

# Global Customer Relationship Management (CRM) Software Market Size, Status and Forecast 2022

<https://marketpublishers.com/r/GFF9779F104EN.html>

Date: November 2017

Pages: 101

Price: US\$ 3,300.00 (Single User License)

ID: GFF9779F104EN

## Abstracts

This report studies the global Customer Relationship Management (CRM) Software market, analyzes and researches the Customer Relationship Management (CRM) Software development status and forecast in United States, EU, Japan, China, India and Southeast Asia.

This report focuses on the top players in global market, like

Salesforce

Zoho

Act!

Microsoft

Hubspot

SAP SE

Maximizer

Infusionsoft

Oracle Corporation

Sage Group

Pipedrive

Apptivo

SugarCRM

Salesboom

Base

Market segment by Regions/Countries, this report covers

United States

EU

Japan

China

India

Southeast Asia

Market segment by Type, the product can be split into

Team Edition

Professional Edition

Enterprise Edition

Market segment by Application, Customer Relationship Management (CRM) Software can be split into

SMEs

Large organization

Other

If you have any special requirements, please let us know and we will offer you the report as you want.

## Contents

Global Customer Relationship Management (CRM) Software Market Size, Status and Forecast 2022

### **1 INDUSTRY OVERVIEW OF CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SOFTWARE**

- 1.1 Customer Relationship Management (CRM) Software Market Overview
  - 1.1.1 Customer Relationship Management (CRM) Software Product Scope
  - 1.1.2 Market Status and Outlook
- 1.2 Global Customer Relationship Management (CRM) Software Market Size and Analysis by Regions
  - 1.2.1 United States
  - 1.2.2 EU
  - 1.2.3 Japan
  - 1.2.4 China
  - 1.2.5 India
  - 1.2.6 Southeast Asia
- 1.3 Customer Relationship Management (CRM) Software Market by Type
  - 1.3.1 Team Edition
  - 1.3.2 Professional Edition
  - 1.3.3 Enterprise Edition
- 1.4 Customer Relationship Management (CRM) Software Market by End Users/Application
  - 1.4.1 SMEs
  - 1.4.2 Large organization
  - 1.4.3 Other

### **2 GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SOFTWARE COMPETITION ANALYSIS BY PLAYERS**

- 2.1 Customer Relationship Management (CRM) Software Market Size (Value) by Players (2016 and 2017)
- 2.2 Competitive Status and Trend
  - 2.2.1 Market Concentration Rate
  - 2.2.2 Product/Service Differences
  - 2.2.3 New Entrants
  - 2.2.4 The Technology Trends in Future

### **3 COMPANY (TOP PLAYERS) PROFILES**

#### 3.1 Salesforce

3.1.1 Company Profile

3.1.2 Main Business/Business Overview

3.1.3 Products, Services and Solutions

3.1.4 Customer Relationship Management (CRM) Software Revenue (Value)  
(2012-2017)

3.1.5 Recent Developments

#### 3.2 Zoho

3.2.1 Company Profile

3.2.2 Main Business/Business Overview

3.2.3 Products, Services and Solutions

3.2.4 Customer Relationship Management (CRM) Software Revenue (Value)  
(2012-2017)

3.2.5 Recent Developments

#### 3.3 Act!

3.3.1 Company Profile

3.3.2 Main Business/Business Overview

3.3.3 Products, Services and Solutions

3.3.4 Customer Relationship Management (CRM) Software Revenue (Value)  
(2012-2017)

3.3.5 Recent Developments

#### 3.4 Microsoft

3.4.1 Company Profile

3.4.2 Main Business/Business Overview

3.4.3 Products, Services and Solutions

3.4.4 Customer Relationship Management (CRM) Software Revenue (Value)  
(2012-2017)

3.4.5 Recent Developments

#### 3.5 Hubspot

3.5.1 Company Profile

3.5.2 Main Business/Business Overview

3.5.3 Products, Services and Solutions

3.5.4 Customer Relationship Management (CRM) Software Revenue (Value)  
(2012-2017)

3.5.5 Recent Developments

#### 3.6 SAP SE

- 3.6.1 Company Profile
- 3.6.2 Main Business/Business Overview
- 3.6.3 Products, Services and Solutions
- 3.6.4 Customer Relationship Management (CRM) Software Revenue (Value)  
(2012-2017)
- 3.6.5 Recent Developments
- 3.7 Maximizer
  - 3.7.1 Company Profile
  - 3.7.2 Main Business/Business Overview
  - 3.7.3 Products, Services and Solutions
  - 3.7.4 Customer Relationship Management (CRM) Software Revenue (Value)  
(2012-2017)
  - 3.7.5 Recent Developments
- 3.8 Infusionsoft
  - 3.8.1 Company Profile
  - 3.8.2 Main Business/Business Overview
  - 3.8.3 Products, Services and Solutions
  - 3.8.4 Customer Relationship Management (CRM) Software Revenue (Value)  
(2012-2017)
  - 3.8.5 Recent Developments
- 3.9 Oracle Corporation
  - 3.9.1 Company Profile
  - 3.9.2 Main Business/Business Overview
  - 3.9.3 Products, Services and Solutions
  - 3.9.4 Customer Relationship Management (CRM) Software Revenue (Value)  
(2012-2017)
  - 3.9.5 Recent Developments
- 3.10 Sage Group
  - 3.10.1 Company Profile
  - 3.10.2 Main Business/Business Overview
  - 3.10.3 Products, Services and Solutions
  - 3.10.4 Customer Relationship Management (CRM) Software Revenue (Value)  
(2012-2017)
  - 3.10.5 Recent Developments
- 3.11 Pipedrive
- 3.12 Apptivo
- 3.13 SugarCRM
- 3.14 Salesboom
- 3.15 Base

## **4 GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SOFTWARE MARKET SIZE BY TYPE AND APPLICATION (2012-2017)**

4.1 Global Customer Relationship Management (CRM) Software Market Size by Type (2012-2017)

4.2 Global Customer Relationship Management (CRM) Software Market Size by Application (2012-2017)

4.3 Potential Application of Customer Relationship Management (CRM) Software in Future

4.4 Top Consumer/End Users of Customer Relationship Management (CRM) Software

## **5 UNITED STATES CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SOFTWARE DEVELOPMENT STATUS AND OUTLOOK**

5.1 United States Customer Relationship Management (CRM) Software Market Size (2012-2017)

5.2 United States Customer Relationship Management (CRM) Software Market Size and Market Share by Players (2016 and 2017)

## **6 EU CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SOFTWARE DEVELOPMENT STATUS AND OUTLOOK**

6.1 EU Customer Relationship Management (CRM) Software Market Size (2012-2017)

6.2 EU Customer Relationship Management (CRM) Software Market Size and Market Share by Players (2016 and 2017)

## **7 JAPAN CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SOFTWARE DEVELOPMENT STATUS AND OUTLOOK**

7.1 Japan Customer Relationship Management (CRM) Software Market Size (2012-2017)

7.2 Japan Customer Relationship Management (CRM) Software Market Size and Market Share by Players (2016 and 2017)

## **8 CHINA CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SOFTWARE DEVELOPMENT STATUS AND OUTLOOK**

8.1 China Customer Relationship Management (CRM) Software Market Size

(2012-2017)

8.2 China Customer Relationship Management (CRM) Software Market Size and Market Share by Players (2016 and 2017)

## **9 INDIA CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SOFTWARE DEVELOPMENT STATUS AND OUTLOOK**

9.1 India Customer Relationship Management (CRM) Software Market Size (2012-2017)

9.2 India Customer Relationship Management (CRM) Software Market Size and Market Share by Players (2016 and 2017)

## **10 SOUTHEAST ASIA CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SOFTWARE DEVELOPMENT STATUS AND OUTLOOK**

10.1 Southeast Asia Customer Relationship Management (CRM) Software Market Size (2012-2017)

10.2 Southeast Asia Customer Relationship Management (CRM) Software Market Size and Market Share by Players (2016 and 2017)

## **11 MARKET FORECAST BY REGIONS, TYPE AND APPLICATION (2017-2022)**

11.1 Global Customer Relationship Management (CRM) Software Market Size (Value) by Regions (2017-2022)

11.1.1 United States Customer Relationship Management (CRM) Software Revenue and Growth Rate (2017-2022)

11.1.2 EU Customer Relationship Management (CRM) Software Revenue and Growth Rate (2017-2022)

11.1.3 Japan Customer Relationship Management (CRM) Software Revenue and Growth Rate (2017-2022)

11.1.4 China Customer Relationship Management (CRM) Software Revenue and Growth Rate (2017-2022)

11.1.5 India Customer Relationship Management (CRM) Software Revenue and Growth Rate (2017-2022)

11.1.6 Southeast Asia Customer Relationship Management (CRM) Software Revenue and Growth Rate (2017-2022)

11.2 Global Customer Relationship Management (CRM) Software Market Size (Value) by Type (2017-2022)

11.3 Global Customer Relationship Management (CRM) Software Market Size by



Application (2017-2022)

## **12 CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SOFTWARE MARKET DYNAMICS**

12.1 Customer Relationship Management (CRM) Software Market Opportunities

12.2 Customer Relationship Management (CRM) Software Challenge and Risk

12.2.1 Competition from Opponents

12.2.2 Downside Risks of Economy

12.3 Customer Relationship Management (CRM) Software Market Constraints and Threat

12.3.1 Threat from Substitute

12.3.2 Government Policy

12.3.3 Technology Risks

12.4 Customer Relationship Management (CRM) Software Market Driving Force

12.4.1 Growing Demand from Emerging Markets

12.4.2 Potential Application

## **13 MARKET EFFECT FACTORS ANALYSIS**

13.1 Technology Progress/Risk

13.1.1 Substitutes

13.1.2 Technology Progress in Related Industry

13.2 Consumer Needs Trend/Customer Preference

13.3 External Environmental Change

13.3.1 Economic Fluctuations

13.3.2 Other Risk Factors

## **14 RESEARCH FINDING/CONCLUSION**

## **15 APPENDIX**

Methodology

Analyst Introduction

Data Source

The report requires updating with new data and is sent in 2-3 business days after order is placed.

## List Of Tables

### LIST OF TABLES AND FIGURES

- Figure Customer Relationship Management (CRM) Software Product Scope
- Figure Global Customer Relationship Management (CRM) Software Market Size (Million USD) (2012-2017)
- Table Global Customer Relationship Management (CRM) Software Market Size (Million USD) and Growth Rate by Regions (2012-2017)
- Figure Global Customer Relationship Management (CRM) Software Market Share by Regions in 2016
- Figure United States Customer Relationship Management (CRM) Software Market Size (Million USD) and Growth Rate by Regions (2012-2017)
- Figure EU Customer Relationship Management (CRM) Software Market Size (Million USD) and Growth Rate by Regions (2012-2017)
- Figure Japan Customer Relationship Management (CRM) Software Market Size (Million USD) and Growth Rate by Regions (2012-2017)
- Figure China Customer Relationship Management (CRM) Software Market Size (Million USD) and Growth Rate by Regions (2012-2017)
- Figure India Customer Relationship Management (CRM) Software Market Size (Million USD) and Growth Rate by Regions (2012-2017)
- Figure Southeast Asia Customer Relationship Management (CRM) Software Market Size (Million USD) and Growth Rate by Regions (2012-2017)
- Figure Global Customer Relationship Management (CRM) Software Market Share by Type in 2016
- Figure Team Edition Market Size (Million USD) and Growth Rate (2012-2017)
- Figure Professional Edition Market Size (Million USD) and Growth Rate (2012-2017)
- Figure Enterprise Edition Market Size (Million USD) and Growth Rate (2012-2017)
- Figure Global Customer Relationship Management (CRM) Software Market Share by Application in 2016
- Table Key Downstream Customer in SMEs
- Figure Customer Relationship Management (CRM) Software Market Size (Million USD) and Growth Rate in SMEs (2012-2017)
- Table Key Downstream Customer in Large organization
- Figure Customer Relationship Management (CRM) Software Market Size (Million USD) and Growth Rate in Large organization (2012-2017)
- Table Key Downstream Customer in Other
- Figure Customer Relationship Management (CRM) Software Market Size (Million USD) and Growth Rate in Other (2012-2017)

Table Customer Relationship Management (CRM) Software Market Size (Million USD) by Players (2016 and 2017)

Figure Customer Relationship Management (CRM) Software Market Size Share by Players in 2016

Figure Customer Relationship Management (CRM) Software Market Size Share by Players in 2017

Table Salesforce Basic Information List

Table Customer Relationship Management (CRM) Software Business Revenue (Million USD) of Salesforce (2012-2017)

Figure Salesforce Customer Relationship Management (CRM) Software Business Revenue Market Share in 2016

Table Zoho Basic Information List

Table Customer Relationship Management (CRM) Software Business Revenue (Million USD) of Zoho (2012-2017)

Figure Zoho Customer Relationship Management (CRM) Software Business Revenue Market Share in 2016

Table Act! Basic Information List

Table Customer Relationship Management (CRM) Software Business Revenue (Million USD) of Act! (2012-2017)

Figure Act! Customer Relationship Management (CRM) Software Business Revenue Market Share in 2016

Table Microsoft Basic Information List

Table Customer Relationship Management (CRM) Software Business Revenue (Million USD) of Microsoft (2012-2017)

Figure Microsoft Customer Relationship Management (CRM) Software Business Revenue Market Share in 2016

Table Hubspot Basic Information List

Table Customer Relationship Management (CRM) Software Business Revenue (Million USD) of Hubspot (2012-2017)

Figure Hubspot Customer Relationship Management (CRM) Software Business Revenue Market Share in 2016

Table SAP SE Basic Information List

Table Customer Relationship Management (CRM) Software Business Revenue (Million USD) of SAP SE (2012-2017)

Figure SAP SE Customer Relationship Management (CRM) Software Business Revenue Market Share in 2016

Table Maximizer Basic Information List

Table Customer Relationship Management (CRM) Software Business Revenue (Million USD) of Maximizer (2012-2017)

Figure Maximizer Customer Relationship Management (CRM) Software Business Revenue Market Share in 2016

Table Infusionsoft Basic Information List

Table Customer Relationship Management (CRM) Software Business Revenue (Million USD) of Infusionsoft (2012-2017)

Figure Infusionsoft Customer Relationship Management (CRM) Software Business Revenue Market Share in 2016

Table Oracle Corporation Basic Information List

Table Customer Relationship Management (CRM) Software Business Revenue (Million USD) of Oracle Corporation (2012-2017)

Figure Oracle Corporation Customer Relationship Management (CRM) Software Business Revenue Market Share in 2016

Table Sage Group Basic Information List

Table Customer Relationship Management (CRM) Software Business Revenue (Million USD) of Sage Group (2012-2017)

Figure Sage Group Customer Relationship Management (CRM) Software Business Revenue Market Share in 2016

Table Pipedrive Basic Information List

Table Customer Relationship Management (CRM) Software Business Revenue (Million USD) of Pipedrive (2012-2017)

Figure Pipedrive Customer Relationship Management (CRM) Software Business Revenue Market Share in 2016

Table Apptivo Basic Information List

Table Customer Relationship Management (CRM) Software Business Revenue (Million USD) of Apptivo (2012-2017)

Figure Apptivo Customer Relationship Management (CRM) Software Business Revenue Market Share in 2016

Table SugarCRM Basic Information List

Table Customer Relationship Management (CRM) Software Business Revenue (Million USD) of SugarCRM (2012-2017)

Figure SugarCRM Customer Relationship Management (CRM) Software Business Revenue Market Share in 2016

Table Salesboom Basic Information List

Table Customer Relationship Management (CRM) Software Business Revenue (Million USD) of Salesboom (2012-2017)

Figure Salesboom Customer Relationship Management (CRM) Software Business Revenue Market Share in 2016

Table Base Basic Information List

Table Customer Relationship Management (CRM) Software Business Revenue (Million USD) of Base (2012-2017)

USD) of Base (2012-2017)

Figure Base Customer Relationship Management (CRM) Software Business Revenue Market Share in 2016

Table Global Customer Relationship Management (CRM) Software Market Size (Million USD) by Type (2012-2017)

Figure Global Customer Relationship Management (CRM) Software Market Size Share by Type in 2012

Figure Global Customer Relationship Management (CRM) Software Market Size Share by Type in 2013

Figure Global Customer Relationship Management (CRM) Software Market Size Share by Type in 2014

Figure Global Customer Relationship Management (CRM) Software Market Size Share by Type in 2015

Figure Global Customer Relationship Management (CRM) Software Market Size Share by Type in 2016

Figure Global Customer Relationship Management (CRM) Software Market Size Share by Type in 2017

Table Global Customer Relationship Management (CRM) Software Market Size (Million USD) by Application (2012-2017)

Figure Global Customer Relationship Management (CRM) Software Market Size (Million USD) by Application in 2012

Figure Global Customer Relationship Management (CRM) Software Market Size (Million USD) by Application in 2013

Figure Global Customer Relationship Management (CRM) Software Market Size (Million USD) by Application in 2014

Figure Global Customer Relationship Management (CRM) Software Market Size (Million USD) by Application in 2015

Figure Global Customer Relationship Management (CRM) Software Market Size (Million USD) by Application in 2016

Figure Global Customer Relationship Management (CRM) Software Market Size (Million USD) by Application in 2017

Table Top Consumer/End Users of Customer Relationship Management (CRM) Software

Figure United States Customer Relationship Management (CRM) Software Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Table United States Customer Relationship Management (CRM) Software Market Size (Million USD) by Players (2012-2017)

Figure United States Customer Relationship Management (CRM) Software Market Size Share by Players in 2016

Figure United States Customer Relationship Management (CRM) Software Market Size Share by Players in 2017

Figure EU Customer Relationship Management (CRM) Software Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Table EU Customer Relationship Management (CRM) Software Market Size (Million USD) by Players (2012-2017)

Figure EU Customer Relationship Management (CRM) Software Market Size Share by Players in 2016

Figure EU Customer Relationship Management (CRM) Software Market Size Share by Players in 2017

Figure Japan Customer Relationship Management (CRM) Software Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Table Japan Customer Relationship Management (CRM) Software Market Size (Million USD) by Players (2012-2017)

Figure Japan Customer Relationship Management (CRM) Software Market Size Share by Players in 2016

Figure Japan Customer Relationship Management (CRM) Software Market Size Share by Players in 2017

Figure China Customer Relationship Management (CRM) Software Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Table China Customer Relationship Management (CRM) Software Market Size (Million USD) by Players (2012-2017)

Figure China Customer Relationship Management (CRM) Software Market Size Share by Players in 2016

Figure China Customer Relationship Management (CRM) Software Market Size Share by Players in 2017

Figure India Customer Relationship Management (CRM) Software Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Table India Customer Relationship Management (CRM) Software Market Size (Million USD) by Players (2012-2017)

Figure India Customer Relationship Management (CRM) Software Market Size Share by Players in 2016

Figure India Customer Relationship Management (CRM) Software Market Size Share by Players in 2017

Figure Southeast Asia Customer Relationship Management (CRM) Software Market Size (Million USD) and Growth Rate by Regions (2012-2017)

Table Southeast Asia Customer Relationship Management (CRM) Software Market Size (Million USD) by Players (2012-2017)

Figure Southeast Asia Customer Relationship Management (CRM) Software Market



Size Share by Players in 2016

Figure Southeast Asia Customer Relationship Management (CRM) Software Market

Size Share by Players in 2017

Figure Global Customer Relationship Management (CRM) Software Market Size (Million USD) by Regions (2017-2022)

Table Global Customer Relationship Management (CRM) Software Market Size (Million USD) by Regions (2017-2022)

Figure Global Customer Relationship Management (CRM) Software Market Size Share by Regions in 2017

Figure Global Customer Relationship Management (CRM) Software Market Size Share by Regions in 2022

Figure United States Customer Relationship Management (CRM) Software Revenue (Million USD) and Growth Rate (2017-2022)

Figure EU Customer Relationship Management (CRM) Software Revenue (Million USD) and Growth Rate (2017-2022)

Figure Japan Customer Relationship Management (CRM) Software Revenue (Million USD) and Growth Rate (2017-2022)

Figure China Customer Relationship Management (CRM) Software Revenue (Million USD) and Growth Rate (2017-2022)

Figure India Customer Relationship Management (CRM) Software Revenue (Million USD) and Growth Rate (2017-2022)

Figure Southeast Asia Customer Relationship Management (CRM) Software Revenue (Million USD) and Growth Rate (2017-2022)

Table Global Customer Relationship Management (CRM) Software Market Size (Million USD) by Type (2017-2022)

Figure Global Customer Relationship Management (CRM) Software Market Size Share by Type in 2017

Figure Global Customer Relationship Management (CRM) Software Market Size Share by Type in 2022

Table Global Customer Relationship Management (CRM) Software Market Size (Million USD) by Application (2017-2022)

Figure Global Customer Relationship Management (CRM) Software Market Size (Million USD) by Application in 2017

Figure Global Customer Relationship Management (CRM) Software Market Size (Million USD) by Application in 2022

## I would like to order

Product name: Global Customer Relationship Management (CRM) Software Market Size, Status and Forecast 2022

Product link: <https://marketpublishers.com/r/GFF9779F104EN.html>

Price: US\$ 3,300.00 (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/GFF9779F104EN.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



