

Middle East & Africa Queue Management System Market Report (2021-2031) by Scope, Segmentation, Dynamics, and Competitive Analysis

<https://marketpublishers.com/r/MA724FCD581AEN.html>

Date: July 2025

Pages: 160

Price: US\$ 3,450.00 (Single User License)

ID: MA724FCD581AEN

Abstracts

The queue management system market in the Middle East and Africa was valued at approximately US\$ 47.66 million in 2023 and is projected to grow to US\$ 73.94 million by 2031, reflecting a compound annual growth rate (CAGR) of 5.6% during the forecast period from 2023 to 2031.

The Impact of AI on Queue Management Systems

AI-powered queue management systems are revolutionizing how businesses handle customer flow and improve service efficiency. By utilizing advanced technologies such as predictive analytics and computer vision, these systems can analyze both historical and real-time data to predict peak times and optimize staffing levels. For example, in September 2023, Intellect, a leader in customizable AI-driven Quality Management Systems (QMS) and Environmental, Health, Safety, and Quality (EHSQ) software, launched Intellect AI. This advanced AI assistant is designed to enhance the efficiency of quality and safety processes, streamlining operations, reducing errors, and saving time. By integrating years of quality and safety data with a no-code platform and cutting-edge AI technologies, including OpenAI and ChatGPT, Intellect AI™ aims to significantly boost productivity, operational efficiency, and strategic decision-making within organizations.

Similarly, in December 2022, major retailers like Walmart adopted AI-driven virtual queues, allowing customers to continue shopping while they wait, thereby significantly enhancing the shopping experience during peak times such as Black Friday. Hospitals are also leveraging AI to monitor patient wait times and streamline patient flow, ensuring timely care and reducing congestion in waiting areas. The integration of AI not only

minimizes wait times and enhances customer satisfaction but also empowers businesses to make informed, data-driven decisions. Consequently, AI-powered queue management systems are expected to set new trends in the queue management market in the coming years.

Overview of the Middle East & Africa Queue Management System Market

The queue management system market in the Middle East and Africa is segmented into several regions, including South Africa, the UAE, Saudi Arabia, and the Rest of the Middle East and Africa. The region is experiencing significant growth in the healthcare sector, with Saudi Arabia accounting for approximately 60% of the total healthcare expenditure among Gulf Cooperation Council (GCC) countries. According to the International Trade Administration of the US Department of Commerce, Saudi Arabia announced a substantial investment of US\$ 36.8 billion in healthcare and social development in 2022, which represented 14.4% of its total budget for that year. Furthermore, the Saudi government plans to invest around US\$ 65 billion to develop a robust healthcare infrastructure by 2030. This increasing investment in healthcare is expected to drive demand for queue management solutions in the region in the coming years.

In addition to healthcare, restaurants and retail outlets are increasingly adopting advanced technologies to enhance customer experiences. This growing technological adoption is anticipated to further fuel the demand for queue management solutions across the region. Moreover, there is a rising demand for digital financial services, particularly in the UAE and the broader GCC region, where digital interactions are creating seamless experiences across various touchpoints, appealing to a new generation of users in ways that traditional banks have not.

Segmentation of the Middle East & Africa Queue Management System Market

The Middle East and Africa queue management system market can be segmented based on type, component, application, and country.

1. **Type:** The market is divided into virtual queuing and linear queuing. In 2023, the virtual queuing segment held a larger share of the market.
2. **Component:** The market is categorized into solutions and services, with the solutions segment holding a larger market share in 2023.

3. Application: The queue management system market is segmented into various applications, including BFSI (Banking, Financial Services, and Insurance), hospitals, retail outlets, restaurants, utility service providers, airports, government offices, and others. The retail outlets segment was the largest in terms of market share in 2023.

4. Country: The market is further divided by country into South Africa, the UAE, Saudi Arabia, and the Rest of the Middle East and Africa. The UAE dominated the market share in 2023.

Key Players in the Market

Several prominent companies are operating in the Middle East and Africa queue management system market, including Q-MATIC Group AB, Qminder Ltd, Q-nomy Inc, Skiplino, Wavetec, Aurionpro Solutions Ltd, Advantech Co Ltd, SEDCO Co Ltd, Lavi Industries, AKIS Technologies UAB, WaitWell, Verint Systems Inc, QLESS, OFFTEC Holding Group, and Waitwhile Inc. These companies are at the forefront of providing innovative queue management solutions that cater to the diverse needs of businesses across the region.

Reason to buy

Save and reduce time carrying out entry-level research by identifying the growth, size, leading players, and segments in the Middle East & Africa queue management system 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 Middle East & Africa queue management system 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 Middle East & Africa market trends and outlook coupled with the factors driving the queue management system market, as well as those hindering it.

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

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