

Africa IT Operations and Service Management Market Forecast to 2031 - Regional Analysis - by Type (Solution and Services), Application (Operation and Performance Management, Dashboard Reporting and Analytics, Configuration Automation and Discovery and Others), Deployment (Cloud and On Premises), Enterprise Size (Large Enterprises and SMEs), and Industry (IT and Telecom, BFSI, Healthcare, Manufacturing, Government and Others)

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Abstracts

The Africa IT operations and service management market was valued at US\$ 613.23 million in 2023 and is expected to reach US\$ 1,071.73 million by 2031; it is estimated to register a CAGR of 7.2% from 2023 to 2031.

Incorporation of AI in ITOSM Fuels Africa IT Operations and Service Management Market

AI is revolutionizing the way companies manage IT services. By leveraging AI technology, organizations can automate repetitive tasks, gain valuable insights from data, and bolster security. The incorporation of AI in IT operations and service management is a relatively new development; it is expected to continue gaining traction due to the ITOSM solution's ability to automate many mundane tasks, streamline network operations, and predict equipment failures. AI empowers IT professionals to focus on implementing strategic initiatives to optimize operational efficiency. This results in cost savings, improved uptime, and a proactive approach to IT management. Furthermore, the integration of AI into ITSM offers many benefits for companies by

enabling more efficient support services, faster problem-solving, and a better user experience. AI in ITSM enables more effective and targeted management of IT services, developing a more proactive, predictive, and personalized approach to ITOSM, ultimately leading to improved user experience, reduced costs, and increased operational agility. Moreover, AI is also capable of automating routine troubleshooting tasks and analyzing IT service desk issues. For example, digital assistants automate repetitive tasks, such as ticket classification, initial response to customer queries, and workload optimization. AI in ITOSM leverages digital assistants to enhance user experience, reduce manual effort, and increase operational efficiency. Integrating AI into ITOSM processes involves various components to streamline incident analysis, generate insights into service performance, support decision-making, and improve customer service by answering queries through chatbots for optimal service delivery. Thus, the incorporation of AI in ITOSM is expected to create immense opportunities for companies to fundamentally improve their processes in the IT operations and service management (ITOSM) market during the forecast period.

Africa IT Operations and Service Management Market Overview

In recent years, Africa has emerged as a dynamic hub for digital transformation, revolutionizing the way businesses operate across the region. This rapid shift toward digitalization has created numerous opportunities for the growth and development of the IT operations and service management (ITOSM) market. Africa's digital transformation journey has gained significant momentum, driven by technological advancements, increased internet penetration, and the rise of mobile connectivity. This transformation is reshaping industries, empowering entrepreneurs, and fostering economic growth. Organizations across various sectors are leveraging digital technologies to improve efficiency, agility, and competitiveness. Furthermore, as businesses expand their digital footprint, scalability and flexibility become crucial. ITOSM solutions offer the scalability to handle growing data volumes and the flexibility to adapt to changing business requirements, ensuring seamless operations. Smart Africa is an association of 30 African leaders of state and government committed to establishing a knowledge economy in Africa by leveraging affordable broadband access and the use of information and communication technology (ICT). The coalition aims to create a digital single market in Africa by 2030.

Africa IT Operations and Service Management Market Revenue and Forecast to 2031 (US\$ Million)

Africa IT Operations and Service Management Market Segmentation

The Africa IT operations and service management market is categorized into type, application, deployment, enterprise size, industry, and country.

Based on type, the Africa IT operations and service management market is bifurcated into solution and services. The solution segment held a larger Africa IT operations and service management market share in 2023.

In terms of application, the Africa IT operations and service management market is segmented into operation and performance management, dashboard reporting and analytics, configuration automation and discovery and others. The operation and performance management segment held the largest Africa IT operations and service management market share in 2023.

By deployment, the Africa IT operations and service management market is divided into cloud and on premises. The cloud segment held a larger Africa IT operations and service management market share in 2023.

Based on enterprise size, the Africa IT operations and service management market is bifurcated into large enterprises and SMEs. The large enterprises segment held a larger Africa IT operations and service management market share in 2023.

By industry, the Africa IT operations and service management market is segmented into IT and telecom, BFSI, healthcare, manufacturing, government and others. The IT and telecom segment held the largest Africa IT operations and service management market share in 2023.

By country, the Africa IT operations and service management market is segmented into Kenya, Ethiopia, Uganda, Zambia, Zimbabwe, Rwanda, and the Rest of Africa. The Rest of Africa dominated the Africa IT operations and service management market share in 2023.

Fujitsu Ltd, Oracle Corp, BMC Software, Inc., ServiceNow Inc, NTT Data Corp, and International Business Machines Corp. are some of the leading companies operating in the Africa IT operations and service management market.

Reason to buy

Save and reduce time carrying out entry-level research by identifying the growth,

size, leading players, and segments in the Africa IT operations and service management market.

Highlights key business priorities in order to assist companies to realign their business strategies.

The key findings and recommendations highlight crucial progressive industry trends in the Africa IT operations and service management market, thereby allowing players across the value chain to develop effective long-term strategies.

Develop/modify business expansion plans by using substantial growth offering developed and emerging markets.

Scrutinize in-depth Africa market trends and outlook coupled with the factors driving the Africa IT operations and service management market, as well as those hindering it.

Enhance the decision-making process by understanding the strategies that underpin commercial interest with respect to client products, segmentation, pricing, and distribution.

The List of Companies - Africa IT Operations and Service Management Market

Fujitsu Ltd

Oracle Corp

BMC Software, Inc.

ServiceNow Inc

NTT Data Corp

International Business Machines Corp

Happiest Minds

Alnafitha IT

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