

Knowledge Management Market by Offering (Knowledge Management Process, Knowledge Management Systems, Knowledge Management Mechanisms and Technologies, and Knowledge Management Infrastructure); by Organization size (SMEs and Large Enterprise): Global Industry Analysis, Size, Share, Growth, Trends, and Forecast, 2016 - 2025

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Abstracts

Report Brief

The report covers the forecast and analysis for the knowledge management market on a global and regional level.

The report includes the positive and the negative factors that are influencing the growth of the market.

Future opportunities for the knowledge management market has been discussed in detail in the report.

The revenue generated by the prominent industry players has been analyzed in the report.

The market numbers have been calculated using top-down and the bottom-up approaches.

The knowledge management market has been analyzed using Porters Five Forces Analysis.

The market is segmented on the basis of offerings and organization size, which in turn are bifurcated on a regional level as well.

All the segments have been evaluated based on the present and the future trends.

The report deals with the in-depth quantitative and qualitative analyses of the knowledge management market.

The report includes the detailed company profiles of the prominent market players.

Market Summary

The process of sharing, creating, managing, and using information and knowledge pertaining to any specific organization is known as knowledge management. The process of knowledge management, in other words, is referred to as achieving the organizational objectives by making the most of knowledge available. There are three major components involved in the knowledge progress, i.e., knowledge creation, knowledge retention, and knowledge sharing. Knowledge management is basically getting the right knowledge from the right person at the right time. Companies are using the knowledge management solutions for data sharing across the organization which helps in better decision making.

Value

The global knowledge management market was valued at around USD 206,900 million in 2016 and it is expected to reach over USD 1,232,000 million by 2025. The global knowledge management market is expected to grow at a CAGR of more than 22% between 2017 and 2025.

Drivers and Restraints

The major factor driving the growth of the knowledge management market is the increasing need for customer retention and satisfaction. Rising competition

among the global players across the world has created the need for customer satisfaction. To survive in the cut-throat competition, the organizations need to focus on customer satisfaction as a key element of their business strategy. Price is not the main reason for customer churn or satisfaction; it depends on the quality of service provided by companies. Satisfied customer contributes 14 times more revenue than dissatisfied customers. These factors are expected to drive the market in near future.

Small firms are not aware of knowledge management system which may act as a restraint for the knowledge management market in the financial industry. However, the recent development in industries such as ATM, Cryptocurrency (new mode of transfer and payment money), and internet banking are expected to boost the growth of the market.

Segmentation

By offering, the market has been segmented into knowledge management process, knowledge management systems, knowledge management mechanisms and technologies, and knowledge management infrastructure. The knowledge management process segment is expected to register the highest CAGR of 24.6% from 2017 to 2025. The increasing need to educate the employees and to provide the best service to the clients are the key factors driving the growth of the knowledge management process segment. Knowledge management process helps to understand the flow of an organization, helps in achieving the objectives of the company, and reduces the training cost. Owing to these factors the knowledge management process segment is expected to reach around USD 258,900 million by 2025.

Technological advancements and continued innovation have impacted various industries operating models. By organization size, small and medium industries are expected to grow with highest CAGR of around 22.8% over the forecast period. Increasing industrialization, rising intensity of competition along with changing organizational structures are creating demand for knowledge management solutions in SMEs. Additionally, increasing trading activities in the stock market and growing utilization of the virtual currencies are expected to boost the knowledge management market in the coming years.

North America is expected to continue dominating the market in future by acquiring around 37% market shares in 2025. Asia Pacific region comprises

promising countries such as China, Japan, India, Singapore, and Australia, which are expected to register high growth rate in the knowledge management market. The Asia Pacific is rapidly adopting new technologies that are expected to propel the growth of the knowledge management market.

Industry Players

The report includes detailed profiles of the prominent market players that are trending in the market. The list of the players that are compiled in the report are Bloomfire, Callidus Software Inc., Chadha Software Technologies, ComAround, Computer Sciences Corporation(APQC), EduBrite Systems, EGain Ernst Young, IBM Global Services, Igloo, KMS Lighthouse, Knosys, Moxie Software, Open Text Corporation, ProProfs, Right Answers, Transversal, Yonyx, and others.

The prominent market players maintain the competitive edge in the global market by making investments in the mergers and acquisitions and by increasing their product portfolio. In January 2018, Bloomfire, a knowledge sharing company, launched their newest integration, a Slack app, to complement their robust knowledge sharing technology platform.

Contents

CHAPTER 1. INTRODUCTION

- 1.1. Report description and scope
- 1.2. Research scope
- 1.3. Research methodology
 - 1.3.1. Market research process
 - 1.3.2. Market research methodology

CHAPTER 2. EXECUTIVE SUMMARY

- 2.1. Global Knowledge Management market, 2016-2025 (USD Million)
- 2.2. Global Knowledge Management market: Snapshot

CHAPTER 3. KNOWLEDGE MANAGEMENT - MARKET DYNAMICS

- 3.1. Introduction
- 3.2. Market drivers
 - 3.2.1. Increasing need to customer retention and satisfaction
 - 3.2.2. KM Increase profits and revenue
 - 3.2.3. Increase operational efficiency and staff productivity
- 3.3. Restraints
 - 3.3.1. Lack of awareness in small organization
- 3.4. Opportunities
 - 3.4.1. Technological advancement
 - 3.4.2. Increasing banking and insurance industry
- 3.5. Porters five forces analysis
 - 3.5.1. Bargaining power of suppliers
 - 3.5.2. Bargaining power of buyers
 - 3.5.3. Threat from new entrants
 - 3.5.4. Threat from new substitutes
 - 3.5.5. Degree of competition
- 3.6. Market attractiveness analysis
 - 3.6.1. Market attractiveness analysis, by offerings segment
 - 3.6.2. Market attractiveness analysis, by organization size segment
 - 3.6.3. Market attractiveness analysis, by regional segment

CHAPTER 4. GLOBAL KNOWLEDGE MANAGEMENT MARKET - COMPETITIVE

LANDSCAPE

- 4.1. Company market share, 2016 (Subject To Data Availability)
- 4.2. Strategic Development
 - 4.2.1. Acquisitions Mergers
 - 4.2.2. New Product Launch
 - 4.2.3. Agreements, Partnerships, Collaborations and Joint Ventures
 - 4.2.4. Research and Development, Product and Regional Expansion

CHAPTER 5. GLOBAL KNOWLEDGE MANAGEMENT MARKET - OFFERINGS SEGMENT ANALYSIS

- 5.1. Global Knowledge Management market: offerings overview
 - 5.1.1. Global Knowledge Management market revenue share, by offerings, 2016 and 2025
- 5.2. Knowledge Management Process
 - 5.2.1. Knowledge Management market by knowledge management process, 2016-2025 (USD Million)
- 5.3. Knowledge Management Systems
 - 5.3.1. Knowledge Management market by knowledge management systems, 2016-2025 (USD Million)
- 5.4. Knowledge Management Mechanisms and Technologies
 - 5.4.1. Knowledge Management market by knowledge management mechanisms and technologies, 2016-2025 (USD Million)
- 5.5. Knowledge Management Infrastructure
 - 5.5.1. Knowledge Management market by knowledge management infrastructure, 2016-2025 (USD million)

CHAPTER 6. GLOBAL KNOWLEDGE MANAGEMENT MARKET -ORGANIZATION SIZE SEGMENT ANALYSIS

- 6.1. Global Knowledge Management market: organization size overview
 - 6.1.1. Global Knowledge Management market revenue share, by organization size, 2016 and 2025
- 6.2. SMEs
 - 6.2.1. Global Knowledge Management market by SMEs 2016-2025 (USD Million)
- 6.3. Large Enterprise
 - 6.3.1. Global Knowledge Management market by large enterprise 2016-2025 (USD Million)

CHAPTER 7. GLOBAL KNOWLEDGE MANAGEMENT MARKET - REGIONAL SEGMENT ANALYSIS

7.1. Global Knowledge Management market: Regional overview

7.1.1. Global Knowledge Management market revenue share, by region, 2016 and 2025

7.2. North America

7.2.1. North America Knowledge Management market revenue, by offerings, 2016-2025 (USD Million)

7.2.2. North America Knowledge Management market revenue, by organization size, 2016-2025 (USD Million)

7.2.3. The U.S.

7.2.3.1. The U.S. Knowledge Management market revenue, by offerings, 2016-2025 (USD Million)

7.2.3.2. The U.S. Knowledge Management market revenue, by organization size, 2016-2025 (USD Million)

7.2.4. Rest of North America

7.2.4.1. Rest of North America Knowledge Management market revenue, by offerings, 2016-2025 (USD Million)

7.2.4.2. Rest of North America Knowledge Management market revenue, by organization size, 2016-2025 (USD Million)

7.3. Europe

7.3.1. Europe Knowledge Management market revenue, by offerings, 2016-2025 (USD Million)

7.3.2. Europe Knowledge Management market revenue, by organization size, 2016-2025 (USD Million)

7.3.3. France

7.3.3.1. France Knowledge Management market revenue, by offerings, 2016-2025 (USD Million)

7.3.3.2. France Knowledge Management market revenue, by organization size, 2016-2025 (USD Million)

7.3.4. The U.K

7.3.4.1. The U.K Knowledge Management market revenue, by offerings, 2016-2025 (USD Million)

7.3.4.2. The U.K Knowledge Management market revenue, by organization size, 2016-2025 (USD Million)

7.3.5. Spain

7.3.5.1. Spain Knowledge Management market revenue, by offerings, 2016-2025

(USD Million)

7.3.5.2. Spain Knowledge Management market revenue, by organization size, 2016-2025 (USD Million)

7.3.6. Germany

7.3.6.1. Germany Knowledge Management market revenue, by offerings, 2016-2025 (USD Million)

7.3.6.2. Germany Knowledge Management market revenue, by organization size, 2016-2025 (USD Million)

7.3.7. Italy

7.3.7.1. Italy Knowledge Management market revenue, by offerings, 2016-2025 (USD Million)

7.3.7.2. Italy Knowledge Management market revenue, by organization size, 2016-2025 (USD Million)

7.3.8. Rest of Europe

7.3.8.1. Rest of Europe Knowledge Management market revenue, by offerings, 2016-2025 (USD Million)

7.3.8.2. Rest of Europe Knowledge Management market revenue, by organization size, 2016-2025 (USD Million)

7.4. Asia Pacific

7.4.1. Asia Pacific Knowledge Management market revenue, by offerings, 2016-2025 (USD Million)

7.4.2. Asia Pacific Knowledge Management market revenue, by Organization size, 2016-2025 (USD Million)

7.4.3. China

7.4.3.1. China Knowledge Management market revenue, by offerings, 2016-2025 (USD Million)

7.4.3.2. China Knowledge Management market revenue, by organization size, 2016-2025 (USD Million)

7.4.4. Japan

7.4.4.1. Japan Knowledge Management market revenue, by offerings, 2016-2025 (USD Million)

7.4.4.2. Japan Knowledge Management market revenue, by organization size, 2016-2025 (USD Million)

7.4.5. India

7.4.5.1. India Knowledge Management market revenue, by offerings, 2016-2025 (USD Million)

7.4.5.2. India Knowledge Management market revenue, by organization size, 2016-2025 (USD Million)

7.4.6. Southeast Asia

7.4.6.1. Southeast Asia Knowledge Management market revenue, by offerings, 2016-2025 (USD Million)

7.4.6.2. Southeast Asia Knowledge Management market revenue, by organization size, 2016-2025 (USD Million)

7.4.7. Rest of Asia Pacific

7.4.7.1. Rest of Asia Pacific Knowledge Management market revenue, by offerings, 2016-2025 (USD Million)

7.4.7.2. Rest of Asia Pacific Knowledge Management market revenue, by organization size, 2016-2025 (USD Million)

7.5. Latin America

7.5.1. Latin America Knowledge Management market revenue, by offerings, 2016-2025 (USD Million)

7.5.2. Latin America Knowledge Management market revenue, by Organization size, 2016-2025 (USD Million)

7.5.3. Brazil

7.5.3.1. Brazil Knowledge Management market revenue, by offerings, 2016-2025 (USD Million)

7.5.3.2. Brazil Knowledge Management market revenue, by organization size, 2016-2025 (USD Million)

7.5.4. Rest of Latin America

7.5.4.1. Rest of Latin America Knowledge Management market revenue, by offerings, 2016-2025 (USD Million)

7.5.4.2. Rest of Latin America Knowledge Management market revenue, by organization size, 2016-2025 (USD Million)

7.6. Middle East and Africa

7.6.1. Middle East and Africa Knowledge Management market revenue, by offerings, 2016-2025 (USD Million)

7.6.2. Middle East and Africa Knowledge Management market revenue, by Organization size, 2016-2025 (USD Million)

7.6.3. GCC Countries

7.6.3.1. GCC Countries Knowledge Management market revenue, by offerings, 2016-2025 (USD Million)

7.6.3.2. GCC Countries Knowledge Management market revenue, by organization size, 2016-2025 (USD Million)

7.6.4. Southern Africa

7.6.4.1. Southern Africa Knowledge Management market revenue, by offerings, 2016-2025 (USD Million)

7.6.4.2. Southern Africa Knowledge Management market revenue, by organization size, 2016-2025 (USD Million)

7.6.5. Rest of MEA

7.6.5.1. Rest of MEA Knowledge Management market revenue, by offerings, 2016-2025 (USD Million)

7.6.5.2. Rest of MEA Knowledge Management market revenue, by organization size, 2016-2025 (USD Million)

CHAPTER 8. COMPANY PROFILE

8.1. Bloomfire

8.1.1. Overview

8.1.2. Financials

8.1.3. Product portfolio

8.1.4. Business strategy

8.1.5. Recent developments

8.2. Callidus Software Inc

8.2.1. Overview

8.2.2. Financials

8.2.3. Product portfolio

8.2.4. Business strategy

8.2.5. Recent developments

8.3. Chadha Software Technologies

8.3.1. Overview

8.3.2. Financials

8.3.3. Product portfolio

8.3.4. Business strategy

8.3.5. Recent developments

8.4. ComAround

8.4.1. Overview

8.4.2. Financials

8.4.3. Product portfolio

8.4.4. Business strategy

8.4.5. Recent developments

8.5. Computer Sciences Corporation(APQC)

8.5.1. Overview

8.5.2. Financials

8.5.3. Product portfolio

8.5.4. Business strategy

8.5.5. Recent developments

8.6. EduBrite Systems

- 8.6.1. Overview
- 8.6.2. Financials
- 8.6.3. Product portfolio
- 8.6.4. Business strategy
- 8.6.5. Recent developments
- 8.7. Ernst Young
 - 8.7.1. Overview
 - 8.7.2. Financials
 - 8.7.3. Product portfolio
 - 8.7.4. Business strategy
 - 8.7.5. Recent developments
- 8.8. IBM Global Services
 - 8.8.1. Overview
 - 8.8.2. Financials
 - 8.8.3. Product portfolio
 - 8.8.4. Business strategy
 - 8.8.5. Recent developments
- 8.9. Igloo
 - 8.9.1. Overview
 - 8.9.2. Financials
 - 8.9.3. Product portfolio
 - 8.9.4. Business strategy
 - 8.9.5. Recent developments
- 8.10. KMS Lighthouse
 - 8.10.1. Overview
 - 8.10.2. Financials
 - 8.10.3. Product portfolio
 - 8.10.4. Business strategy
 - 8.10.5. Recent developments
- 8.11. Knosys
 - 8.11.1. Overview
 - 8.11.2. Financials
 - 8.11.3. Product portfolio
 - 8.11.4. Business strategy
 - 8.11.5. Recent developments
- 8.12. Open Text Corporation
 - 8.12.1. Overview
 - 8.12.2. Financials
 - 8.12.3. Product portfolio

8.12.4. Business strategy

8.12.5. Recent developments

8.13. ProProfs

8.13.1. Overview

8.13.2. Financials

8.13.3. Product portfolio

8.13.4. Business strategy

8.13.5. Recent developments

8.14. Right Answers

8.14.1. Overview

8.14.2. Financials

8.14.3. Product portfolio

8.14.4. Business strategy

8.14.5. Recent developments

8.15. Transversal

8.15.1. Overview

8.15.2. Financials

8.15.3. Product portfolio

8.15.4. Business strategy

8.15.5. Recent developments

8.16. Yonyx

8.16.1. Overview

8.16.2. Financials

8.16.3. Product portfolio

8.16.4. Business strategy

8.16.5. Recent developments

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