+44 20 8123 2220
info@marketpublishers.com

# COVID-19 Impact on Global ITSM Tools Market Size, Status and Forecast 2020-2026

https://marketpublishers.com/r/CD2BAFB491DFEN.html
Date: August 2020
Pages: 125
Price: US$ 3,900.00 (Single User License)
ID: CD2BAFB491DFEN

## Abstracts

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

Freshworks

Vision Helpdesk

ManageEngine

SysAid Technologies

Wrike

OPGK RZESZOW

Harmony Business Systems

Zendesk

MHelpDesk

SolarWinds

+44 20 8123 2220
info@marketpublishers.com

Spiceworks

Salesforce

Atlassian

ConnectWise

Kayako

Cherwell Software

Accelo

Atera

LogMeIn

BMC

ITConcepts

Market segment by Type, the product can be split into

Basic(Under $19/Month)

Standard($19-99/Month)

Senior($99+/Month)

Market segment by Application, split into

Large Enterprises(1000+ Users)

Medium-Sized Enterprise(499-1000 Users)

Small Enterprises(1-499 Users)

+44 20 8123 2220
info@marketpublishers.com

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 ITSM Tools status, future forecast, growth opportunity, key market and key players.

To present the ITSM Tools 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 ITSM Tools are as follows:

History Year: 2015-2019

Base Year: 2019

+44 20 8123 2220
info@marketpublishers.com

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.

+44 20 8123 2220
info@marketpublishers.com

# Contents


## 1 REPORT OVERVIEW

1.1 Study Scope
1.2 Key Market Segments
1.3 Players Covered: Ranking by ITSM Tools Revenue
1.4 Market Analysis by Type
  1.4.1 Global ITSM Tools Market Size Growth Rate by Type: 2020 VS 2026
  1.4.2 Basic(Under $19/Month)
  1.4.3 Standard($19-99/Month)
  1.4.4 Senior($99+/Month)
1.5 Market by Application
  1.5.1 Global ITSM Tools Market Share by Application: 2020 VS 2026
  1.5.2 Large Enterprises(1000+ Users)
  1.5.3 Medium-Sized Enterprise(499-1000 Users)
  1.5.4 Small Enterprises(1-499 Users)
1.6 Coronavirus Disease 2019 (Covid-19): ITSM Tools Industry Impact
  1.6.1 How the Covid-19 is Affecting the ITSM Tools Industry
    1.6.1.1 ITSM Tools 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 ITSM Tools 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 ITSM Tools Players to Combat Covid-19 Impact
1.7 Study Objectives
1.8 Years Considered

## 2 GLOBAL GROWTH TRENDS BY REGIONS

2.1 ITSM Tools Market Perspective (2015-2026)
2.2 ITSM Tools Growth Trends by Regions
  2.2.1 ITSM Tools Market Size by Regions: 2015 VS 2020 VS 2026
  2.2.2 ITSM Tools Historic Market Share by Regions (2015-2020)
  2.2.3 ITSM Tools Forecasted Market Size by Regions (2021-2026)
2.3 Industry Trends and Growth Strategy
  2.3.1 Market Top Trends

+44 20 8123 2220
info@marketpublishers.com

2.3.2 Market Drivers
2.3.3 Market Challenges
2.3.4 Porter’s Five Forces Analysis
2.3.5 ITSM Tools Market Growth Strategy
2.3.6 Primary Interviews with Key ITSM Tools Players (Opinion Leaders)

**3 COMPETITION LANDSCAPE BY KEY PLAYERS**

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

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

4.1 Global ITSM Tools Historic Market Size by Type (2015-2020)
4.2 Global ITSM Tools Forecasted Market Size by Type (2021-2026)

**5 ITSM TOOLS BREAKDOWN DATA BY APPLICATION (2015-2026)**

5.1 Global ITSM Tools Market Size by Application (2015-2020)
5.2 Global ITSM Tools Forecasted Market Size by Application (2021-2026)

**6 NORTH AMERICA**

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

**7 EUROPE**

+44 20 8123 2220
info@marketpublishers.com

7.1 Europe ITSM Tools Market Size (2015-2020)
7.2 ITSM Tools Key Players in Europe (2019-2020)
7.3 Europe ITSM Tools Market Size by Type (2015-2020)
7.4 Europe ITSM Tools Market Size by Application (2015-2020)

**8 CHINA**

8.1 China ITSM Tools Market Size (2015-2020)
8.2 ITSM Tools Key Players in China (2019-2020)
8.3 China ITSM Tools Market Size by Type (2015-2020)
8.4 China ITSM Tools Market Size by Application (2015-2020)

**9 JAPAN**

9.1 Japan ITSM Tools Market Size (2015-2020)
9.2 ITSM Tools Key Players in Japan (2019-2020)
9.3 Japan ITSM Tools Market Size by Type (2015-2020)
9.4 Japan ITSM Tools Market Size by Application (2015-2020)

**10 SOUTHEAST ASIA**

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

**11 INDIA**

11.1 India ITSM Tools Market Size (2015-2020)
11.2 ITSM Tools Key Players in India (2019-2020)
11.3 India ITSM Tools Market Size by Type (2015-2020)
11.4 India ITSM Tools Market Size by Application (2015-2020)

**12 CENTRAL & SOUTH AMERICA**

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

+44 20 8123 2220
info@marketpublishers.com

## 13 KEY PLAYERS PROFILES

13.1 Freshworks
13.1.1 Freshworks Company Details
13.1.2 Freshworks Business Overview and Its Total Revenue
13.1.3 Freshworks ITSM Tools Introduction
13.1.4 Freshworks Revenue in ITSM Tools Business (2015-2020))
13.1.5 Freshworks Recent Development
13.2 Vision Helpdesk
13.2.1 Vision Helpdesk Company Details
13.2.2 Vision Helpdesk Business Overview and Its Total Revenue
13.2.3 Vision Helpdesk ITSM Tools Introduction
13.2.4 Vision Helpdesk Revenue in ITSM Tools Business (2015-2020)
13.2.5 Vision Helpdesk Recent Development
13.3 ManageEngine
13.3.1 ManageEngine Company Details
13.3.2 ManageEngine Business Overview and Its Total Revenue
13.3.3 ManageEngine ITSM Tools Introduction
13.3.4 ManageEngine Revenue in ITSM Tools Business (2015-2020)
13.3.5 ManageEngine Recent Development
13.4 SysAid Technologies
13.4.1 SysAid Technologies Company Details
13.4.2 SysAid Technologies Business Overview and Its Total Revenue
13.4.3 SysAid Technologies ITSM Tools Introduction
13.4.4 SysAid Technologies Revenue in ITSM Tools Business (2015-2020)
13.4.5 SysAid Technologies Recent Development
13.5 Wrike
13.5.1 Wrike Company Details
13.5.2 Wrike Business Overview and Its Total Revenue
13.5.3 Wrike ITSM Tools Introduction
13.5.4 Wrike Revenue in ITSM Tools Business (2015-2020)
13.5.5 Wrike Recent Development
13.6 OPGK RZESZOW
13.6.1 OPGK RZESZOW Company Details
13.6.2 OPGK RZESZOW Business Overview and Its Total Revenue
13.6.3 OPGK RZESZOW ITSM Tools Introduction
13.6.4 OPGK RZESZOW Revenue in ITSM Tools Business (2015-2020)
13.6.5 OPGK RZESZOW Recent Development

+44 20 8123 2220
info@marketpublishers.com

13.7 Harmony Business Systems
13.7.1 Harmony Business Systems Company Details
13.7.2 Harmony Business Systems Business Overview and Its Total Revenue
13.7.3 Harmony Business Systems ITSM Tools Introduction
13.7.4 Harmony Business Systems Revenue in ITSM Tools Business (2015-2020)
13.7.5 Harmony Business Systems Recent Development
13.8 Zendesk
13.8.1 Zendesk Company Details
13.8.2 Zendesk Business Overview and Its Total Revenue
13.8.3 Zendesk ITSM Tools Introduction
13.8.4 Zendesk Revenue in ITSM Tools Business (2015-2020)
13.8.5 Zendesk Recent Development
13.9 MHelpDesk
13.9.1 MHelpDesk Company Details
13.9.2 MHelpDesk Business Overview and Its Total Revenue
13.9.3 MHelpDesk ITSM Tools Introduction
13.9.4 MHelpDesk Revenue in ITSM Tools Business (2015-2020)
13.9.5 MHelpDesk Recent Development
13.10 SolarWinds
13.10.1 SolarWinds Company Details
13.10.2 SolarWinds Business Overview and Its Total Revenue
13.10.3 SolarWinds ITSM Tools Introduction
13.10.4 SolarWinds Revenue in ITSM Tools Business (2015-2020)
13.10.5 SolarWinds Recent Development
13.11 Spiceworks
10.11.1 Spiceworks Company Details
10.11.2 Spiceworks Business Overview and Its Total Revenue
10.11.3 Spiceworks ITSM Tools Introduction
10.11.4 Spiceworks Revenue in ITSM Tools Business (2015-2020)
10.11.5 Spiceworks Recent Development
13.12 Salesforce
10.12.1 Salesforce Company Details
10.12.2 Salesforce Business Overview and Its Total Revenue
10.12.3 Salesforce ITSM Tools Introduction
10.12.4 Salesforce Revenue in ITSM Tools Business (2015-2020)
10.12.5 Salesforce Recent Development
13.13 Atlassian
10.13.1 Atlassian Company Details
10.13.2 Atlassian Business Overview and Its Total Revenue

+44 20 8123 2220
info@marketpublishers.com

10.13.3 Atlassian ITSM Tools Introduction
10.13.4 Atlassian Revenue in ITSM Tools Business (2015-2020)
10.13.5 Atlassian Recent Development
13.14 ConnectWise
10.14.1 ConnectWise Company Details
10.14.2 ConnectWise Business Overview and Its Total Revenue
10.14.3 ConnectWise ITSM Tools Introduction
10.14.4 ConnectWise Revenue in ITSM Tools Business (2015-2020)
10.14.5 ConnectWise Recent Development
13.15 Kayako
10.15.1 Kayako Company Details
10.15.2 Kayako Business Overview and Its Total Revenue
10.15.3 Kayako ITSM Tools Introduction
10.15.4 Kayako Revenue in ITSM Tools Business (2015-2020)
10.15.5 Kayako Recent Development
13.16 Cherwell Software
10.16.1 Cherwell Software Company Details
10.16.2 Cherwell Software Business Overview and Its Total Revenue
10.16.3 Cherwell Software ITSM Tools Introduction
10.16.4 Cherwell Software Revenue in ITSM Tools Business (2015-2020)
10.16.5 Cherwell Software Recent Development
13.17 Accelo
10.17.1 Accelo Company Details
10.17.2 Accelo Business Overview and Its Total Revenue
10.17.3 Accelo ITSM Tools Introduction
10.17.4 Accelo Revenue in ITSM Tools Business (2015-2020)
10.17.5 Accelo Recent Development
13.18 Atera
10.18.1 Atera Company Details
10.18.2 Atera Business Overview and Its Total Revenue
10.18.3 Atera ITSM Tools Introduction
10.18.4 Atera Revenue in ITSM Tools Business (2015-2020)
10.18.5 Atera Recent Development
13.19 LogMeIn
10.19.1 LogMeIn Company Details
10.19.2 LogMeIn Business Overview and Its Total Revenue
10.19.3 LogMeIn ITSM Tools Introduction
10.19.4 LogMeIn Revenue in ITSM Tools Business (2015-2020)
10.19.5 LogMeIn Recent Development

+44 20 8123 2220
info@marketpublishers.com

13.20 BMC
10.20.1 BMC Company Details
10.20.2 BMC Business Overview and Its Total Revenue
10.20.3 BMC ITSM Tools Introduction
10.20.4 BMC Revenue in ITSM Tools Business (2015-2020)
10.20.5 BMC Recent Development
13.21 ITConcepts
10.21.1 ITConcepts Company Details
10.21.2 ITConcepts Business Overview and Its Total Revenue
10.21.3 ITConcepts ITSM Tools Introduction
10.21.4 ITConcepts Revenue in ITSM Tools Business (2015-2020)
10.21.5 ITConcepts 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

+44 20 8123 2220
info@marketpublishers.com

# List Of Tables

## LIST OF TABLES

Table 1. ITSM Tools Key Market Segments
Table 2. Key Players Covered: Ranking by ITSM Tools Revenue
Table 3. Ranking of Global Top ITSM Tools Manufacturers by Revenue (US$ Million) in 2019
Table 4. Global ITSM Tools Market Size Growth Rate by Type (US$ Million): 2020 VS 2026
Table 5. Key Players of Basic(Under $19/Month)
Table 6. Key Players of Standard($19-99/Month)
Table 7. Key Players of Senior($99+/Month)
Table 8. COVID-19 Impact Global Market: (Four ITSM Tools Market Size Forecast Scenarios)
Table 9. Opportunities and Trends for ITSM Tools Players in the COVID-19 Landscape
Table 10. Present Opportunities in China & Elsewhere Due to the Coronavirus Crisis
Table 11. Key Regions/Countries Measures against Covid-19 Impact
Table 12. Proposal for ITSM Tools Players to Combat Covid-19 Impact
Table 13. Global ITSM Tools Market Size Growth by Application (US$ Million): 2020 VS 2026
Table 14. Global ITSM Tools Market Size by Regions (US$ Million): 2020 VS 2026
Table 15. Global ITSM Tools Market Size by Regions (2015-2020) (US$ Million)
Table 16. Global ITSM Tools Market Share by Regions (2015-2020)
Table 17. Global ITSM Tools Forecasted Market Size by Regions (2021-2026) (US$ Million)
Table 18. Global ITSM Tools Market Share by Regions (2021-2026)
Table 19. Market Top Trends
Table 20. Key Drivers: Impact Analysis
Table 21. Key Challenges
Table 22. ITSM Tools Market Growth Strategy
Table 23. Main Points Interviewed from Key ITSM Tools Players
Table 24. Global ITSM Tools Revenue by Players (2015-2020) (Million US$)
Table 25. Global ITSM Tools Market Share by Players (2015-2020)
Table 26. Global Top ITSM Tools Players by Company Type (Tier 1, Tier 2 and Tier 3) (based on the Revenue in ITSM Tools as of 2019)
Table 27. Global ITSM Tools by Players Market Concentration Ratio (CR5 and HHI)
Table 28. Key Players Headquarters and Area Served
Table 29. Key Players ITSM Tools Product Solution and Service

+44 20 8123 2220
info@marketpublishers.com

Table 30. Date of Enter into ITSM Tools Market
Table 31. Mergers & Acquisitions, Expansion Plans
Table 32. Global ITSM Tools Market Size by Type (2015-2020) (Million US$)
Table 33. Global ITSM Tools Market Size Share by Type (2015-2020)
Table 34. Global ITSM Tools Revenue Market Share by Type (2021-2026)
Table 35. Global ITSM Tools Market Size Share by Application (2015-2020)
Table 36. Global ITSM Tools Market Size by Application (2015-2020) (Million US$)
Table 37. Global ITSM Tools Market Size Share by Application (2021-2026)
Table 38. North America Key Players ITSM Tools Revenue (2019-2020) (Million US$)
Table 39. North America Key Players ITSM Tools Market Share (2019-2020)
Table 40. North America ITSM Tools Market Size by Type (2015-2020) (Million US$)
Table 41. North America ITSM Tools Market Share by Type (2015-2020)
Table 42. North America ITSM Tools Market Size by Application (2015-2020) (Million US$)
Table 43. North America ITSM Tools Market Share by Application (2015-2020)
Table 44. Europe Key Players ITSM Tools Revenue (2019-2020) (Million US$)
Table 45. Europe Key Players ITSM Tools Market Share (2019-2020)
Table 46. Europe ITSM Tools Market Size by Type (2015-2020) (Million US$)
Table 47. Europe ITSM Tools Market Share by Type (2015-2020)
Table 48. Europe ITSM Tools Market Size by Application (2015-2020) (Million US$)
Table 49. Europe ITSM Tools Market Share by Application (2015-2020)
Table 50. China Key Players ITSM Tools Revenue (2019-2020) (Million US$)
Table 51. China Key Players ITSM Tools Market Share (2019-2020)
Table 52. China ITSM Tools Market Size by Type (2015-2020) (Million US$)
Table 53. China ITSM Tools Market Share by Type (2015-2020)
Table 54. China ITSM Tools Market Size by Application (2015-2020) (Million US$)
Table 55. China ITSM Tools Market Share by Application (2015-2020)
Table 56. Japan Key Players ITSM Tools Revenue (2019-2020) (Million US$)
Table 57. Japan Key Players ITSM Tools Market Share (2019-2020)
Table 58. Japan ITSM Tools Market Size by Type (2015-2020) (Million US$)
Table 59. Japan ITSM Tools Market Share by Type (2015-2020)
Table 60. Japan ITSM Tools Market Size by Application (2015-2020) (Million US$)
Table 61. Japan ITSM Tools Market Share by Application (2015-2020)
Table 62. Southeast Asia Key Players ITSM Tools Revenue (2019-2020) (Million US$)
Table 63. Southeast Asia Key Players ITSM Tools Market Share (2019-2020)
Table 64. Southeast Asia ITSM Tools Market Size by Type (2015-2020) (Million US$)
Table 65. Southeast Asia ITSM Tools Market Share by Type (2015-2020)
Table 66. Southeast Asia ITSM Tools Market Size by Application (2015-2020) (Million US$)

+44 20 8123 2220
info@marketpublishers.com

Table 67. Southeast Asia ITSM Tools Market Share by Application (2015-2020)
Table 68. India Key Players ITSM Tools Revenue (2019-2020) (Million US$)
Table 69. India Key Players ITSM Tools Market Share (2019-2020)
Table 70. India ITSM Tools Market Size by Type (2015-2020) (Million US$)
Table 71. India ITSM Tools Market Share by Type (2015-2020)
Table 72. India ITSM Tools Market Size by Application (2015-2020) (Million US$)
Table 73. India ITSM Tools Market Share by Application (2015-2020)
Table 74. Central & South America Key Players ITSM Tools Revenue (2019-2020) (Million US$)
Table 75. Central & South America Key Players ITSM Tools Market Share (2019-2020)
Table 76. Central & South America ITSM Tools Market Size by Type (2015-2020) (Million US$)
Table 77. Central & South America ITSM Tools Market Share by Type (2015-2020)
Table 78. Central & South America ITSM Tools Market Size by Application (2015-2020) (Million US$)
Table 79. Central & South America ITSM Tools Market Share by Application (2015-2020)
Table 80. Freshworks Company Details
Table 81. Freshworks Business Overview
Table 82. Freshworks Product
Table 83. Freshworks Revenue in ITSM Tools Business (2015-2020) (Million US$)
Table 84. Freshworks Recent Development
Table 85. Vision Helpdesk Company Details
Table 86. Vision Helpdesk Business Overview
Table 87. Vision Helpdesk Product
Table 88. Vision Helpdesk Revenue in ITSM Tools Business (2015-2020) (Million US$)
Table 89. Vision Helpdesk Recent Development
Table 90. ManageEngine Company Details
Table 91. ManageEngine Business Overview
Table 92. ManageEngine Product
Table 93. ManageEngine Revenue in ITSM Tools Business (2015-2020) (Million US$)
Table 94. ManageEngine Recent Development
Table 95. SysAid Technologies Company Details
Table 96. SysAid Technologies Business Overview
Table 97. SysAid Technologies Product
Table 98. SysAid Technologies Revenue in ITSM Tools Business (2015-2020) (Million US$)
Table 99. SysAid Technologies Recent Development
Table 100. Wrike Company Details

+44 20 8123 2220
info@marketpublishers.com

Table 101. Wrike Business Overview
Table 102. Wrike Product
Table 103. Wrike Revenue in ITSM Tools Business (2015-2020) (Million US$)
Table 104. Wrike Recent Development
Table 105. OPGK RZESZOW Company Details
Table 106. OPGK RZESZOW Business Overview
Table 107. OPGK RZESZOW Product
Table 108. OPGK RZESZOW Revenue in ITSM Tools Business (2015-2020) (Million US$)
Table 109. OPGK RZESZOW Recent Development
Table 110. Harmony Business Systems Company Details
Table 111. Harmony Business Systems Business Overview
Table 112. Harmony Business Systems Product
Table 113. Harmony Business Systems Revenue in ITSM Tools Business (2015-2020) (Million US$)
Table 114. Harmony Business Systems Recent Development
Table 115. Zendesk Business Overview
Table 116. Zendesk Product
Table 117. Zendesk Company Details
Table 118. Zendesk Revenue in ITSM Tools Business (2015-2020) (Million US$)
Table 119. Zendesk Recent Development
Table 120. MHelpDesk Company Details
Table 121. MHelpDesk Business Overview
Table 122. MHelpDesk Product
Table 123. MHelpDesk Revenue in ITSM Tools Business (2015-2020) (Million US$)
Table 124. MHelpDesk Recent Development
Table 125. SolarWinds Company Details
Table 126. SolarWinds Business Overview
Table 127. SolarWinds Product
Table 128. SolarWinds Revenue in ITSM Tools Business (2015-2020) (Million US$)
Table 129. SolarWinds Recent Development
Table 130. Spiceworks Company Details
Table 131. Spiceworks Business Overview
Table 132. Spiceworks Product
Table 133. Spiceworks Revenue in ITSM Tools Business (2015-2020) (Million US$)
Table 134. Spiceworks Recent Development
Table 135. Salesforce Company Details
Table 136. Salesforce Business Overview
Table 137. Salesforce Product

+44 20 8123 2220
info@marketpublishers.com

Table 138. Salesforce Revenue in ITSM Tools Business (2015-2020) (Million US$)
Table 139. Salesforce Recent Development
Table 140. Atlassian Company Details
Table 141. Atlassian Business Overview
Table 142. Atlassian Product
Table 143. Atlassian Revenue in ITSM Tools Business (2015-2020) (Million US$)
Table 144. Atlassian Recent Development
Table 145. ConnectWise Company Details
Table 146. ConnectWise Business Overview
Table 147. ConnectWise Product
Table 148. ConnectWise Revenue in ITSM Tools Business (2015-2020) (Million US$)
Table 149. ConnectWise Recent Development
Table 150. Kayako Company Details
Table 151. Kayako Business Overview
Table 152. Kayako Product
Table 153. Kayako Revenue in ITSM Tools Business (2015-2020) (Million US$)
Table 154. Kayako Recent Development
Table 155. Cherwell Software Company Details
Table 156. Cherwell Software Business Overview
Table 157. Cherwell Software Product
Table 158. Cherwell Software Revenue in ITSM Tools Business (2015-2020) (Million US$)
Table 159. Cherwell Software Recent Development
Table 160. Accelo Company Details
Table 161. Accelo Business Overview
Table 162. Accelo Product
Table 163. Accelo Revenue in ITSM Tools Business (2015-2020) (Million US$)
Table 164. Accelo Recent Development
Table 165. Atera Company Details
Table 166. Atera Business Overview
Table 167. Atera Product
Table 168. Atera Revenue in ITSM Tools Business (2015-2020) (Million US$)
Table 169. Atera Recent Development
Table 170. LogMeIn Company Details
Table 171. LogMeIn Business Overview
Table 172. LogMeIn Product
Table 173. LogMeIn Revenue in ITSM Tools Business (2015-2020) (Million US$)
Table 174. LogMeIn Recent Development
Table 175. BMC Company Details

+44 20 8123 2220
info@marketpublishers.com

Table 176. BMC Business Overview
Table 177. BMC Product
Table 178. BMC Revenue in ITSM Tools Business (2015-2020) (Million US$)
Table 179. BMC Recent Development
Table 180. ITConcepts Company Details
Table 181. ITConcepts Business Overview
Table 182. ITConcepts Product
Table 183. ITConcepts Revenue in ITSM Tools Business (2015-2020) (Million US$)
Table 184. ITConcepts Recent Development
Table 185. Research Programs/Design for This Report
Table 186. Key Data Information from Secondary Sources
Table 187. Key Data Information from Primary Sources

+44 20 8123 2220
info@marketpublishers.com

# List Of Figures

## LIST OF FIGURES

Figure 1. Global ITSM Tools Market Share by Type: 2020 VS 2026
Figure 2. Basic(Under $19/Month) Features
Figure 3. Standard($19-99/Month) Features
Figure 4. Senior($99+/Month) Features
Figure 5. Global ITSM Tools Market Share by Application: 2020 VS 2026
Figure 6. Large Enterprises(1000+ Users) Case Studies
Figure 7. Medium-Sized Enterprise(499-1000 Users) Case Studies
Figure 8. Small Enterprises(1-499 Users) Case Studies
Figure 9. ITSM Tools Report Years Considered
Figure 10. Global ITSM Tools Market Size YoY Growth 2015-2026 (US$ Million)
Figure 11. Global ITSM Tools Market Share by Regions: 2020 VS 2026
Figure 12. Global ITSM Tools Market Share by Regions (2021-2026)
Figure 13. Porter's Five Forces Analysis
Figure 14. Global ITSM Tools Market Share by Players in 2019
Figure 15. Global Top ITSM Tools Players by Company Type (Tier 1, Tier 2 and Tier 3) (based on the Revenue in ITSM Tools as of 2019
Figure 16. The Top 10 and 5 Players Market Share by ITSM Tools Revenue in 2019
Figure 17. North America ITSM Tools Market Size YoY Growth (2015-2020) (Million US$)
Figure 18. Europe ITSM Tools Market Size YoY Growth (2015-2020) (Million US$)
Figure 19. China ITSM Tools Market Size YoY Growth (2015-2020) (Million US$)
Figure 20. Japan ITSM Tools Market Size YoY Growth (2015-2020) (Million US$)
Figure 21. Southeast Asia ITSM Tools Market Size YoY Growth (2015-2020) (Million US$)
Figure 22. India ITSM Tools Market Size YoY Growth (2015-2020) (Million US$)
Figure 23. Central & South America ITSM Tools Market Size YoY Growth (2015-2020) (Million US$)
Figure 24. Freshworks Total Revenue (US$ Million): 2019 Compared with 2018
Figure 25. Freshworks Revenue Growth Rate in ITSM Tools Business (2015-2020)
Figure 26. Vision Helpdesk Total Revenue (US$ Million): 2019 Compared with 2018
Figure 27. Vision Helpdesk Revenue Growth Rate in ITSM Tools Business (2015-2020)
Figure 28. ManageEngine Total Revenue (US$ Million): 2019 Compared with 2018
Figure 29. ManageEngine Revenue Growth Rate in ITSM Tools Business (2015-2020)
Figure 30. SysAid Technologies Total Revenue (US$ Million): 2019 Compared with 2018

+44 20 8123 2220
info@marketpublishers.com

Figure 31. SysAid Technologies Revenue Growth Rate in ITSM Tools Business (2015-2020)
Figure 32. Wrike Total Revenue (US$ Million): 2019 Compared with 2018
Figure 33. Wrike Revenue Growth Rate in ITSM Tools Business (2015-2020)
Figure 34. OPGK RZESZOW Total Revenue (US$ Million): 2019 Compared with 2018
Figure 35. OPGK RZESZOW Revenue Growth Rate in ITSM Tools Business (2015-2020)
Figure 36. Harmony Business Systems Total Revenue (US$ Million): 2019 Compared with 2018
Figure 37. Harmony Business Systems Revenue Growth Rate in ITSM Tools Business (2015-2020)
Figure 38. Zendesk Total Revenue (US$ Million): 2019 Compared with 2018
Figure 39. Zendesk Revenue Growth Rate in ITSM Tools Business (2015-2020)
Figure 40. MHelpDesk Total Revenue (US$ Million): 2019 Compared with 2018
Figure 41. MHelpDesk Revenue Growth Rate in ITSM Tools Business (2015-2020)
Figure 42. SolarWinds Total Revenue (US$ Million): 2019 Compared with 2018
Figure 43. SolarWinds Revenue Growth Rate in ITSM Tools Business (2015-2020)
Figure 44. Spiceworks Total Revenue (US$ Million): 2019 Compared with 2018
Figure 45. Spiceworks Revenue Growth Rate in ITSM Tools Business (2015-2020)
Figure 46. Salesforce Total Revenue (US$ Million): 2019 Compared with 2018
Figure 47. Salesforce Revenue Growth Rate in ITSM Tools Business (2015-2020)
Figure 48. Atlassian Total Revenue (US$ Million): 2019 Compared with 2018
Figure 49. Atlassian Revenue Growth Rate in ITSM Tools Business (2015-2020)
Figure 50. ConnectWise Total Revenue (US$ Million): 2019 Compared with 2018
Figure 51. ConnectWise Revenue Growth Rate in ITSM Tools Business (2015-2020)
Figure 52. Kayako Total Revenue (US$ Million): 2019 Compared with 2018
Figure 53. Kayako Revenue Growth Rate in ITSM Tools Business (2015-2020)
Figure 54. Cherwell Software Total Revenue (US$ Million): 2019 Compared with 2018
Figure 55. Cherwell Software Revenue Growth Rate in ITSM Tools Business (2015-2020)
Figure 56. Accelo Total Revenue (US$ Million): 2019 Compared with 2018
Figure 57. Accelo Revenue Growth Rate in ITSM Tools Business (2015-2020)
Figure 58. Atera Total Revenue (US$ Million): 2019 Compared with 2018
Figure 59. Atera Revenue Growth Rate in ITSM Tools Business (2015-2020)
Figure 60. LogMeIn Total Revenue (US$ Million): 2019 Compared with 2018
Figure 61. LogMeIn Revenue Growth Rate in ITSM Tools Business (2015-2020)
Figure 62. BMC Total Revenue (US$ Million): 2019 Compared with 2018
Figure 63. BMC Revenue Growth Rate in ITSM Tools Business (2015-2020)
Figure 64. Bottom-up and Top-down Approaches for This Report

+44 20 8123 2220
info@marketpublishers.com

Figure 65. Data Triangulation
Figure 66. Key Executives Interviewed

+44 20 8123 2220
info@marketpublishers.com

## I would like to order

Product name: COVID-19 Impact on Global ITSM Tools Market Size, Status and Forecast 2020-2026
Product link: https://marketpublishers.com/r/CD2BAFB491DFEN.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

## Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page https://marketpublishers.com/r/CD2BAFB491DFEN.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

Custumer 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