

South & Central America Queue Management System Market Report (2021-2031) by Scope, Segmentation, Dynamics, and Competitive Analysis

<https://marketpublishers.com/r/SCE1DB4093BDEN.html>

Date: July 2025

Pages: 158

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

ID: SCE1DB4093BDEN

Abstracts

The queue management system (QMS) market in South and Central America was valued at approximately US\$ 31.87 million in 2023 and is projected to grow to US\$ 46.32 million by 2031, reflecting a compound annual growth rate (CAGR) of 4.8% during the forecast period. This growth is significantly driven by the expansion of small and medium enterprises (SMEs) in the region.

Growth of SMEs and Its Impact on the Queue Management System Market

The rise of SMEs is anticipated to create considerable opportunities for the queue management system market in South and Central America. SMEs are known for their flexibility and ability to adapt quickly to market demands, which allows them to develop customized solutions that cater to specific customer needs more effectively than larger corporations. According to the Organisation for Economic Co-operation and Development (OECD), SMEs are vital to the economies of many countries, contributing around 50% of total employment and 40% of gross domestic product (GDP) as of 2021.

As these enterprises continue to grow, they are increasingly recognizing the importance of operational efficiency and enhancing customer experience. The adoption of queue management systems is becoming essential for SMEs as they strive to meet rising customer expectations for prompt and efficient service. Effective management of customer flow is crucial for retaining customers in a competitive landscape. Queue management systems equip these businesses with the necessary tools to streamline operations, minimize wait times, and enhance overall service delivery.

Moreover, the integration of digital solutions within SMEs is on the rise, facilitating the

implementation of advanced queue management systems that leverage real-time data analytics to optimize service processes. This trend not only boosts customer satisfaction but also aids SMEs in achieving higher productivity and operational effectiveness, which is vital for their sustainability in the marketplace.

Overview of the Queue Management System Market in South and Central America

The queue management system market in South and Central America is segmented into key countries, including Brazil, Argentina, and the Rest of South America. The region has experienced rapid urbanization, leading to the development of new commercial spaces such as shopping malls, recreational centers, educational institutions, office buildings, and hospitals. This growth in infrastructure is expected to drive demand for efficient queue management systems.

However, many countries in the region face challenges due to a lack of infrastructure and resources necessary for implementing advanced technological solutions across various industries. Despite these obstacles, government initiatives are promoting developments in sectors such as healthcare, retail, and banking, finance, and insurance (BFSI) at a sustainable pace. For instance, in April 2023, the Government of Argentina announced a US\$ 200 million loan approved by the Inter-American Development Bank (IDB) aimed at strengthening the country's healthcare system. This financing, part of a larger US\$ 600 million investment, is expected to enhance healthcare services, thereby stimulating growth in the queue management system market.

Additionally, a report from the Economic Commission for Latin America and the Caribbean (CEPAL) indicates that South and Central America requires an investment of US\$ 53.2 billion from 2016 to 2040 to address the capacity gap in airport infrastructure. To tackle this challenge, both governments and air infrastructure concessionaires are focusing on significant investments in airport development projects, including the installation of queue management systems. Such investments are expected to further boost the demand for queue management systems across the region during the forecast period.

Segmentation Analysis of the Queue Management System Market

The South and Central America queue management system market is categorized based on type, component, application, and country.

Type: The market is divided into virtual queuing and linear queuing. In 2023, the

virtual queuing segment held a larger share of the market.

Component: The market is further segmented into solutions and services, with the solutions segment dominating the market share in 2023.

Application: The applications of queue management systems include BFSI, 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.

Country: The market is categorized into Brazil, Argentina, and the Rest of South America, with Brazil leading the market share in 2023.

Key Players in the Queue Management System Market

Several prominent companies are operating in the South and Central America 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 tailored to the needs of various sectors in 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 South & Central America 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 South & Central America 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 South & Central America 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.

Contents

1. INTRODUCTION

- 1.1 Report Guidance
- 1.2 Market Segmentation

2. EXECUTIVE SUMMARY

- 2.1 Key Insights
- 2.2 Market Attractiveness

3. RESEARCH METHODOLOGY

- 3.1 Secondary Research
- 3.2 Primary Research
 - 3.2.1 Hypothesis formulation:
 - 3.2.2 Macroeconomic factor analysis:
 - 3.2.3 Developing base number:
 - 3.2.4 Data Triangulation:
 - 3.2.5 Country-level data:
- 3.3 Assumptions and Limitations

4. SOUTH & CENTRAL AMERICA QUEUE MANAGEMENT SYSTEM MARKET LANDSCAPE

- 4.1 Overview
- 4.2 PEST Analysis
- 4.3 Ecosystem Analysis
- 4.4 List of Vendors in the Value Chain

5. SOUTH & CENTRAL AMERICA QUEUE MANAGEMENT SYSTEM MARKET – KEY MARKET DYNAMICS

- 5.1 Market Drivers
 - 5.1.1 Growing Need for Enhanced Customer Experience
 - 5.1.2 Rising Application of QMS and Increasing Foot Traffic in Various Industries
- 5.2 Market Restraints
 - 5.2.1 Complexities Associated with QMS Implementation

- 5.2.2 Tremendous Growth in Business-Specific Online Platforms Worldwide
- 5.3 Market Opportunities
 - 5.3.1 Growth of Small and Medium Enterprises
 - 5.3.2 Integration with Other Business Systems
- 5.4 Future Trends
 - 5.4.1 AI-Powered Queue Management System
- 5.5 Impact of Drivers and Restraints:

6. QUEUE MANAGEMENT SYSTEM MARKET – SOUTH & CENTRAL AMERICA ANALYSIS

- 6.1 South & Central America Queue Management System Market Revenue (US\$ Million), 2021–2031
- 6.2 South & Central America Queue Management System Market Forecast Analysis

7. SOUTH & CENTRAL AMERICA QUEUE MANAGEMENT SYSTEM MARKET ANALYSIS – BY TYPE

- 7.1 Virtual Queuing
 - 7.1.1 Overview
 - 7.1.2 Virtual Queuing: South & Central America Queue Management System Market – Revenue and Forecast, 2021–2031 (US\$ Million)
- 7.2 Linear Queuing
 - 7.2.1 Overview
 - 7.2.2 Linear Queuing: South & Central America Queue Management System Market – Revenue and Forecast, 2021–2031 (US\$ Million)

8. SOUTH & CENTRAL AMERICA QUEUE MANAGEMENT SYSTEM MARKET ANALYSIS – BY COMPONENT

- 8.1 Solution
 - 8.1.1 Overview
 - 8.1.2 Solution: South & Central America Queue Management System Market – Revenue and Forecast, 2021–2031 (US\$ Million)
- 8.2 Services
 - 8.2.1 Overview
 - 8.2.2 Services: South & Central America Queue Management System Market – Revenue and Forecast, 2021–2031 (US\$ Million)

9. SOUTH & CENTRAL AMERICA QUEUE MANAGEMENT SYSTEM MARKET ANALYSIS – BY APPLICATION

9.1 BFSI

9.1.1 Overview

9.1.2 BFSI: South & Central America Queue Management System Market – Revenue and Forecast, 2021–2031 (US\$ Million)

9.2 Hospitals

9.2.1 Overview

9.2.2 Hospitals: South & Central America Queue Management System Market – Revenue and Forecast, 2021–2031 (US\$ Million)

9.3 Retail Outlets

9.3.1 Overview

9.3.2 Retail Outlets: South & Central America Queue Management System Market – Revenue and Forecast, 2021–2031 (US\$ Million)

9.4 Restaurants

9.4.1 Overview

9.4.2 Restaurants: South & Central America Queue Management System Market – Revenue and Forecast, 2021–2031 (US\$ Million)

9.5 Utility Service Providers and Airports

9.5.1 Overview

9.5.2 Utility Service Providers and Airports: South & Central America Queue Management System Market – Revenue and Forecast, 2021–2031 (US\$ Million)

9.6 Government Offices

9.6.1 Overview

9.6.2 Government Offices: South & Central America Queue Management System Market – Revenue and Forecast, 2021–2031 (US\$ Million)

9.7 Others

9.7.1 Overview

9.7.2 Others: South & Central America Queue Management System Market – Revenue and Forecast, 2021–2031 (US\$ Million)

10. SOUTH & CENTRAL AMERICA QUEUE MANAGEMENT SYSTEM MARKET – COUNTRY ANALYSIS

10.1 South and Central America

10.1.1 South & Central America Queue Management System Market – Revenue and Forecast Analysis – by Country

10.1.1.1 South & Central America Queue Management System Market – Revenue

and Forecast Analysis – by Country

10.1.1.2 Brazil: South & Central America Queue Management System Market – Revenue and Forecast, 2021–2031 (US\$ Million)

10.1.1.2.1 Brazil: South & Central America Queue Management System Market Share – by Type

10.1.1.2.2 Brazil: South & Central America Queue Management System Market Share – by Component

10.1.1.2.3 Brazil: South & Central America Queue Management System Market Share – by Application

10.1.1.3 Argentina: South & Central America Queue Management System Market – Revenue and Forecast, 2021–2031 (US\$ Million)

10.1.1.3.1 Argentina: South & Central America Queue Management System Market Share – by Type

10.1.1.3.2 Argentina: South & Central America Queue Management System Market Share – by Component

10.1.1.3.3 Argentina: South & Central America Queue Management System Market Share – by Application

10.1.1.4 Rest of South and Central America: South & Central America Queue Management System Market – Revenue and Forecast, 2021–2031 (US\$ Million)

10.1.1.4.1 Rest of South and Central America: South & Central America Queue Management System Market Share – by Type

10.1.1.4.2 Rest of South and Central America: South & Central America Queue Management System Market Share – by Component

10.1.1.4.3 Rest of South and Central America: South & Central America Queue Management System Market Share – by Application

11. COMPETITIVE LANDSCAPE

11.1 Heat Map Analysis by Key Players

11.2 Company Positioning and Concentration

12. INDUSTRY LANDSCAPE

12.1 Overview

12.2 Market Initiative

12.3 Partnerships and Collaborations

12.4 Other Developments

13. COMPANY PROFILES

13.1 Q-MATIC Group AB

- 13.1.1 Key Facts
- 13.1.2 Business Description
- 13.1.3 Products and Services
- 13.1.4 Financial Overview
- 13.1.5 SWOT Analysis
- 13.1.6 Key Developments

13.2 Qminder Ltd

- 13.2.1 Key Facts
- 13.2.2 Business Description
- 13.2.3 Products and Services
- 13.2.4 Financial Overview
- 13.2.5 SWOT Analysis
- 13.2.6 Key Developments

13.3 Q-nomy Inc

- 13.3.1 Key Facts
- 13.3.2 Business Description
- 13.3.3 Products and Services
- 13.3.4 Financial Overview
- 13.3.5 SWOT Analysis
- 13.3.6 Key Developments

13.4 Skiplino

- 13.4.1 Key Facts
- 13.4.2 Business Description
- 13.4.3 Products and Services
- 13.4.4 Financial Overview
- 13.4.5 SWOT Analysis
- 13.4.6 Key Developments

13.5 Wavetec

- 13.5.1 Key Facts
- 13.5.2 Business Description
- 13.5.3 Products and Services
- 13.5.4 Financial Overview
- 13.5.5 SWOT Analysis
- 13.5.6 Key Developments

13.6 Aurionpro Solutions Ltd

- 13.6.1 Key Facts
- 13.6.2 Business Description

- 13.6.3 Products and Services
- 13.6.4 Financial Overview
- 13.6.5 SWOT Analysis
- 13.6.6 Key Developments
- 13.7 Advantech Co Ltd
 - 13.7.1 Key Facts
 - 13.7.2 Business Description
 - 13.7.3 Products and Services
 - 13.7.4 Financial Overview
 - 13.7.5 SWOT Analysis
 - 13.7.6 Key Developments
- 13.8 SEDCO Co Ltd
 - 13.8.1 Key Facts
 - 13.8.2 Business Description
 - 13.8.3 Products and Services
 - 13.8.4 Financial Overview
 - 13.8.5 SWOT Analysis
 - 13.8.6 Key Developments
- 13.9 Lavi Industries
 - 13.9.1 Key Facts
 - 13.9.2 Business Description
 - 13.9.3 Products and Services
 - 13.9.4 Financial Overview
 - 13.9.5 SWOT Analysis
 - 13.9.6 Key Developments
- 13.10 AKIS Technologies UAB
 - 13.10.1 Key Facts
 - 13.10.2 Business Description
 - 13.10.3 Products and Services
 - 13.10.4 Financial Overview
 - 13.10.5 SWOT Analysis
 - 13.10.6 Key Developments
- 13.11 WaitWell
 - 13.11.1 Key Facts
 - 13.11.2 Business Description
 - 13.11.3 Products and Services
 - 13.11.4 Financial Overview
 - 13.11.5 SWOT Analysis
 - 13.11.6 Key Developments

13.12 Verint Systems Inc

13.12.1 Key Facts

13.12.2 Business Description

13.12.3 Products and Services

13.12.4 Financial Overview

13.12.5 SWOT Analysis

13.12.6 Key Developments

13.13 QLESS

13.13.1 Key Facts

13.13.2 Business Description

13.13.3 Products and Services

13.13.4 Financial Overview

13.13.5 SWOT Analysis

13.13.6 Key Developments

13.14 OFFTEC Holding Group

13.14.1 Key Facts

13.14.2 Business Description

13.14.3 Products and Services

13.14.4 Financial Overview

13.14.5 SWOT Analysis

13.14.6 Key Developments

13.15 Waitwhile, Inc

13.15.1 Key Facts

13.15.2 Business Description

13.15.3 Products and Services

13.15.4 Financial Overview

13.15.5 SWOT Analysis

13.15.6 Key Developments

14. APPENDIX

14.1 About The Insight Partners

14.2 Word Index

List Of Tables

LIST OF TABLES

Table 1. South & Central America Queue Management System Market Segmentation

Table 2. List of Vendors

Table 3. South & Central America Queue Management System Market – Revenue and Forecast, 2021–2031 (US\$ Million)

Table 4. South & Central America Queue Management System Market – Revenue and Forecast, 2021–2031 (US\$ Million) – by Type

Table 5. South & Central America Queue Management System Market – Revenue and Forecast, 2021–2031 (US\$ Million) – by Component

Table 6. South & Central America Queue Management System Market – Revenue and Forecast, 2021–2031 (US\$ Million) – by Application

Table 7. South & Central America Queue Management System Market – Revenue and Forecast, 2021–2031 (US\$ Million) – by Country

Table 8. Brazil: South & Central America Queue Management System Market – Revenue and Forecast, 2021 – 2031 (US\$ Million) – by Type

Table 9. Brazil: South & Central America Queue Management System Market – Revenue and Forecast, 2021 – 2031 (US\$ Million) – by Component

Table 10. Brazil: South & Central America Queue Management System Market – Revenue and Forecast, 2021 – 2031 (US\$ Million) – by Application

Table 11. Argentina: South & Central America Queue Management System Market – Revenue and Forecast, 2021 – 2031 (US\$ Million) – by Type

Table 12. Argentina: South & Central America Queue Management System Market – Revenue and Forecast, 2021 – 2031 (US\$ Million) – by Component

Table 13. Argentina: South & Central America Queue Management System Market – Revenue and Forecast, 2021 – 2031 (US\$ Million) – by Application

Table 14. Rest of South and Central America: South & Central America Queue Management System Market – Revenue and Forecast, 2021 – 2031 (US\$ Million) – by Type

Table 15. Rest of South and Central America: South & Central America Queue Management System Market – Revenue and Forecast, 2021 – 2031 (US\$ Million) – by Component

Table 16. Rest of South and Central America: South & Central America Queue Management System Market – Revenue and Forecast, 2021 – 2031 (US\$ Million) – by Application

Table 17. List of Abbreviation

List Of Figures

LIST OF FIGURES

Figure 1. South & Central America Queue Management System Market Segmentation – Country

Figure 2. PEST Analysis

Figure 3. South & Central America Queue Management System Market – Key Market Dynamics

Figure 4. Impact Analysis of Drivers and Restraints

Figure 5. South & Central America Queue Management System Market Revenue (US\$ Million), 2021–2031

Figure 6. South & Central America Queue Management System Market Share (%) – by Type (2023 and 2031)

Figure 7. Virtual Queuing: South & Central America Queue Management System Market – Revenue and Forecast, 2021–2031 (US\$ Million)

Figure 8. Linear Queuing: South & Central America Queue Management System Market – Revenue and Forecast, 2021–2031 (US\$ Million)

Figure 9. South & Central America Queue Management System Market Share (%) – by Component (2023 and 2031)

Figure 10. Solution: South & Central America Queue Management System Market – Revenue and Forecast, 2021–2031 (US\$ Million)

Figure 11. Services: South & Central America Queue Management System Market – Revenue and Forecast, 2021–2031 (US\$ Million)

Figure 12. South & Central America Queue Management System Market Share (%) – by Application (2023 and 2031)

Figure 13. BFSI: South & Central America Queue Management System Market – Revenue and Forecast, 2021–2031 (US\$ Million)

Figure 14. Hospitals: South & Central America Queue Management System Market – Revenue and Forecast, 2021–2031 (US\$ Million)

Figure 15. Retail Outlets: South & Central America Queue Management System Market – Revenue and Forecast, 2021–2031 (US\$ Million)

Figure 16. Restaurants: South & Central America Queue Management System Market – Revenue and Forecast, 2021–2031 (US\$ Million)

Figure 17. Utility Service Providers and Airports: South & Central America Queue Management System Market – Revenue and Forecast, 2021–2031 (US\$ Million)

Figure 18. Government Offices: South & Central America Queue Management System Market – Revenue and Forecast, 2021–2031 (US\$ Million)

Figure 19. Others: South & Central America Queue Management System Market –

Revenue and Forecast, 2021–2031 (US\$ Million)

Figure 20. South & Central America Queue Management System Market Breakdown, by Key Countries, 2023 and 2031 (%)

Figure 21. Brazil: South & Central America Queue Management System Market – Revenue and Forecast, 2021– 2031 (US\$ Million)

Figure 22. Argentina: South & Central America Queue Management System Market – Revenue and Forecast, 2021– 2031 (US\$ Million)

Figure 23. Rest of South and Central America: South & Central America Queue Management System Market – Revenue and Forecast, 2021– 2031 (US\$ Million)

Figure 24. Heat Map Analysis by Key Players

Figure 25. Company Positioning and Concentration

I would like to order

Product name: South & Central America Queue Management System Market Report (2021-2031) by Scope, Segmentation, Dynamics, and Competitive Analysis

Product link: <https://marketpublishers.com/r/SCE1DB4093BDEN.html>

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

If you want to order Corporate License or Hard Copy, please, contact our Customer Service:

info@marketpublishers.com

Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/SCE1DB4093BDEN.html>