

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.

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