

Middle East 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 Middle East IT operations and service management market was valued at US\$ 1,443.72 million in 2023 and is expected to reach US\$ 2,753.47 million by 2031; it is estimated to register a CAGR of 8.4% from 2023 to 2031.

Shift Toward Cloud-Based Solutions Boost Middle East IT Operations and Service Management Market

Businesses nowadays are becoming increasingly dependent on cloud services and applications due to the recent shift toward remote work. Cloud platforms provide access to cutting-edge technologies such as machine learning, big data analytics, and artificial intelligence, allowing enterprises to make better decisions and extract insightful information from collected data. Furthermore, more than half of enterprise IT spending will shift to the cloud by 2025. According to Spacelift, Inc., 84% of companies use the private cloud. Also, public cloud spending is expected to grow from less than 17% in 2021 to more than 45% in 2026. The growing adoption of cloud computing by organizations is raising the need for ITOSM solutions for cloud migration and

deployment. After cloud migration, ITOSM providers help organizations manage cloud infrastructure, including provisioning, configuring, and managing cloud infrastructure components such as virtual machines and networks. Furthermore, ITOSM service providers assist in implementing plans to monitor cloud expenditure, offer cost-saving techniques, and guarantee that resources are optimized and used appropriately. Thus, the shift towards cloud-based solutions is likely to be a key trend in the IT operations and service management (ITOSM) market in the coming years.

Middle East IT Operations and Service Management Market Overview

Digital transformation is a key focus in the Middle East as governments of various countries in the region recognize the need to adapt to the digital age and leverage technology for economic diversification and sustainability. Many Gulf Cooperation Council (GCC) nations are implementing ambitious economic diversification initiatives aimed at reducing their dependency on oil and gas. Governments of various countries such as Bahrain, Saudi Arabia, and the UAE in the Middle East are playing a crucial role in driving digital transformation through initiatives and investments, as well as extensive use of sophisticated technology. For example, the government of Saudi Arabia launched Saudi Vision 2030 to attain the objective of enhanced economic, social, and cultural diversity. The Saudi Vision 2030, led by Crown Prince Mohammed bin Salman, places a strong emphasis on digital transformation that drives innovation, diversification, and inclusive growth. Thus, such initiatives in the region are anticipated to propel the market over the forecast period.

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

Middle East IT Operations and Service Management Market Segmentation

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

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

In terms of application, the Middle East 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 Middle East IT operations and service management market share in 2023.

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

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

By industry, the Middle East 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 Middle East IT operations and service management market share in 2023.

By country, the Middle East IT operations and service management market is segmented into the UAE, Saudi Arabia, Qatar, Oman, Bahrain, and the Rest of Middle East. The UAE dominated the Middle East IT operations and service management market share in 2023.

Fujitsu Ltd; Oracle Corp; BMC Software, Inc.; Happiest Minds; ServiceNow Inc; NTT Data Corp; PROV INTERNATIONAL INC.; Alnafitha IT; and International Business Machines Corp. are some of the leading companies operating in the Middle East 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 Middle East 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 Middle East 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 Middle East market trends and outlook coupled with the factors driving the Middle East 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 - Middle East IT Operations and Service Management Market

Fujitsu Ltd

Oracle Corp

BMC Software, Inc.

Happiest Minds

ServiceNow Inc

NTT Data Corp

PROV INTERNATIONAL INC.

Alnafitha IT

International Business Machines Corp

Contents

1. INTRODUCTION

- 1.1 The Insight Partners Research Report Guidance
- 1.2 Market Segmentation

2. EXECUTIVE SUMMARY

- 2.1 Key Insights

3. RESEARCH METHODOLOGY

- 3.1 Secondary Research
- 3.2 Primary Research
 - 3.2.1 Hypothesis formulation:
 - 3.2.2 Macro-economic factor analysis:
 - 3.2.3 Developing base number:
 - 3.2.4 Data Triangulation:
 - 3.2.5 Country level data:

4. MIDDLE EAST IT OPERATIONS AND SERVICE MANAGEMENT MARKET LANDSCAPE

- 4.1 Overview
- 4.2 Ecosystem Analysis
 - 4.2.1 Service Providers
 - 4.2.2 Regulatory Bodies
 - 4.2.3 End Users:
 - 4.2.4 List of Vendors in the Value Chain

5. MIDDLE EAST IT OPERATIONS AND SERVICE MANAGEMENT MARKET - KEY MARKET DYNAMICS

- 5.1 Market Drivers
 - 5.1.1 Growing Adoption of Remote Work Culture
 - 5.1.2 Rising BYOD Trend
 - 5.1.3 Increasing Complexity of IT Infrastructure
- 5.2 Market Restraints

- 5.2.1 High Initial and Associated Cost
- 5.3 Market Opportunities
 - 5.3.1 Incorporation of AI in ITOSM
- 5.4 Future Trends
 - 5.4.1 Shift Toward Cloud-Based Solutions
- 5.5 Impact of Drivers and Restraints:

6. IT OPERATIONS AND SERVICE MANAGEMENT MARKET - MIDDLE EAST MARKET ANALYSIS

- 6.1 Middle East IT Operations and Service Management Market Revenue (US\$ Million), 2021-2031
- 6.2 Middle East IT Operations and Service Management Market Forecast Analysis

7. MIDDLE EAST IT OPERATIONS AND SERVICE MANAGEMENT MARKET ANALYSIS - BY TYPE

- 7.1 Solution
 - 7.1.1 Overview
 - 7.1.2 Solution: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)
- 7.2 Services
 - 7.2.1 Overview
 - 7.2.2 Services: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)

8. MIDDLE EAST IT OPERATIONS AND SERVICE MANAGEMENT MARKET ANALYSIS - BY APPLICATION

- 8.1 Operation and Performance Management
 - 8.1.1 Overview
 - 8.1.2 Operation and Performance Management: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)
- 8.2 Dashboard Reporting and Analytics
 - 8.2.1 Overview
 - 8.2.2 Dashboard Reporting and Analytics: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)
- 8.3 Configuration Automation and Discovery
 - 8.3.1 Overview

8.3.2 Configuration Automation and Discovery: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)

8.4 Others

8.4.1 Overview

8.4.2 Others: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)

9. MIDDLE EAST IT OPERATIONS AND SERVICE MANAGEMENT MARKET ANALYSIS - BY DEPLOYMENT

9.1 Cloud

9.1.1 Overview

9.1.2 Cloud: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)

9.2 On Premises

9.2.1 Overview

9.2.2 On Premises: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)

10. MIDDLE EAST IT OPERATIONS AND SERVICE MANAGEMENT MARKET ANALYSIS - BY ENTERPRISE SIZE

10.1 Large Enterprises

10.1.1 Overview

10.1.2 Large Enterprises: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)

10.2 SMEs

10.2.1 Overview

10.2.2 SMEs: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)

11. MIDDLE EAST IT OPERATIONS AND SERVICE MANAGEMENT MARKET ANALYSIS - BY INDUSTRY

11.1 IT and Telecom

11.1.1 Overview

11.1.2 IT and Telecom: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)

11.2 BFSI

- 11.2.1 Overview
- 11.2.2 BFSI: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)
- 11.3 Healthcare
 - 11.3.1 Overview
 - 11.3.2 Healthcare: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)
- 11.4 Manufacturing
 - 11.4.1 Overview
 - 11.4.2 Manufacturing: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)
- 11.5 Government
 - 11.5.1 Overview
 - 11.5.2 Government: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)
- 11.6 Others
 - 11.6.1 Overview
 - 11.6.2 Others: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)

12. MIDDLE EAST IT OPERATIONS AND SERVICE MANAGEMENT MARKET - COUNTRY ANALYSIS

- 12.1 Overview
 - 12.1.1 Middle East: IT Operations and Service Management Breakdown, by Key Countries, 2023 and 2031 (%)
 - 12.1.1.1 Middle East: IT Operations and Service Management Market - Revenue and Forecast Analysis - by Country
 - 12.1.1.2 United Arab Emirates: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)
 - 12.1.1.2.1 United Arab Emirates: IT Operations and Service Management Market Breakdown, by Type
 - 12.1.1.2.2 United Arab Emirates: IT Operations and Service Management Market Breakdown, by Application
 - 12.1.1.2.3 United Arab Emirates: IT Operations and Service Management Market Breakdown, by Deployment
 - 12.1.1.2.4 United Arab Emirates: IT Operations and Service Management Market Breakdown, by Enterprise Size
 - 12.1.1.2.5 United Arab Emirates: IT Operations and Service Management Market

Breakdown, by Industry

12.1.1.3 Saudi Arabia: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)

12.1.1.3.1 Saudi Arabia: IT Operations and Service Management Market

Breakdown, by Type

12.1.1.3.2 Saudi Arabia: IT Operations and Service Management Market

Breakdown, by Application

12.1.1.3.3 Saudi Arabia: IT Operations and Service Management Market

Breakdown, by Deployment

12.1.1.3.4 Saudi Arabia: IT Operations and Service Management Market

Breakdown, by Enterprise Size

12.1.1.3.5 Saudi Arabia: IT Operations and Service Management Market

Breakdown, by Industry

12.1.1.4 Qatar: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)

12.1.1.4.1 Qatar: IT Operations and Service Management Market Breakdown, by Type

12.1.1.4.2 Qatar: IT Operations and Service Management Market Breakdown, by Application

12.1.1.4.3 Qatar: IT Operations and Service Management Market Breakdown, by Deployment

12.1.1.4.4 Qatar: IT Operations and Service Management Market Breakdown, by Enterprise Size

12.1.1.4.5 Qatar: IT Operations and Service Management Market Breakdown, by Industry

12.1.1.5 Oman: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)

12.1.1.5.1 Oman: IT Operations and Service Management Market Breakdown, by Type

12.1.1.5.2 Oman: IT Operations and Service Management Market Breakdown, by Application

12.1.1.5.3 Oman: IT Operations and Service Management Market Breakdown, by Deployment

12.1.1.5.4 Oman: IT Operations and Service Management Market Breakdown, by Enterprise Size

12.1.1.5.5 Oman: IT Operations and Service Management Market Breakdown, by Industry

12.1.1.6 Bahrain: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)

12.1.1.6.1 Bahrain: IT Operations and Service Management Market Breakdown, by Type

12.1.1.6.2 Bahrain: IT Operations and Service Management Market Breakdown, by Application

12.1.1.6.3 Bahrain: IT Operations and Service Management Market Breakdown, by Deployment

12.1.1.6.4 Bahrain: IT Operations and Service Management Market Breakdown, by Enterprise Size

12.1.1.6.5 Bahrain: IT Operations and Service Management Market Breakdown, by Industry

12.1.1.7 Rest of Middle East: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)

12.1.1.7.1 Rest of Middle East: IT Operations and Service Management Market Breakdown, by Type

12.1.1.7.2 Rest of Middle East: IT Operations and Service Management Market Breakdown, by Application

12.1.1.7.3 Rest of Middle East: IT Operations and Service Management Market Breakdown, by Deployment

12.1.1.7.4 Rest of Middle East: IT Operations and Service Management Market Breakdown, by Enterprise Size

12.1.1.7.5 Rest of Middle East: IT Operations and Service Management Market Breakdown, by Industry

13. COMPETITIVE LANDSCAPE

13.1 Heat Map Analysis by Key Players

13.2 Company Positioning & Concentration

13.3 Company Share Analysis

14. INDUSTRY LANDSCAPE

14.1 Overview

14.2 Market Initiative

14.3 Merger and Acquisition

14.4 Product Development

15. COMPANY PROFILES

15.1 Fujitsu Ltd

- 15.1.1 Key Facts
- 15.1.2 Business Description
- 15.1.3 Products and Services
- 15.1.4 Financial Overview
- 15.1.5 SWOT Analysis
- 15.1.6 Key Developments
- 15.2 Oracle Corp
 - 15.2.1 Key Facts
 - 15.2.2 Business Description
 - 15.2.3 Products and Services
 - 15.2.4 Financial Overview
 - 15.2.5 SWOT Analysis
 - 15.2.6 Key Developments
- 15.3 BMC Software, Inc.
 - 15.3.1 Key Facts
 - 15.3.2 Business Description
 - 15.3.3 Products and Services
 - 15.3.4 Financial Overview
 - 15.3.5 SWOT Analysis
 - 15.3.6 Key Developments
- 15.4 Happiest Minds
 - 15.4.1 Key Facts
 - 15.4.2 Business Description
 - 15.4.3 Products and Services
 - 15.4.4 Financial Overview
 - 15.4.5 SWOT Analysis
 - 15.4.6 Key Developments
- 15.5 ServiceNow Inc
 - 15.5.1 Key Facts
 - 15.5.2 Business Description
 - 15.5.3 Products and Services
 - 15.5.4 Financial Overview
 - 15.5.5 SWOT Analysis
 - 15.5.6 Key Developments
- 15.6 NTT Data Corp
 - 15.6.1 Key Facts
 - 15.6.2 Business Description
 - 15.6.3 Products and Services
 - 15.6.4 Financial Overview

15.6.5 SWOT Analysis

15.6.6 Key Developments

15.7 PROV INTERNATIONAL INC.

15.7.1 Key Facts

15.7.2 Business Description

15.7.3 Products and Services

15.7.4 Financial Overview

15.7.5 SWOT Analysis

15.7.6 Key Developments

15.8 Alnafitha IT

15.8.1 Key Facts

15.8.2 Business Description

15.8.3 Products and Services

15.8.4 Financial Overview

15.8.5 SWOT Analysis

15.8.6 Key Developments

15.9 International Business Machines Corp

15.9.1 Key Facts

15.9.2 Business Description

15.9.3 Products and Services

15.9.4 Financial Overview

15.9.5 SWOT Analysis

15.9.6 Key Developments

16. APPENDIX

16.1 Word Index

16.2 About The Insight Partners

List Of Tables

LIST OF TABLES

Table 1. Middle East IT Operations and Service Management Market Segmentation

Table 2. List of Vendors

Table 3. Middle East IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)

Table 4. Middle East IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million) - by Type

Table 5. Middle East IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million) - by Application

Table 6. Middle East IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million) - by Deployment

Table 7. Middle East IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million) - by Enterprise Size

Table 8. Middle East IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million) - by Industry

Table 9. Middle East: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million) - by Country

Table 10. United Arab Emirates: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million) - by Type

Table 11. United Arab Emirates: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million) - by Application

Table 12. United Arab Emirates: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million) - by Deployment

Table 13. United Arab Emirates: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million) - by Enterprise Size

Table 14. United Arab Emirates: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million) - by Industry

Table 15. Saudi Arabia: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million) - by Type

Table 16. Saudi Arabia: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million) - by Application

Table 17. Saudi Arabia: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million) - by Deployment

Table 18. Saudi Arabia: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million) - by Enterprise Size

Table 19. Saudi Arabia: IT Operations and Service Management Market - Revenue and

Forecast to 2031(US\$ Million) - by Industry

Table 20. Qatar: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million) - by Type

Table 21. Qatar: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million) - by Application

Table 22. Qatar: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million) - by Deployment

Table 23. Qatar: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million) - by Enterprise Size

Table 24. Qatar: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million) - by Industry

Table 25. Oman: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million) - by Type

Table 26. Oman: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million) - by Application

Table 27. Oman: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million) - by Deployment

Table 28. Oman: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million) - by Enterprise Size

Table 29. Oman: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million) - by Industry

Table 30. Bahrain: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million) - by Type

Table 31. Bahrain: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million) - by Application

Table 32. Bahrain: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million) - by Deployment

Table 33. Bahrain: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million) - by Enterprise Size

Table 34. Bahrain: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million) - by Industry

Table 35. Rest of Middle East: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million) - by Type

Table 36. Rest of Middle East: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million) - by Application

Table 37. Rest of Middle East: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million) - by Deployment

Table 38. Rest of Middle East: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million) - by Enterprise Size

Table 39. Rest of Middle East: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million) - by Industry

Table 40. Company Positioning & Concentration

Table 41. List of Abbreviation

List Of Figures

LIST OF FIGURES

Figure 1. Middle East IT Operations and Service Management Market Segmentation, by Country

Figure 2. Ecosystem: Middle East IT Operations and Service Management (ITOSM) Market

Figure 3. Middle East IT Operations and Service Management Market - Key Market Dynamics

Figure 4. Impact Analysis of Drivers and Restraints

Figure 5. Middle East IT Operations and Service Management Market Revenue (US\$ Million), 2021-2031

Figure 6. Middle East IT Operations and Service Management Market Share (%) - by Type (2023 and 2031)

Figure 7. Solution: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)

Figure 8. Services: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)

Figure 9. Middle East IT Operations and Service Management Market Share (%) - by Application (2023 and 2031)

Figure 10. Operation and Performance Management: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)

Figure 11. Dashboard Reporting and Analytics: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)

Figure 12. Configuration Automation and Discovery: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)

Figure 13. Others: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)

Figure 14. Middle East IT Operations and Service Management Market Share (%) - by Deployment (2023 and 2031)

Figure 15. Cloud: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)

Figure 16. On Premises: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)

Figure 17. Middle East IT Operations and Service Management Market Share (%) - by Enterprise Size (2023 and 2031)

Figure 18. Large Enterprises: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)

Figure 19. SMEs: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)

Figure 20. Middle East IT Operations and Service Management Market Share (%) - by Industry (2023 and 2031)

Figure 21. IT and Telecom: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)

Figure 22. BFSI: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)

Figure 23. Healthcare: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)

Figure 24. Manufacturing: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)

Figure 25. Government: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)

Figure 26. Others: IT Operations and Service Management Market - Revenue and Forecast to 2031 (US\$ Million)

Figure 27. Middle East: IT Operations and Service Management Market Revenue, by Key Countries, (2023) (US\$ Mn)

Figure 28. Middle East: IT Operations and Service Management Market Breakdown, by Key Countries, 2023 and 2031 (%)

Figure 29. United Arab Emirates: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million)

Figure 30. Saudi Arabia: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million)

Figure 31. Qatar: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million)

Figure 32. Oman: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million)

Figure 33. Bahrain: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million)

Figure 34. Rest of Middle East: IT Operations and Service Management Market - Revenue and Forecast to 2031(US\$ Million)

Figure 35. Heat Map Analysis by Key Players

Figure 36. Company Share Analysis, Global, 2023

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