact on Global IT Ticketing Systems Market Size, Status and Forecast 2020-2026**

<https://marketpublishers.com/r/CDD18550EDF6EN.html>

Date: June 2020

Pages: 125

Price: US\$ 3,900.00 (Single User License)

ID: CDD18550EDF6EN

## **Abstracts**

This report focuses on the global IT Ticketing Systems status, future forecast, growth opportunity, key market and key players. The study objectives are to present the IT Ticketing Systems development in North America, Europe, China, Japan, Southeast Asia, India and Central & South America.

The key players covered in this study

HubSpot

Samanage

HappyFox

Jira Service

Mojo IT

Freshservice

Zendesk

Vision Helpdesk

Zoho

ServiceDesk

Jitbit

Freshservice

Bitrix24

SysAid

HarmonyPSA

Shape

Claritysoft

WowDesk

Infor

Market segment by Type, the product can be split into

On-Premise

Cloud-Based

Market segment by Application, split into

SMEs

Large Enterprises

Market segment by Regions/Countries, this report covers

North America

Europe

China

Japan

Southeast Asia

India

Central & South America

The study objectives of this report are:

To analyze global IT Ticketing Systems status, future forecast, growth opportunity, key market and key players.

To present the IT Ticketing Systems development in North America, Europe, China, Japan, Southeast Asia, India and Central & South America.

To strategically profile the key players and comprehensively analyze their development plan and strategies.

To define, describe and forecast the market by type, market and key regions.

In this study, the years considered to estimate the market size of IT Ticketing Systems are as follows:

History Year: 2015-2019

Base Year: 2019

Estimated Year: 2020

Forecast Year 2020 to 2026

For the data information by region, company, type and application, 2019 is considered as the base year. Whenever data information was unavailable for the base year, the

prior year has been considered.

## Contents

### 1 REPORT OVERVIEW

- 1.1 Study Scope
- 1.2 Key Market Segments
- 1.3 Players Covered: Ranking by IT Ticketing Systems Revenue
- 1.4 Market Analysis by Type
  - 1.4.1 Global IT Ticketing Systems Market Size Growth Rate by Type: 2020 VS 2026
  - 1.4.2 On-Premise
  - 1.4.3 Cloud-Based
- 1.5 Market by Application
  - 1.5.1 Global IT Ticketing Systems Market Share by Application: 2020 VS 2026
  - 1.5.2 SMEs
  - 1.5.3 Large Enterprises
- 1.6 Coronavirus Disease 2019 (Covid-19): IT Ticketing Systems Industry Impact
  - 1.6.1 How the Covid-19 is Affecting the IT Ticketing Systems Industry
    - 1.6.1.1 IT Ticketing Systems Business Impact Assessment - Covid-19
    - 1.6.1.2 Supply Chain Challenges
    - 1.6.1.3 COVID-19's Impact On Crude Oil and Refined Products
  - 1.6.2 Market Trends and IT Ticketing Systems Potential Opportunities in the COVID-19 Landscape
  - 1.6.3 Measures / Proposal against Covid-19
    - 1.6.3.1 Government Measures to Combat Covid-19 Impact
    - 1.6.3.2 Proposal for IT Ticketing Systems Players to Combat Covid-19 Impact
- 1.7 Study Objectives
- 1.8 Years Considered

### 2 GLOBAL GROWTH TRENDS BY REGIONS

- 2.1 IT Ticketing Systems Market Perspective (2015-2026)
- 2.2 IT Ticketing Systems Growth Trends by Regions
  - 2.2.1 IT Ticketing Systems Market Size by Regions: 2015 VS 2020 VS 2026
  - 2.2.2 IT Ticketing Systems Historic Market Share by Regions (2015-2020)
  - 2.2.3 IT Ticketing Systems Forecasted Market Size by Regions (2021-2026)
- 2.3 Industry Trends and Growth Strategy
  - 2.3.1 Market Top Trends
  - 2.3.2 Market Drivers
  - 2.3.3 Market Challenges

- 2.3.4 Porter's Five Forces Analysis
- 2.3.5 IT Ticketing Systems Market Growth Strategy
- 2.3.6 Primary Interviews with Key IT Ticketing Systems Players (Opinion Leaders)

### **3 COMPETITION LANDSCAPE BY KEY PLAYERS**

- 3.1 Global Top IT Ticketing Systems Players by Market Size
  - 3.1.1 Global Top IT Ticketing Systems Players by Revenue (2015-2020)
  - 3.1.2 Global IT Ticketing Systems Revenue Market Share by Players (2015-2020)
  - 3.1.3 Global IT Ticketing Systems Market Share by Company Type (Tier 1, Tier 2 and Tier 3)
- 3.2 Global IT Ticketing Systems Market Concentration Ratio
  - 3.2.1 Global IT Ticketing Systems Market Concentration Ratio (CR5 and HHI)
  - 3.2.2 Global Top 10 and Top 5 Companies by IT Ticketing Systems Revenue in 2019
- 3.3 IT Ticketing Systems Key Players Head office and Area Served
- 3.4 Key Players IT Ticketing Systems Product Solution and Service
- 3.5 Date of Enter into IT Ticketing Systems Market
- 3.6 Mergers & Acquisitions, Expansion Plans

### **4 BREAKDOWN DATA BY TYPE (2015-2026)**

- 4.1 Global IT Ticketing Systems Historic Market Size by Type (2015-2020)
- 4.2 Global IT Ticketing Systems Forecasted Market Size by Type (2021-2026)

### **5 IT TICKETING SYSTEMS BREAKDOWN DATA BY APPLICATION (2015-2026)**

- 5.1 Global IT Ticketing Systems Market Size by Application (2015-2020)
- 5.2 Global IT Ticketing Systems Forecasted Market Size by Application (2021-2026)

### **6 NORTH AMERICA**

- 6.1 North America IT Ticketing Systems Market Size (2015-2020)
- 6.2 IT Ticketing Systems Key Players in North America (2019-2020)
- 6.3 North America IT Ticketing Systems Market Size by Type (2015-2020)
- 6.4 North America IT Ticketing Systems Market Size by Application (2015-2020)

### **7 EUROPE**

- 7.1 Europe IT Ticketing Systems Market Size (2015-2020)

- 7.2 IT Ticketing Systems Key Players in Europe (2019-2020)
- 7.3 Europe IT Ticketing Systems Market Size by Type (2015-2020)
- 7.4 Europe IT Ticketing Systems Market Size by Application (2015-2020)

## **8 CHINA**

- 8.1 China IT Ticketing Systems Market Size (2015-2020)
- 8.2 IT Ticketing Systems Key Players in China (2019-2020)
- 8.3 China IT Ticketing Systems Market Size by Type (2015-2020)
- 8.4 China IT Ticketing Systems Market Size by Application (2015-2020)

## **9 JAPAN**

- 9.1 Japan IT Ticketing Systems Market Size (2015-2020)
- 9.2 IT Ticketing Systems Key Players in Japan (2019-2020)
- 9.3 Japan IT Ticketing Systems Market Size by Type (2015-2020)
- 9.4 Japan IT Ticketing Systems Market Size by Application (2015-2020)

## **10 SOUTHEAST ASIA**

- 10.1 Southeast Asia IT Ticketing Systems Market Size (2015-2020)
- 10.2 IT Ticketing Systems Key Players in Southeast Asia (2019-2020)
- 10.3 Southeast Asia IT Ticketing Systems Market Size by Type (2015-2020)
- 10.4 Southeast Asia IT Ticketing Systems Market Size by Application (2015-2020)

## **11 INDIA**

- 11.1 India IT Ticketing Systems Market Size (2015-2020)
- 11.2 IT Ticketing Systems Key Players in India (2019-2020)
- 11.3 India IT Ticketing Systems Market Size by Type (2015-2020)
- 11.4 India IT Ticketing Systems Market Size by Application (2015-2020)

## **12 CENTRAL & SOUTH AMERICA**

- 12.1 Central & South America IT Ticketing Systems Market Size (2015-2020)
- 12.2 IT Ticketing Systems Key Players in Central & South America (2019-2020)
- 12.3 Central & South America IT Ticketing Systems Market Size by Type (2015-2020)
- 12.4 Central & South America IT Ticketing Systems Market Size by Application (2015-2020)

## **13 KEY PLAYERS PROFILES**

### **13.1 HubSpot**

- 13.1.1 HubSpot Company Details
- 13.1.2 HubSpot Business Overview and Its Total Revenue
- 13.1.3 HubSpot IT Ticketing Systems Introduction
- 13.1.4 HubSpot Revenue in IT Ticketing Systems Business (2015-2020))
- 13.1.5 HubSpot Recent Development

### **13.2 Samanage**

- 13.2.1 Samanage Company Details
- 13.2.2 Samanage Business Overview and Its Total Revenue
- 13.2.3 Samanage IT Ticketing Systems Introduction
- 13.2.4 Samanage Revenue in IT Ticketing Systems Business (2015-2020)
- 13.2.5 Samanage Recent Development

### **13.3 HappyFox**

- 13.3.1 HappyFox Company Details
- 13.3.2 HappyFox Business Overview and Its Total Revenue
- 13.3.3 HappyFox IT Ticketing Systems Introduction
- 13.3.4 HappyFox Revenue in IT Ticketing Systems Business (2015-2020)
- 13.3.5 HappyFox Recent Development

### **13.4 Jira Service**

- 13.4.1 Jira Service Company Details
- 13.4.2 Jira Service Business Overview and Its Total Revenue
- 13.4.3 Jira Service IT Ticketing Systems Introduction
- 13.4.4 Jira Service Revenue in IT Ticketing Systems Business (2015-2020)
- 13.4.5 Jira Service Recent Development

### **13.5 Mojo IT**

- 13.5.1 Mojo IT Company Details
- 13.5.2 Mojo IT Business Overview and Its Total Revenue
- 13.5.3 Mojo IT IT Ticketing Systems Introduction
- 13.5.4 Mojo IT Revenue in IT Ticketing Systems Business (2015-2020)
- 13.5.5 Mojo IT Recent Development

### **13.6 Freshservice**

- 13.6.1 Freshservice Company Details
- 13.6.2 Freshservice Business Overview and Its Total Revenue
- 13.6.3 Freshservice IT Ticketing Systems Introduction
- 13.6.4 Freshservice Revenue in IT Ticketing Systems Business (2015-2020)
- 13.6.5 Freshservice Recent Development



## 13.7 Zendesk

13.7.1 Zendesk Company Details

13.7.2 Zendesk Business Overview and Its Total Revenue

13.7.3 Zendesk IT Ticketing Systems Introduction

13.7.4 Zendesk Revenue in IT Ticketing Systems Business (2015-2020)

13.7.5 Zendesk Recent Development

## 13.8 Vision Helpdesk

13.8.1 Vision Helpdesk Company Details

13.8.2 Vision Helpdesk Business Overview and Its Total Revenue

13.8.3 Vision Helpdesk IT Ticketing Systems Introduction

13.8.4 Vision Helpdesk Revenue in IT Ticketing Systems Business (2015-2020)

13.8.5 Vision Helpdesk Recent Development

## 13.9 Zoho

13.9.1 Zoho Company Details

13.9.2 Zoho Business Overview and Its Total Revenue

13.9.3 Zoho IT Ticketing Systems Introduction

13.9.4 Zoho Revenue in IT Ticketing Systems Business (2015-2020)

13.9.5 Zoho Recent Development

## 13.10 ServiceDesk

13.10.1 ServiceDesk Company Details

13.10.2 ServiceDesk Business Overview and Its Total Revenue

13.10.3 ServiceDesk IT Ticketing Systems Introduction

13.10.4 ServiceDesk Revenue in IT Ticketing Systems Business (2015-2020)

13.10.5 ServiceDesk Recent Development

## 13.11 Jitbit

10.11.1 Jitbit Company Details

10.11.2 Jitbit Business Overview and Its Total Revenue

10.11.3 Jitbit IT Ticketing Systems Introduction

10.11.4 Jitbit Revenue in IT Ticketing Systems Business (2015-2020)

10.11.5 Jitbit Recent Development

## 13.12 Freshservice

10.12.1 Freshservice Company Details

10.12.2 Freshservice Business Overview and Its Total Revenue

10.12.3 Freshservice IT Ticketing Systems Introduction

10.12.4 Freshservice Revenue in IT Ticketing Systems Business (2015-2020)

10.12.5 Freshservice Recent Development

## 13.13 Bitrix24

10.13.1 Bitrix24 Company Details

10.13.2 Bitrix24 Business Overview and Its Total Revenue

- 10.13.3 Bitrix24 IT Ticketing Systems Introduction
- 10.13.4 Bitrix24 Revenue in IT Ticketing Systems Business (2015-2020)
- 10.13.5 Bitrix24 Recent Development
- 13.14 SysAid
  - 10.14.1 SysAid Company Details
  - 10.14.2 SysAid Business Overview and Its Total Revenue
  - 10.14.3 SysAid IT Ticketing Systems Introduction
  - 10.14.4 SysAid Revenue in IT Ticketing Systems Business (2015-2020)
  - 10.14.5 SysAid Recent Development
- 13.15 HarmonyPSA
  - 10.15.1 HarmonyPSA Company Details
  - 10.15.2 HarmonyPSA Business Overview and Its Total Revenue
  - 10.15.3 HarmonyPSA IT Ticketing Systems Introduction
  - 10.15.4 HarmonyPSA Revenue in IT Ticketing Systems Business (2015-2020)
  - 10.15.5 HarmonyPSA Recent Development
- 13.16 Shape
  - 10.16.1 Shape Company Details
  - 10.16.2 Shape Business Overview and Its Total Revenue
  - 10.16.3 Shape IT Ticketing Systems Introduction
  - 10.16.4 Shape Revenue in IT Ticketing Systems Business (2015-2020)
  - 10.16.5 Shape Recent Development
- 13.17 Claritysoft
  - 10.17.1 Claritysoft Company Details
  - 10.17.2 Claritysoft Business Overview and Its Total Revenue
  - 10.17.3 Claritysoft IT Ticketing Systems Introduction
  - 10.17.4 Claritysoft Revenue in IT Ticketing Systems Business (2015-2020)
  - 10.17.5 Claritysoft Recent Development
- 13.18 WowDesk
  - 10.18.1 WowDesk Company Details
  - 10.18.2 WowDesk Business Overview and Its Total Revenue
  - 10.18.3 WowDesk IT Ticketing Systems Introduction
  - 10.18.4 WowDesk Revenue in IT Ticketing Systems Business (2015-2020)
  - 10.18.5 WowDesk Recent Development
- 13.19 Infor
  - 10.19.1 Infor Company Details
  - 10.19.2 Infor Business Overview and Its Total Revenue
  - 10.19.3 Infor IT Ticketing Systems Introduction
  - 10.19.4 Infor Revenue in IT Ticketing Systems Business (2015-2020)
  - 10.19.5 Infor Recent Development

## **14 ANALYST'S VIEWPOINTS/CONCLUSIONS**

## **15 APPENDIX**

### 15.1 Research Methodology

#### 15.1.1 Methodology/Research Approach

#### 15.1.2 Data Source

### 15.2 Disclaimer

### 15.3 Author Details

## List Of Tables

### LIST OF TABLES

- Table 1. IT Ticketing Systems Key Market Segments
- Table 2. Key Players Covered: Ranking by IT Ticketing Systems Revenue
- Table 3. Ranking of Global Top IT Ticketing Systems Manufacturers by Revenue (US\$ Million) in 2019
- Table 4. Global IT Ticketing Systems Market Size Growth Rate by Type (US\$ Million): 2020 VS 2026
- Table 5. Key Players of On-Premise
- Table 6. Key Players of Cloud-Based
- Table 7. COVID-19 Impact Global Market: (Four IT Ticketing Systems Market Size Forecast Scenarios)
- Table 8. Opportunities and Trends for IT Ticketing Systems Players in the COVID-19 Landscape
- Table 9. Present Opportunities in China & Elsewhere Due to the Coronavirus Crisis
- Table 10. Key Regions/Countries Measures against Covid-19 Impact
- Table 11. Proposal for IT Ticketing Systems Players to Combat Covid-19 Impact
- Table 12. Global IT Ticketing Systems Market Size Growth by Application (US\$ Million): 2020 VS 2026
- Table 13. Global IT Ticketing Systems Market Size by Regions (US\$ Million): 2020 VS 2026
- Table 14. Global IT Ticketing Systems Market Size by Regions (2015-2020) (US\$ Million)
- Table 15. Global IT Ticketing Systems Market Share by Regions (2015-2020)
- Table 16. Global IT Ticketing Systems Forecasted Market Size by Regions (2021-2026) (US\$ Million)
- Table 17. Global IT Ticketing Systems Market Share by Regions (2021-2026)
- Table 18. Market Top Trends
- Table 19. Key Drivers: Impact Analysis
- Table 20. Key Challenges
- Table 21. IT Ticketing Systems Market Growth Strategy
- Table 22. Main Points Interviewed from Key IT Ticketing Systems Players
- Table 23. Global IT Ticketing Systems Revenue by Players (2015-2020) (Million US\$)
- Table 24. Global IT Ticketing Systems Market Share by Players (2015-2020)
- Table 25. Global Top IT Ticketing Systems Players by Company Type (Tier 1, Tier 2 and Tier 3) (based on the Revenue in IT Ticketing Systems as of 2019)
- Table 26. Global IT Ticketing Systems by Players Market Concentration Ratio (CR5 and

HHI)

Table 27. Key Players Headquarters and Area Served

Table 28. Key Players IT Ticketing Systems Product Solution and Service

Table 29. Date of Enter into IT Ticketing Systems Market

Table 30. Mergers & Acquisitions, Expansion Plans

Table 31. Global IT Ticketing Systems Market Size by Type (2015-2020) (Million US\$)

Table 32. Global IT Ticketing Systems Market Size Share by Type (2015-2020)

Table 33. Global IT Ticketing Systems Revenue Market Share by Type (2021-2026)

Table 34. Global IT Ticketing Systems Market Size Share by Application (2015-2020)

Table 35. Global IT Ticketing Systems Market Size by Application (2015-2020) (Million US\$)

Table 36. Global IT Ticketing Systems Market Size Share by Application (2021-2026)

Table 37. North America Key Players IT Ticketing Systems Revenue (2019-2020) (Million US\$)

Table 38. North America Key Players IT Ticketing Systems Market Share (2019-2020)

Table 39. North America IT Ticketing Systems Market Size by Type (2015-2020) (Million US\$)

Table 40. North America IT Ticketing Systems Market Share by Type (2015-2020)

Table 41. North America IT Ticketing Systems Market Size by Application (2015-2020) (Million US\$)

Table 42. North America IT Ticketing Systems Market Share by Application (2015-2020)

Table 43. Europe Key Players IT Ticketing Systems Revenue (2019-2020) (Million US\$)

Table 44. Europe Key Players IT Ticketing Systems Market Share (2019-2020)

Table 45. Europe IT Ticketing Systems Market Size by Type (2015-2020) (Million US\$)

Table 46. Europe IT Ticketing Systems Market Share by Type (2015-2020)

Table 47. Europe IT Ticketing Systems Market Size by Application (2015-2020) (Million US\$)

Table 48. Europe IT Ticketing Systems Market Share by Application (2015-2020)

Table 49. China Key Players IT Ticketing Systems Revenue (2019-2020) (Million US\$)

Table 50. China Key Players IT Ticketing Systems Market Share (2019-2020)

Table 51. China IT Ticketing Systems Market Size by Type (2015-2020) (Million US\$)

Table 52. China IT Ticketing Systems Market Share by Type (2015-2020)

Table 53. China IT Ticketing Systems Market Size by Application (2015-2020) (Million US\$)

Table 54. China IT Ticketing Systems Market Share by Application (2015-2020)

Table 55. Japan Key Players IT Ticketing Systems Revenue (2019-2020) (Million US\$)

Table 56. Japan Key Players IT Ticketing Systems Market Share (2019-2020)

Table 57. Japan IT Ticketing Systems Market Size by Type (2015-2020) (Million US\$)

Table 58. Japan IT Ticketing Systems Market Share by Type (2015-2020)

Table 59. Japan IT Ticketing Systems Market Size by Application (2015-2020) (Million US\$)

Table 60. Japan IT Ticketing Systems Market Share by Application (2015-2020)

Table 61. Southeast Asia Key Players IT Ticketing Systems Revenue (2019-2020) (Million US\$)

Table 62. Southeast Asia Key Players IT Ticketing Systems Market Share (2019-2020)

Table 63. Southeast Asia IT Ticketing Systems Market Size by Type (2015-2020) (Million US\$)

Table 64. Southeast Asia IT Ticketing Systems Market Share by Type (2015-2020)

Table 65. Southeast Asia IT Ticketing Systems Market Size by Application (2015-2020) (Million US\$)

Table 66. Southeast Asia IT Ticketing Systems Market Share by Application (2015-2020)

Table 67. India Key Players IT Ticketing Systems Revenue (2019-2020) (Million US\$)

Table 68. India Key Players IT Ticketing Systems Market Share (2019-2020)

Table 69. India IT Ticketing Systems Market Size by Type (2015-2020) (Million US\$)

Table 70. India IT Ticketing Systems Market Share by Type (2015-2020)

Table 71. India IT Ticketing Systems Market Size by Application (2015-2020) (Million US\$)

Table 72. India IT Ticketing Systems Market Share by Application (2015-2020)

Table 73. Central & South America Key Players IT Ticketing Systems Revenue (2019-2020) (Million US\$)

Table 74. Central & South America Key Players IT Ticketing Systems Market Share (2019-2020)

Table 75. Central & South America IT Ticketing Systems Market Size by Type (2015-2020) (Million US\$)

Table 76. Central & South America IT Ticketing Systems Market Share by Type (2015-2020)

Table 77. Central & South America IT Ticketing Systems Market Size by Application (2015-2020) (Million US\$)

Table 78. Central & South America IT Ticketing Systems Market Share by Application (2015-2020)

Table 79. HubSpot Company Details

Table 80. HubSpot Business Overview

Table 81. HubSpot Product

Table 82. HubSpot Revenue in IT Ticketing Systems Business (2015-2020) (Million US\$)

Table 83. HubSpot Recent Development

Table 84. Samanage Company Details

Table 85. Samanage Business Overview

Table 86. Samanage Product

Table 87. Samanage Revenue in IT Ticketing Systems Business (2015-2020) (Million US\$)

Table 88. Samanage Recent Development

Table 89. HappyFox Company Details

Table 90. HappyFox Business Overview

Table 91. HappyFox Product

Table 92. HappyFox Revenue in IT Ticketing Systems Business (2015-2020) (Million US\$)

Table 93. HappyFox Recent Development

Table 94. Jira Service Company Details

Table 95. Jira Service Business Overview

Table 96. Jira Service Product

Table 97. Jira Service Revenue in IT Ticketing Systems Business (2015-2020) (Million US\$)

Table 98. Jira Service Recent Development

Table 99. Mojo IT Company Details

Table 100. Mojo IT Business Overview

Table 101. Mojo IT Product

Table 102. Mojo IT Revenue in IT Ticketing Systems Business (2015-2020) (Million US\$)

Table 103. Mojo IT Recent Development

Table 104. Freshservice Company Details

Table 105. Freshservice Business Overview

Table 106. Freshservice Product

Table 107. Freshservice Revenue in IT Ticketing Systems Business (2015-2020) (Million US\$)

Table 108. Freshservice Recent Development

Table 109. Zendesk Company Details

Table 110. Zendesk Business Overview

Table 111. Zendesk Product

Table 112. Zendesk Revenue in IT Ticketing Systems Business (2015-2020) (Million US\$)

Table 113. Zendesk Recent Development

Table 114. Vision Helpdesk Business Overview

Table 115. Vision Helpdesk Product

Table 116. Vision Helpdesk Company Details

Table 117. Vision Helpdesk Revenue in IT Ticketing Systems Business (2015-2020)

(Million US\$)

Table 118. Vision Helpdesk Recent Development

Table 119. Zoho Company Details

Table 120. Zoho Business Overview

Table 121. Zoho Product

Table 122. Zoho Revenue in IT Ticketing Systems Business (2015-2020) (Million US\$)

Table 123. Zoho Recent Development

Table 124. ServiceDesk Company Details

Table 125. ServiceDesk Business Overview

Table 126. ServiceDesk Product

Table 127. ServiceDesk Revenue in IT Ticketing Systems Business (2015-2020)

(Million US\$)

Table 128. ServiceDesk Recent Development

Table 129. Jitbit Company Details

Table 130. Jitbit Business Overview

Table 131. Jitbit Product

Table 132. Jitbit Revenue in IT Ticketing Systems Business (2015-2020) (Million US\$)

Table 133. Jitbit Recent Development

Table 134. Freshservice Company Details

Table 135. Freshservice Business Overview

Table 136. Freshservice Product

Table 137. Freshservice Revenue in IT Ticketing Systems Business (2015-2020)

(Million US\$)

Table 138. Freshservice Recent Development

Table 139. Bitrix24 Company Details

Table 140. Bitrix24 Business Overview

Table 141. Bitrix24 Product

Table 142. Bitrix24 Revenue in IT Ticketing Systems Business (2015-2020) (Million US\$)

Table 143. Bitrix24 Recent Development

Table 144. SysAid Company Details

Table 145. SysAid Business Overview

Table 146. SysAid Product

Table 147. SysAid Revenue in IT Ticketing Systems Business (2015-2020) (Million US\$)

Table 148. SysAid Recent Development

Table 149. HarmonyPSA Company Details

Table 150. HarmonyPSA Business Overview

Table 151. HarmonyPSA Product



Table 152. HarmonyPSA Revenue in IT Ticketing Systems Business (2015-2020)  
(Million US\$)

Table 153. HarmonyPSA Recent Development

Table 154. Shape Company Details

Table 155. Shape Business Overview

Table 156. Shape Product

Table 157. Shape Revenue in IT Ticketing Systems Business (2015-2020) (Million US\$)

Table 158. Shape Recent Development

Table 159. Claritysoft Company Details

Table 160. Claritysoft Business Overview

Table 161. Claritysoft Product

Table 162. Claritysoft Revenue in IT Ticketing Systems Business (2015-2020) (Million US\$)

Table 163. Claritysoft Recent Development

Table 164. WowDesk Company Details

Table 165. WowDesk Business Overview

Table 166. WowDesk Product

Table 167. WowDesk Revenue in IT Ticketing Systems Business (2015-2020) (Million US\$)

Table 168. WowDesk Recent Development

Table 169. Infor Company Details

Table 170. Infor Business Overview

Table 171. Infor Product

Table 172. Infor Revenue in IT Ticketing Systems Business (2015-2020) (Million US\$)

Table 173. Infor Recent Development

Table 174. Research Programs/Design for This Report

Table 175. Key Data Information from Secondary Sources

Table 176. Key Data Information from Primary Sources

## List Of Figures

### LIST OF FIGURES

- Figure 1. Global IT Ticketing Systems Market Share by Type: 2020 VS 2026
- Figure 2. On-Premise Features
- Figure 3. Cloud-Based Features
- Figure 4. Global IT Ticketing Systems Market Share by Application: 2020 VS 2026
- Figure 5. SMEs Case Studies
- Figure 6. Large Enterprises Case Studies
- Figure 7. IT Ticketing Systems Report Years Considered
- Figure 8. Global IT Ticketing Systems Market Size YoY Growth 2015-2026 (US\$ Million)
- Figure 9. Global IT Ticketing Systems Market Share by Regions: 2020 VS 2026
- Figure 10. Global IT Ticketing Systems Market Share by Regions (2021-2026)
- Figure 11. Porter's Five Forces Analysis
- Figure 12. Global IT Ticketing Systems Market Share by Players in 2019
- Figure 13. Global Top IT Ticketing Systems Players by Company Type (Tier 1, Tier 2 and Tier 3) (based on the Revenue in IT Ticketing Systems as of 2019)
- Figure 14. The Top 10 and 5 Players Market Share by IT Ticketing Systems Revenue in 2019
- Figure 15. North America IT Ticketing Systems Market Size YoY Growth (2015-2020) (Million US\$)
- Figure 16. Europe IT Ticketing Systems Market Size YoY Growth (2015-2020) (Million US\$)
- Figure 17. China IT Ticketing Systems Market Size YoY Growth (2015-2020) (Million US\$)
- Figure 18. Japan IT Ticketing Systems Market Size YoY Growth (2015-2020) (Million US\$)
- Figure 19. Southeast Asia IT Ticketing Systems Market Size YoY Growth (2015-2020) (Million US\$)
- Figure 20. India IT Ticketing Systems Market Size YoY Growth (2015-2020) (Million US\$)
- Figure 21. Central & South America IT Ticketing Systems Market Size YoY Growth (2015-2020) (Million US\$)
- Figure 22. HubSpot Total Revenue (US\$ Million): 2019 Compared with 2018
- Figure 23. HubSpot Revenue Growth Rate in IT Ticketing Systems Business (2015-2020)
- Figure 24. Samanage Total Revenue (US\$ Million): 2019 Compared with 2018
- Figure 25. Samanage Revenue Growth Rate in IT Ticketing Systems Business

(2015-2020)

Figure 26. HappyFox Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 27. HappyFox Revenue Growth Rate in IT Ticketing Systems Business (2015-2020)

Figure 28. Jira Service Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 29. Jira Service Revenue Growth Rate in IT Ticketing Systems Business (2015-2020)

Figure 30. Mojo IT Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 31. Mojo IT Revenue Growth Rate in IT Ticketing Systems Business (2015-2020)

Figure 32. Freshservice Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 33. Freshservice Revenue Growth Rate in IT Ticketing Systems Business (2015-2020)

Figure 34. Zendesk Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 35. Zendesk Revenue Growth Rate in IT Ticketing Systems Business (2015-2020)

Figure 36. Vision Helpdesk Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 37. Vision Helpdesk Revenue Growth Rate in IT Ticketing Systems Business (2015-2020)

Figure 38. Zoho Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 39. Zoho Revenue Growth Rate in IT Ticketing Systems Business (2015-2020)

Figure 40. ServiceDesk Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 41. ServiceDesk Revenue Growth Rate in IT Ticketing Systems Business (2015-2020)

Figure 42. Jitbit Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 43. Jitbit Revenue Growth Rate in IT Ticketing Systems Business (2015-2020)

Figure 44. Freshservice Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 45. Freshservice Revenue Growth Rate in IT Ticketing Systems Business (2015-2020)

Figure 46. Bitrix24 Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 47. Bitrix24 Revenue Growth Rate in IT Ticketing Systems Business (2015-2020)

Figure 48. SysAid Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 49. SysAid Revenue Growth Rate in IT Ticketing Systems Business (2015-2020)

Figure 50. HarmonyPSA Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 51. HarmonyPSA Revenue Growth Rate in IT Ticketing Systems Business (2015-2020)

Figure 52. Shape Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 53. Shape Revenue Growth Rate in IT Ticketing Systems Business (2015-2020)

Figure 54. Claritysoft Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 55. Claritysoft Revenue Growth Rate in IT Ticketing Systems Business

(2015-2020)

Figure 56. WowDesk Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 57. WowDesk Revenue Growth Rate in IT Ticketing Systems Business

(2015-2020)

Figure 58. Infor Total Revenue (US\$ Million): 2019 Compared with 2018

Figure 59. Infor Revenue Growth Rate in IT Ticketing Systems Business (2015-2020)

Figure 60. Bottom-up and Top-down Approaches for This Report

Figure 61. Data Triangulation

Figure 62. Key Executives Interviewed

## I would like to order

Product name: Covid-19 Impact on Global IT Ticketing Systems Market Size, Status and Forecast 2020-2026

Product link: <https://marketpublishers.com/r/CDD18550EDF6EN.html>

Price: US\$ 3,900.00 (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/CDD18550EDF6EN.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

