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Managed Services Market Forecasts to 2032 – Global Analysis By Service Type (Managed Infrastructure Services, Managed Security Services, Managed Data Center Services, Managed Mobility Services and Other Service Types), Organization Size, Deployment Mode, End User and By Geography

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Abstracts

According to Stratistics MRC, the Global Managed Services Market is accounted for $389.365 billion in 2025 and is expected to reach $1107.09 billion by 2032 growing at a CAGR of 16.1% during the forecast period. Outsourcing specific IT tasks and responsibilities to a third-party provider, referred to as a Managed Services Provider (MSP), is referred to as managed services. These services frequently consist of helpdesk support, cloud management, cybersecurity, network monitoring, and data backup. MSPs actively oversee and maintain an organization's IT infrastructure, guaranteeing effectiveness, security, and performance while minimising downtime. With the help of professional assistance and fixed expenses, this strategy enables companies to concentrate on their core competencies. Usually provided on a subscription basis, managed services provide scalable solutions that are adapted to the unique technological requirements and objectives of the company.

Market Dynamics:

Driver:

Increasing IT complexity & digital transformation

Managing complex and varied IT environments gets more difficult as businesses

embrace new technology. Managed services guarantee smooth operations by offering professional assistance in managing complicated infrastructure. Managed service providers provide the scalable, secure, and effective IT solutions that are required by digital transformation. In order to lower operational risks and concentrate on core business operations, companies seek to outsource IT functions. Global demand for managed services is generally being driven by trends in IT transformation and increasing complexity.

Restraint:

Concerns over data security & control

Companies frequently hesitate to give sensitive information to outside service providers. Hesitancy is brought on by worries about data breaches, illegal access, and compliance infractions. Organisations are also concerned about losing control and visibility over their IT infrastructure. Regulatory frameworks like HIPAA and GDPR make outsourcing decisions even more difficult. Consequently, the adoption of managed services is hindered or delayed by trust difficulties.

Opportunity:

Growth of SMEs & hybrid cloud adoption

Hybrid cloud models are being adopted by SMEs more frequently in an effort to balance control over their IT infrastructure, security, and flexibility. The demand for managed services to guarantee smooth integration, upkeep, and optimisation across on-premises and cloud environments is fuelled by the growing popularity of hybrid clouds. Scalable, customised assistance from managed service providers enables SMEs to effectively take advantage of hybrid cloud advantages. As a result, the market for managed services is greatly advancing due to the growth of SMEs and hybrid cloud usage. As digital transformation speeds up across businesses, this tendency is anticipated to continue.

Threat:

Intense market competition & price pressure

Service providers frequently have to cut their costs in order to remain competitive, which might result in less money being spent on quality and innovation. Smaller businesses

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find it difficult to compete, which results in less diversity and market consolidation. Price wars have the potential to affect service delivery by reorienting attention from value creation to cost reduction. Furthermore, underbidding frequently to secure contracts may result in service models that are not sustainable. All things considered, these elements weaken market stability and impede sustained expansion.

Covid-19 Impact

The COVID-19 pandemic significantly impacted the managed services market by accelerating digital transformation across industries. As businesses shifted to remote work, demand for cloud services, cybersecurity, and IT support surged. Managed service providers (MSPs) adapted quickly to support business continuity, remote infrastructure, and data security. However, some sectors faced budget constraints, temporarily slowing new contracts. Overall, the crisis highlighted the importance of robust IT systems, boosting long-term growth prospects for MSPs amid increasing reliance on digital operations and remote technologies.

The managed mobility services segment is expected to be the largest during the forecast period

The managed mobility services segment is expected to account for the largest market share during the forecast period by offering comprehensive solutions to manage enterprise mobile devices efficiently. MMS helps organizations reduce operational costs and improve workforce productivity through streamlined device lifecycle management. The increasing adoption of mobile technologies and BYOD policies drives demand for MMS, ensuring security and compliance across mobile endpoints. Additionally, MMS providers offer real-time support and analytics, enabling proactive management and optimization. This segment's growth supports businesses in navigating the complexities of mobile environments, fuelling overall market expansion.

The energy and utilities segment is expected to have the highest CAGR during the forecast period

Over the forecast period, the energy and utilities segment is predicted to witness the highest growth rate, due to modernize aging infrastructure and improve operational efficiency. Rising energy demands and the shift toward renewable sources require robust IT support, which managed services provide through advanced monitoring and analytics. These services help companies ensure regulatory compliance, data security, and disaster recovery in critical systems. Additionally, the integration of smart grids and

IoT devices is driving demand for managed cybersecurity and network management. As a result, the segment’s digital transformation needs are significantly propelling growth in the managed services market.

Region with largest share:

During the forecast period, the Asia Pacific region is expected to hold the largest market share by digital transformation initiatives across emerging economies like India, China, and Southeast Asia. Small and medium enterprises (SMEs) are adopting managed services to improve IT agility and reduce capital expenditure. The surge in cloud adoption, IoT integration, and increasing cybersecurity concerns are key growth drivers. Despite challenges like infrastructure variability, the region benefits from growing internet penetration and government support for technology upgrades, positioning it as a dynamic and fast-growing market in managed IT services.

Region with highest CAGR:

Over the forecast period, the North America region is anticipated to exhibit the highest CAGR by increasing IT complexity and growing demand for cloud-based solutions. Businesses are increasingly outsourcing IT operations to reduce costs and enhance operational efficiency. Key industries such as healthcare, finance, and retail are major adopters, leveraging managed services for cybersecurity, data management, and network monitoring. Advanced technologies like AI and automation are accelerating market growth. The presence of major global service providers and a mature IT infrastructure further fuels North America’s dominance in this sector.

Key players in the market

Some of the key players profiled in the Managed Services Market include IBM Corporation, Accenture plc, Fujitsu Ltd., Cisco Systems, Inc., AT&T Inc., Hewlett Packard Enterprise (HPE), Tata Consultancy Services (TCS), Wipro Limited, Infosys Limited, DXC Technology, Cognizant Technology Solutions, Capgemini SE, Rackspace Technology, NTT Data Corporation, HCL Technologies, Unisys Corporation, Tech Mahindra and Ericsson.

Key Developments:

In April 2025, Accenture formed joint venture with INFRONEER Holdings. It aims to tackle critical construction and infrastructure management challenges in Japan by leveraging advanced digital technologies, enhancing efficiency, sustainability, and innovation within the sector.

In May 2024, IBM expanded its collaboration with Innovative Solutions to offer Generative AI solutions, AI-infused managed security services, and an AI-infused observability platform via AWS Marketplace. This partnership aims to scale AI adoption among small businesses.

In April 2024, IBM announced its intent to acquire HashiCorp for $6.4 billion. The acquisition aims to enhance IBM's hybrid cloud capabilities and AI offerings, with a focus on infrastructure and security automation. The deal is expected to close by the end of 2024, pending regulatory approvals.

Service Types Covered:

- Managed Infrastructure Services
- Managed Security Services
- Managed Data Center Services
- Managed Mobility Services
- Managed Communication Services
- Managed IT Support Services
- Managed Cloud Services
- Managed Print Services
- Managed Application Services
- Other Service Types

Organization Sizes Covered:

- Small and Medium-sized Enterprises (SMEs)

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Large Enterprises

Deployment Modes Covered:

On-Premises

Cloud

End Users Covered:

Banking, Financial Services, and Insurance (BFSI)

Healthcare

IT and Telecom

Retail & E-commerce

Manufacturing

Government and Public Sector

Energy and Utilities

Media and Entertainment

Transportation and Logistics

Education

Other End Users

Regions Covered:

North America

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- US
- Canada
- Mexico

Europe

- Germany
- UK
- Italy
- France
- Spain
- Rest of Europe

Asia Pacific

- Japan
- China
- India
- Australia
- New Zealand
- South Korea
- Rest of Asia Pacific

South America

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Argentina

Brazil

Chile

Rest of South America

Middle East & Africa

Saudi Arabia

UAE

Qatar

South Africa

Rest of Middle East & Africa

What our report offers:
- Market share assessments for the regional and country-level segments
- Strategic recommendations for the new entrants
- Covers Market data for the years 2024, 2025, 2026, 2028, and 2032
- Market Trends (Drivers, Constraints, Opportunities, Threats, Challenges, Investment Opportunities, and recommendations)
- Strategic recommendations in key business segments based on the market estimations
- Competitive landscaping mapping the key common trends
- Company profiling with detailed strategies, financials, and recent developments
- Supply chain trends mapping the latest technological advancements

Free Customization Offerings:

All the customers of this report will be entitled to receive one of the following free customization options:

Company Profiling

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Comprehensive profiling of additional market players (up to 3)

SWOT Analysis of key players (up to 3)

Regional Segmentation

Market estimations, Forecasts and CAGR of any prominent country as per the client's interest (Note: Depends on feasibility check)

Competitive Benchmarking

Benchmarking of key players based on product portfolio, geographical presence, and strategic alliances

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