

Service Integration and Management Market by Component (Solutions (Business Solutions, Technology Solutions), Services (Integration & Implementation, Consulting)), Organization Size, Vertical (Manufacturing, It & ITeS, BFSI) & Region - Global Forecast to 2028

Market Report | 2023-11-29 | 386 pages | MarketsandMarkets

AVAILABLE LICENSES:

- Single User \$4950.00
- Multi User \$6650.00
- Corporate License \$8150.00
- Enterprise Site License \$10000.00

Report description:

The service integration and management market size is expected to grow from USD 4.8 billion in 2023 to USD 6.0 billion by 2028 at a compound annual growth rate (CAGR) of 4.3% during the forecast period. The service integration and management market is witnessing a rise in hybrid service delivery models. Organizations are increasingly adopting a mix of traditional and cloud-based services, necessitating flexible and integrated approaches such as SIAM. The ability of SIAM to seamlessly manage and integrate services across diverse environments positions it as a critical enabler for businesses embracing hybrid models. As enterprises continue to prioritize customer experience, SIAM's focus on cohesive service delivery and efficient management of diverse service providers positions it as a cornerstone for organizations striving to meet the evolving expectations of end-users in the digital age. Additionally, as organizations prioritize customer experience, the demand for seamless and integrated services becomes paramount. SIAM offers an opportunity for businesses to enhance customer satisfaction by providing a unified and efficient service delivery model. The market also presents growth opportunities in integrating advanced technologies, including Artificial Intelligence (AI) and automation, to optimize service management processes. Furthermore, with an increasing focus on cybersecurity and compliance, SIAM can play a pivotal role in ensuring secure and resilient service ecosystems, presenting additional avenues for market expansion. As businesses embrace digital transformation, the service integration and management market stands at the forefront of providing comprehensive solutions to meet the evolving needs of modern enterprises.

"By vertical, the manufacturing segment holds the highest CAGR during the forecast period."

The service integration and management market by vertical is divided into BFSI, IT & ITeS, telecommunications, energy & utilities, healthcare & life sciences, manufacturing, retail & consumer goods, transportation & logistics, and other verticals. The

Scotts International. EU Vat number: PL 6772247784

tel. 0048 603 394 346 e-mail: support@scotts-international.com

www.scotts-international.com

manufacturing segment is estimated to grow at the highest CAGR during the forecasted service integration and management market. The manufacturing industry relies heavily on the service integration and management market to improve operational efficiency, supply chain management, and overall competitiveness. In this sector, where accuracy, cost control, and timely delivery are essential, SIAM provides a structured framework for integrating and managing various services and processes. The manufacturing industry uses SIAM for application development and maintenance management and for integrating MES systems with other IT systems.

First and foremost, SIAM helps manufacturers streamline their operations by integrating various services critical to their production processes. These services include supply chain logistics, maintenance of manufacturing equipment, IT systems, and more. SIAM helps manufacturers reduce costs, minimize downtime, and improve operational efficiency by centralizing and optimizing these services. For example, SIAM can ensure that maintenance schedules for critical machinery are coordinated seamlessly, reducing the risk of production delays. Secondly, SIAM is crucial in supply chain management within the manufacturing industry. It facilitates the integration of various supply chain components, from raw material suppliers to distribution networks. This comprehensive view of the supply chain ensures that manufacturers can respond quickly to changes in demand, optimize inventory levels, and enhance overall supply chain efficiency. This helps manufacturers meet consumer demands more effectively, reduce lead times, and maintain a competitive edge in the market.

In conclusion, the service integration and management market is instrumental in driving efficiency, improving supply chain management, and maintaining competitiveness in the manufacturing industry. It enables manufacturers to integrate and manage various services and processes, resulting in cost savings, reduced downtime, and more responsive production and distribution systems.

"Based on organization size, the large enterprises segment holds the largest market share during the forecast period."

The service integration and management market is segmented by organization size into large enterprises and SMEs. The large enterprises segment is expected to hold the largest market share during the forecast period. Service integration and management is an essential tool that plays a vital role in the efficient functioning of large enterprises by providing them with a structured approach to integrate, coordinate, and govern their various services, applications, and providers.

In the complex IT landscapes of large enterprises, SIAM serves as a central orchestrator that streamlines IT service delivery and ensures consistency across the organization. SIAM helps companies improve operational efficiency, reduce costs, and enhance service quality by eliminating redundancies and standardizing processes. SIAM is particularly useful for large banks and financial institutions that rely heavily on various IT systems, applications, and services to provide their customers with efficient and secure financial services. By using SIAM principles, these organizations can integrate their multiple services, such as online banking, mobile apps, payment processing, and customer relationship management systems, and ensure that all these components work together cohesively, reducing operational silos and improving overall service delivery. It enables large financial institutions to effectively manage multiple service providers, including those that provide cybersecurity, data analytics, or cloud infrastructure services. SIAM ensures that these providers collaborate seamlessly and maintain compliance with industry regulations while delivering services that align with the bank's standards and security requirements.

In conclusion, SIAM is a crucial tool that enables large enterprises to adapt to changing business needs, scale their IT services, and align their technology with strategic goals while improving overall service delivery and enhancing customer experiences.

"Based on solutions, the business solutions segment holds the highest CAGR during the forecast period."

The service integration and management market by solutions is segmented into business and technology solutions. The business solutions segment is estimated to grow at the highest CAGR during the forecasted service integration and management market. The business solutions segment in the service integration and management market plays a pivotal role in aligning IT services with an organization's business objectives and ensuring the overall effectiveness of the SIAM framework.

Business solutions in the service integration and management market enable organizations to define and track key performance indicators (KPIs) directly related to business goals. These solutions provide dashboards and analytics tools that offer real-time insights into the performance of IT services, making it easier for organizations to assess how well these services contribute to their strategic objectives. This data-driven approach allows for more informed decision-making and ensures that the SIAM framework is continuously adapted to align with the evolving needs of the business.

Furthermore, business solutions help organizations optimize their IT services to maximize efficiency and cost-effectiveness. They

provide automation and orchestration capabilities that streamline service delivery processes, reducing manual interventions and associated operational costs. By offering predictive analytics and trend analysis, these solutions enable organizations to address potential issues and improve service quality proactively. This, in turn, enhances the organization's ability to manage its IT budget effectively and allocate resources where it can deliver the most value to the business.

Business solutions in the service integration and management market facilitate a more agile and responsive approach to service delivery. They support rapidly onboarding new service providers and integrating their services into the organization's IT ecosystem. This agility is crucial in today's fast-paced business environment, where the ability to quickly adapt and scale IT services is a competitive advantage.

In summary, the business solutions segment in the service integration and management market empowers organizations to make data-driven decisions, optimize their IT services, and maintain agility in service delivery. By aligning IT services with business objectives, these solutions ensure that the SIAM framework manages service providers effectively and contributes to an organization's strategic goals, ultimately leading to increased competitiveness and better customer satisfaction.

Breakdown of primaries

In-depth interviews were conducted with Chief Executive Officers (CEOs), innovation and technology directors, system integrators, and executives from various key organizations operating in the service integration and management market.

□By Company: Tier I: 30%, Tier II: 45%, and Tier III: 25%

□By Designation: C-Level Executives: 50%, Directors: 35%, and Others: 15%

□By Region: North America: 50%, Europe: 30%, Asia Pacific: 15%, Rest of World: 5%

Some of the significant service integration and management market vendors are IBM (US), HCLTech (India), Fujitsu (Japan), DXC Technology (US), CGI (Canada), Atos (France), LTIMindtree (India), Infosys (India), TCS (India), and Wipro (India).

Research coverage:

The market study covers the service integration and management market across segments. It aims at estimating the market size and the growth potential across different segments, such as components, solutions, services, organization sizes, verticals, and regions. It includes an in-depth competitive analysis of the key players in the market, their company profiles, key observations related to product and business offerings, recent developments, and key market strategies.

Reasons to buy this report:

The report will help the market leaders/new entrants with information on the closest approximations of the revenue numbers for the overall service integration and management market and the subsegments. This report will help stakeholders understand the competitive landscape and gain more insights to position their businesses better and plan suitable go-to-market strategies. The report also helps stakeholders understand the market pulse and provides information on key market drivers, restraints, challenges, and opportunities.

The report provides insights on the following pointers:

Analysis of key drivers (Growing demand for unified service management platform, Increasing complexities in service management across industries, Increased spending on public cloud, Rising demand for multi-vendor outsourcing), restraints (Lack of skilled professionals, Data security and privacy concerns), opportunities (Advent of big data and analytics, Rising government investment in digitalization, Rapid globalization), and challenges (Integration issues with legacy and traditional SIAM systems, Vendor lock-in, Cultural and organizational resistance) influencing the growth of the service integration and management market.

□Product Development/Innovation: Detailed insights on upcoming technologies, research & development activities, and new product & service launches in the service integration and management market.

□Market Development: Comprehensive information about lucrative markets ? the report analyses the service integration and management market across varied regions.

Scotts International. EU Vat number: PL 6772247784

tel. 0048 603 394 346 e-mail: support@scotts-international.com

www.scotts-international.com

?Market Diversification: Exhaustive information about new products & services, untapped geographies, recent developments, and investments in the service integration and management market.

?Competitive Assessment: In-depth assessment of market shares, growth strategies, and service offerings of leading players, including IBM (US), HCLTech (India), Fujitsu (Japan), DXC Technology (US), and CGI (Canada), among others in the service integration and management market.

Table of Contents:

1	INTRODUCTION	45
1.1	STUDY OBJECTIVES	45
1.2	MARKET DEFINITION	45
1.3	STUDY SCOPE	46
1.3.1	MARKET SEGMENTATION	46
1.3.2	INCLUSIONS & EXCLUSIONS	47
1.3.3	REGIONS COVERED	48
1.4	YEARS CONSIDERED	48
1.5	CURRENCY CONSIDERED	49
TABLE 1	USD EXCHANGE RATES, 2018-2022	49
1.6	STAKEHOLDERS	49
1.7	SUMMARY OF CHANGES	50
1.8	RECESSION IMPACT	51
2	RESEARCH METHODOLOGY	52
2.1	RESEARCH DATA	52
FIGURE 1	SERVICE INTEGRATION AND MANAGEMENT MARKET: RESEARCH DESIGN	52
2.1.1	SECONDARY DATA	53
2.1.2	PRIMARY DATA	53
2.1.2.1	Breakup of primary profiles	54
2.1.2.2	Key industry insights	54
2.2	DATA TRIANGULATION	55
FIGURE 2	SERVICE INTEGRATION AND MANAGEMENT MARKET: DATA TRIANGULATION	55
2.3	MARKET SIZE ESTIMATION	56
FIGURE 3	SERVICE INTEGRATION AND MANAGEMENT MARKET: TOP-DOWN AND BOTTOM-UP APPROACHES	56
2.3.1	TOP-DOWN APPROACH	57
FIGURE 4	MARKET SIZE ESTIMATION METHODOLOGY: TOP-DOWN APPROACH	57
2.3.2	BOTTOM-UP APPROACH	57
FIGURE 5	MARKET SIZE ESTIMATION METHODOLOGY: BOTTOM-UP APPROACH	58
FIGURE 6	SERVICE INTEGRATION AND MANAGEMENT MARKET: RESEARCH FLOW	58
2.3.3	MARKET ESTIMATION METHODOLOGIES	59
FIGURE 7	MARKET SIZE ESTIMATION METHODOLOGY (SUPPLY SIDE): ILLUSTRATION OF VENDOR REVENUE ESTIMATION	59
FIGURE 8	MARKET SIZE ESTIMATION METHODOLOGY: SUPPLY-SIDE ANALYSIS	60
FIGURE 9	MARKET SIZE ESTIMATION METHODOLOGY: BOTTOM-UP APPROACH (SUPPLY SIDE) - COLLECTIVE REVENUE OF VENDORS	60
FIGURE 10	MARKET SIZE ESTIMATION METHODOLOGY: CAGR PROJECTIONS FROM SUPPLY SIDE	61
FIGURE 11	SERVICE INTEGRATION AND MANAGEMENT MARKET: DEMAND-SIDE APPROACH	61
2.4	MARKET FORECAST	62
TABLE 2	FACTOR ANALYSIS	62
2.5	IMPACT OF RECESSION ON GLOBAL SERVICE INTEGRATION AND MANAGEMENT MARKET	63

Scotts International. EU Vat number: PL 6772247784

tel. 0048 603 394 346 e-mail: support@scotts-international.com

www.scotts-international.com

2.6	RESEARCH ASSUMPTIONS	63
2.7	LIMITATIONS AND RISK ASSESSMENT	65
3	EXECUTIVE SUMMARY	66
FIGURE 12	SERVICE INTEGRATION AND MANAGEMENT MARKET SNAPSHOT, 2020-2028	67
FIGURE 13	SEGMENTS WITH HIGH GROWTH RATES IN SERVICE INTEGRATION AND MANAGEMENT MARKET	68
FIGURE 14	SOLUTIONS SEGMENT TO ACCOUNT FOR LARGER MARKET BY 2028	69
FIGURE 15	TECHNOLOGY SOLUTIONS SEGMENT TO ACCOUNT FOR LARGER SHARE BY 2028	70
FIGURE 16	CONTRACT MANAGEMENT SEGMENT TO ACCOUNT FOR LARGEST MARKET BY 2028	71
FIGURE 17	INFRASTRUCTURE SEGMENT TO ACCOUNT FOR LARGER SHARE BY 2028	72
FIGURE 18	APPLICATION LIFECYCLE MANAGEMENT SEGMENT TO ACCOUNT FOR LARGEST MARKET BY 2028	73
FIGURE 19	DATA CENTER SEGMENT TO ACCOUNT FOR LARGEST SHARE BY 2028	73
FIGURE 20	INTEGRATION & IMPLEMENTATION SEGMENT TO LEAD MARKET BY 2028	74
FIGURE 21	LARGE ENTERPRISES SEGMENT TO ACCOUNT FOR LARGER MARKET BY 2028	75
FIGURE 22	MANUFACTURING SEGMENT TO ACCOUNT FOR LARGEST SHARE BY 2028	76
FIGURE 23	NORTH AMERICA TO ACHIEVE HIGHEST GROWTH DURING FORECAST PERIOD	77
4	PREMIUM INSIGHTS	78
4.1	ATTRACTIVE OPPORTUNITIES FOR PLAYERS IN SERVICE INTEGRATION AND MANAGEMENT MARKET	78
FIGURE 24	GROWING DEMAND FOR INCREASED FLEXIBILITY AND SCALABILITY IN OPERATIONS TO DRIVE ADOPTION OF SERVICE INTEGRATION AND MANAGEMENT SOLUTIONS	78
4.2	SERVICE INTEGRATION AND MANAGEMENT MARKET, BY COMPONENT	79
FIGURE 25	SOLUTIONS SEGMENT TO ACCOUNT FOR LARGER SHARE IN 2023	79
4.3	SERVICE INTEGRATION AND MANAGEMENT MARKET, BY SOLUTION	79
FIGURE 26	TECHNOLOGY SOLUTIONS SEGMENT TO LEAD MARKET IN 2023	79
4.4	SERVICE INTEGRATION AND MANAGEMENT MARKET, BY SERVICE	80
FIGURE 27	INTEGRATION & IMPLEMENTATION SEGMENT TO ACCOUNT FOR LARGEST SHARE IN 2023	80
4.5	SERVICE INTEGRATION AND MANAGEMENT MARKET, BY BUSINESS SOLUTION	80
FIGURE 28	CONTRACT MANAGEMENT SEGMENT TO ACCOUNT FOR LARGEST SHARE IN 2023	80
4.6	SERVICE INTEGRATION AND MANAGEMENT MARKET, BY TECHNOLOGY SOLUTION	81
FIGURE 29	INFRASTRUCTURE SEGMENT TO LEAD MARKET BY 2028	81
4.7	SERVICE INTEGRATION AND MANAGEMENT MARKET, BY APPLICATION	81
FIGURE 30	APPLICATION LIFECYCLE MANAGEMENT SEGMENT TO ACCOUNT FOR LARGEST SHARE IN 2023	81
4.8	SERVICE INTEGRATION AND MANAGEMENT MARKET, BY INFRASTRUCTURE	82
FIGURE 31	DATA CENTER SEGMENT TO BE DOMINANT MARKET IN 2023	82
4.9	SERVICE INTEGRATION AND MANAGEMENT MARKET, BY ORGANIZATION SIZE	82
FIGURE 32	LARGE ENTERPRISES SEGMENT TO ACCOUNT FOR LARGER SHARE IN 2023	82
4.10	SERVICE INTEGRATION AND MANAGEMENT MARKET, BY VERTICAL	83
FIGURE 33	MANUFACTURING SEGMENT TO ACCOUNT FOR LARGEST SHARE IN 2023	83
4.11	SERVICE INTEGRATION AND MANAGEMENT MARKET: REGIONAL ANALYSIS	83
FIGURE 34	ASIA PACIFIC TO EMERGE AS LUCRATIVE MARKET FOR INVESTMENTS IN NEXT FIVE YEARS	83
5	MARKET OVERVIEW AND INDUSTRY TRENDS	84
5.1	INTRODUCTION	84
5.2	MARKET DYNAMICS	84
FIGURE 35	SERVICE INTEGRATION AND MANAGEMENT MARKET: DRIVERS, RESTRAINTS, OPPORTUNITIES, AND CHALLENGES	85
5.2.1	DRIVERS	85
5.2.1.1	Growing demand for unified service management platforms	85
5.2.1.2	Increasing complexities in service management across industries	86
5.2.1.3	Increased spending on public cloud	86

5.2.1.4	Rising demand for multi-vendor outsourcing	87
5.2.2	RESTRAINTS	87
5.2.2.1	Lack of skilled professionals	87
5.2.2.2	Data security and privacy concerns	88
5.2.3	OPPORTUNITIES	88
5.2.3.1	Advent of big data and analytics	88
5.2.3.2	Rising government investment in digitalization	89
5.2.3.3	Rapid globalization	89
5.2.4	CHALLENGES	90
5.2.4.1	Integration issues with legacy and traditional SIAM systems	90
5.2.4.2	Vendor lock-in	90
5.2.4.3	Cultural and organizational resistance	91
5.3	CASE STUDY ANALYSIS	91
5.3.1	CASE STUDY 1: PUBLIC HOSPITAL IN HONG KONG DEPLOYED FUJITSU'S PALMSECURE SYSTEM TO ENSURE HIGH LEVEL OF DATA SECURITY	91
5.3.2	CASE STUDY 2: POSTEN NORGE DEPLOYED INFOSYS SERVICENOW SUITE TO REDUCE WORKLOAD OF SERVICE DESKS	92
5.3.3	CASE STUDY 3: NEWS UK IMPLEMENTED HCL'S SOLUTIONS TO TRANSFORM ITS DATA CENTER AND BECOME MORE AGILE	93
5.3.4	CASE STUDY 4: EUROPEAN AUDIO COMPANY DEPLOYED LTIMINDTREE'S DIGITAL ECOSYSTEM TO DELIVER ENHANCED CUSTOMER EXPERIENCE AND EXPAND ITS ANNUAL USER BASE	94
5.3.5	CASE STUDY 5: NORWEGIAN OIL AND GAS ASSOCIATION COLLABORATED WITH TIETOEVRV TO REDUCE DOWNTIME	95
5.3.6	CASE STUDY 6: HANINGE MUNICIPALITY ADOPTED DATA DECTUS'S SOLUTIONS TO IMPROVE IT DELIVERY AND DRIVE INNOVATION	96
5.4	ECOSYSTEM ANALYSIS	96
FIGURE 36	SERVICE INTEGRATION AND MANAGEMENT MARKET ECOSYSTEM	97
5.5	VALUE CHAIN ANALYSIS	97
FIGURE 37	SERVICE INTEGRATION AND MANAGEMENT MARKET: VALUE CHAIN ANALYSIS	98
5.6	PRICING ANALYSIS	98
5.6.1	AVERAGE SELLING PRICE TRENDS OF KEY PLAYERS, BY SOLUTION	98
TABLE 3	INDICATIVE PRICING ANALYSIS OF SERVICE INTEGRATION AND MANAGEMENT SERVICES	99
5.6.2	AVERAGE SELLING PRICE TRENDS OF KEY PLAYERS, BY SERVICE	100
TABLE 4	INDICATIVE PRICING ANALYSIS OF SERVICE INTEGRATION AND MANAGEMENT SOLUTIONS	100
5.7	PATENT ANALYSIS	101
FIGURE 38	NUMBER OF PATENTS PUBLISHED, 2012-2022	101
FIGURE 39	TOP TEN PATENT APPLICANTS, 2022	102
TABLE 5	TOP PATENT OWNERS	102
5.8	TECHNOLOGY ANALYSIS	103
5.8.1	KEY TECHNOLOGIES	103
5.8.1.1	Cloud Computing	103
5.8.1.2	API Integration	103
5.8.1.3	Artificial Intelligence and Machine Learning	103
5.8.1.4	Containerization and Microservices	104
5.8.2	COMPLIMENTARY TECHNOLOGIES	104
5.8.2.1	Data Analytics and Business Intelligence (BI)	104
5.8.2.2	DevOps	104
5.8.2.3	Endpoint Security	105
5.8.3	ADJACENT TECHNOLOGIES	105
5.8.3.1	Internet of Things	105

Scotts International. EU Vat number: PL 6772247784

tel. 0048 603 394 346 e-mail: support@scotts-international.com

www.scotts-international.com

5.8.3.2	Edge Computing	105
5.8.3.3	Big Data	105
5.9	REGULATORY LANDSCAPE	106
5.9.1	REGULATORY BODIES, GOVERNMENT AGENCIES, AND OTHER ORGANIZATIONS	106
TABLE 6	NORTH AMERICA: REGULATORY BODIES, GOVERNMENT AGENCIES, AND OTHER ORGANIZATIONS	106
TABLE 7	EUROPE: REGULATORY BODIES, GOVERNMENT AGENCIES, AND OTHER ORGANIZATIONS	106
TABLE 8	ASIA PACIFIC: REGULATORY BODIES, GOVERNMENT AGENCIES, AND OTHER ORGANIZATIONS	107
TABLE 9	REST OF THE WORLD: REGULATORY BODIES, GOVERNMENT AGENCIES, AND OTHER ORGANIZATIONS	107
?		
5.9.2	REGULATIONS, BY REGION	108
5.9.2.1	North America	108
5.9.2.2	Europe	109
5.9.2.3	Asia Pacific	109
5.9.2.4	Middle East & South Africa	109
5.9.2.5	Latin America	110
5.9.3	REGULATORY IMPLICATIONS AND INDUSTRY STANDARDS	110
5.9.3.1	General Data Protection Regulation	110
5.9.3.2	SEC Rule 17a-4	110
5.9.3.3	ISO/IEC 27001	110
5.9.3.4	System and Organization Controls 2 Type II Compliance	111
5.9.3.5	Financial Industry Regulatory Authority	111
5.9.3.6	Freedom of Information Act	111
5.9.3.7	Health Insurance Portability and Accountability Act	111
5.10	PORTER'S FIVE FORCES ANALYSIS	112
FIGURE 40	PORTER'S FIVE FORCES ANALYSIS	112
TABLE 10	PORTER'S FIVE FORCES ANALYSIS	112
5.10.1	THREAT OF NEW ENTRANTS	113
5.10.2	THREAT OF SUBSTITUTES	113
5.10.3	BARGAINING POWER OF SUPPLIERS	113
5.10.4	BARGAINING POWER OF BUYERS	113
5.10.5	INTENSITY OF COMPETITIVE RIVALRY	113
5.11	KEY CONFERENCES & EVENTS	114
TABLE 11	SERVICE INTEGRATION AND MANAGEMENT MARKET: KEY CONFERENCES & EVENTS, 2023-2024	114
5.12	TRENDS/DISRUPTIONS IMPACTING BUYERS	114
FIGURE 41	SERVICE INTEGRATION AND MANAGEMENT MARKET: TRENDS/DISRUPTIONS IMPACTING BUYERS	114
5.13	KEY STAKEHOLDERS & BUYING CRITERIA	115
5.13.1	KEY STAKEHOLDERS IN BUYING PROCESS	115
FIGURE 42	INFLUENCE OF STAKEHOLDERS ON BUYING PROCESS FOR TOP VERTICALS	115
TABLE 12	INFLUENCE OF STAKEHOLDERS ON BUYING PROCESS FOR TOP VERTICALS	115
5.13.2	BUYING CRITERIA	116
FIGURE 43	KEY BUYING CRITERIA FOR TOP THREE VERTICALS	116
TABLE 13	KEY BUYING CRITERIA FOR TOP THREE VERTICALS	116
5.14	SERVICE INTEGRATION AND MANAGEMENT MARKET: BUSINESS MODELS	117
5.14.1	INTERNAL SERVICE INTEGRATOR	117
5.14.2	EXTERNAL SERVICE INTEGRATOR	118
5.14.3	HYBRID SERVICE INTEGRATOR	119
?		

6 SERVICE INTEGRATION AND MANAGEMENT MARKET, BY COMPONENT 121

6.1 INTRODUCTION 122

TABLE 14 COMPONENTS: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION) 122

TABLE 15 COMPONENTS: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION) 122

6.1.1 COMPONENTS: SERVICE INTEGRATION AND MANAGEMENT MARKET DRIVERS 123

FIGURE 44 SERVICES SEGMENT TO GROW AT HIGHER CAGR DURING FORECAST PERIOD 123

TABLE 16 SERVICE INTEGRATION AND MANAGEMENT MARKET, BY COMPONENT, 2018-2022 (USD MILLION) 123

TABLE 17 SERVICE INTEGRATION AND MANAGEMENT MARKET, BY COMPONENT, 2023-2028 (USD MILLION) 124

6.2 SOLUTIONS 124

6.2.1 DEMAND TO IMPROVE OPERATIONAL PERFORMANCE BY AUTOMATING AND STANDARDIZING ACTIVITIES WITHIN ENTERPRISES TO DRIVE MARKET 124

TABLE 18 SOLUTIONS: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION) 125

TABLE 19 SOLUTIONS: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION) 125

6.3 SERVICES 125

6.3.1 SIAM SERVICES HELP BUSINESSES NAVIGATE COMPLEXITIES OF ADOPTING AND MAINTAINING CLOUD-BASED SYSTEMS 125

TABLE 20 SERVICES: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION) 126

TABLE 21 SERVICES: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION) 126

7 SERVICE INTEGRATION AND MANAGEMENT MARKET, BY SOLUTION 127

7.1 INTRODUCTION 128

7.1.1 SOLUTIONS: SERVICE INTEGRATION AND MANAGEMENT MARKET DRIVERS 128

FIGURE 45 BUSINESS SOLUTIONS SEGMENT TO GROW AT HIGHER CAGR DURING FORECAST PERIOD 128

TABLE 22 SERVICE INTEGRATION AND MANAGEMENT MARKET, BY SOLUTION, 2018-2022 (USD MILLION) 128

TABLE 23 SERVICE INTEGRATION AND MANAGEMENT MARKET, BY SOLUTION, 2023-2028 (USD MILLION) 129

7.2 BUSINESS SOLUTIONS 129

7.2.1 NEED FOR EMPOWERING ORGANIZATIONS TO MAKE DATA-DRIVEN DECISIONS, OPTIMIZE IT SERVICES, AND MAINTAIN AGILITY IN SERVICE DELIVERY TO BOOST GROWTH 129

TABLE 24 BUSINESS SOLUTIONS: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION) 130

TABLE 25 BUSINESS SOLUTIONS: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION) 130

FIGURE 46 GOVERNMENT, RISK, AND CONTROL SEGMENT TO GROW AT HIGHEST CAGR DURING FORECAST PERIOD 130

TABLE 26 SERVICE INTEGRATION AND MANAGEMENT MARKET, BY BUSINESS SOLUTION, 2018-2022 (USD MILLION) 131

TABLE 27 SERVICE INTEGRATION AND MANAGEMENT MARKET, BY BUSINESS SOLUTION, 2023-2028 (USD MILLION) 131

7.2.2 GOVERNMENT, RISK, AND CONTROL (GRC) 131

TABLE 28 GOVERNMENT, RISK, AND CONTROL: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION) 132

TABLE 29 GOVERNMENT, RISK, AND CONTROL: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION) 132

7.2.3 CONTRACT MANAGEMENT 132

TABLE 30 CONTRACT MANAGEMENT: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION) 133

TABLE 31 CONTRACT MANAGEMENT: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION) 133

7.2.4 PROCUREMENT 134

TABLE 32 PROCUREMENT: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION) 134

TABLE 33 PROCUREMENT: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION) 135

7.2.5 AUDITING & INVOICING 135

TABLE 34 AUDITING & INVOICING: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION) 136

TABLE 35 AUDITING & INVOICING: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION) 136

Scotts International. EU Vat number: PL 6772247784

tel. 0048 603 394 346 e-mail: support@scotts-international.com

www.scotts-international.com

7.3 TECHNOLOGY SOLUTIONS 136

7.3.1 TECHNOLOGY SOLUTIONS HELP ORGANIZATIONS MANAGE COMPLEX IT SERVICE ENVIRONMENTS 136

TABLE 36 TECHNOLOGY SOLUTIONS: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION) 137

TABLE 37 TECHNOLOGY SOLUTIONS: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION) 137

FIGURE 47 APPLICATION SEGMENT TO GROW AT HIGHER CAGR DURING FORECAST PERIOD 138

TABLE 38 SERVICE INTEGRATION AND MANAGEMENT MARKET, BY TECHNOLOGY SOLUTION, 2018-2022 (USD MILLION) 138

TABLE 39 SERVICE INTEGRATION AND MANAGEMENT MARKET, BY TECHNOLOGY SOLUTION, 2023-2028 (USD MILLION) 138

7.3.2 APPLICATION 138

TABLE 40 APPLICATION: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION) 139

TABLE 41 APPLICATION: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION) 139

FIGURE 48 APPLICATION TESTING SEGMENT TO GROW AT HIGHEST CAGR BY 2028 140

TABLE 42 SERVICE INTEGRATION AND MANAGEMENT MARKET, BY APPLICATION, 2018-2022 (USD MILLION) 140

TABLE 43 SERVICE INTEGRATION AND MANAGEMENT MARKET, BY APPLICATION, 2023-2028 (USD MILLION) 140

7.3.2.1 Application development 141

TABLE 44 APPLICATION DEVELOPMENT: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION) 141

TABLE 45 APPLICATION DEVELOPMENT: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION) 141

7.3.2.2 Application testing 142

TABLE 46 APPLICATION TESTING: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION) 142

TABLE 47 APPLICATION TESTING: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION) 142

7.3.2.3 Application lifecycle management 143

TABLE 48 APPLICATION LIFECYCLE MANAGEMENT: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION) 143

TABLE 49 APPLICATION LIFECYCLE MANAGEMENT: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION) 143

7.3.3 INFRASTRUCTURE 144

TABLE 50 INFRASTRUCTURE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION) 144

TABLE 51 INFRASTRUCTURE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION) 144

FIGURE 49 OTHER INFRASTRUCTURE SOLUTIONS SEGMENT TO GROW AT HIGHEST CAGR DURING FORECAST PERIOD 145

TABLE 52 SERVICE INTEGRATION AND MANAGEMENT MARKET, BY INFRASTRUCTURE, 2018-2022 (USD MILLION) 145

TABLE 53 SERVICE INTEGRATION AND MANAGEMENT MARKET, BY INFRASTRUCTURE, 2023-2028 (USD MILLION) 145

7.3.3.1 Data center 146

TABLE 54 DATA CENTER: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION) 146

TABLE 55 DATA CENTER: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION) 146

7.3.3.2 Network 147

TABLE 56 NETWORK: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION) 147

TABLE 57 NETWORK: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION) 147

7.3.3.3 Security 148

TABLE 58 SECURITY: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION) 148

TABLE 59 SECURITY: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION) 148

7.3.3.4 Other infrastructure solutions 149

TABLE 60 OTHER INFRASTRUCTURE SOLUTIONS: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION) 149

TABLE 61 OTHER INFRASTRUCTURE SOLUTIONS: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD

MILLION) 149

?

8 SERVICE INTEGRATION AND MANAGEMENT MARKET, BY SERVICE 150

8.1 INTRODUCTION 151

FIGURE 50 TRAINING, SUPPORT, AND MAINTENANCE SEGMENT TO GROW AT HIGHEST CAGR DURING FORECAST PERIOD 151

8.1.1 SERVICES: SERVICE INTEGRATION AND MANAGEMENT MARKET DRIVERS 151

TABLE 62 SERVICE INTEGRATION AND MANAGEMENT MARKET, BY SERVICE, 2018-2022 (USD MILLION) 151

TABLE 63 SERVICE INTEGRATION AND MANAGEMENT MARKET, BY SERVICE, 2023-2028 (USD MILLION) 152

8.2 INTEGRATION & IMPLEMENTATION 152

8.2.1 FOCUS OF BUSINESSES ON ADAPTING TO EVOLVING IT LANDSCAPES AND DELIVERING STREAMLINED SERVICES TO SPUR DEMAND 152

TABLE 64 INTEGRATION & IMPLEMENTATION: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION) 153

TABLE 65 INTEGRATION & IMPLEMENTATION: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION) 153

8.3 CONSULTING 153

8.3.1 CONSULTING SERVICES PROVIDE EXPERTISE AND GUIDANCE TO ORGANIZATIONS LOOKING TO STREAMLINE SERVICE INTEGRATION PROCESSES 153

TABLE 66 CONSULTING: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION) 154

TABLE 67 CONSULTING: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION) 154

8.4 TRAINING, SUPPORT, AND MAINTENANCE 155

8.4.1 EMPHASIS ON PROVIDING EXPERTISE AND GUIDANCE TO ORGANIZATIONS LOOKING TO STREAMLINE SERVICE INTEGRATION PROCESSES TO BOOST MARKET 155

TABLE 68 TRAINING, SUPPORT, AND MAINTENANCE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION) 156

TABLE 69 TRAINING, SUPPORT, AND MAINTENANCE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION) 156

9 SERVICE INTEGRATION AND MANAGEMENT MARKET, BY ORGANIZATION SIZE 157

9.1 INTRODUCTION 158

9.1.1 ORGANIZATION SIZE: SERVICE INTEGRATION AND MANAGEMENT MARKET DRIVERS 158

FIGURE 51 SMES SEGMENT TO GROW AT HIGHER CAGR DURING FORECAST PERIOD 158

TABLE 70 SERVICE INTEGRATION AND MANAGEMENT MARKET, BY ORGANIZATION SIZE, 2018-2022 (USD MILLION) 158

TABLE 71 SERVICE INTEGRATION AND MANAGEMENT MARKET, BY ORGANIZATION SIZE, 2023-2028 (USD MILLION) 159

9.2 LARGE ENTERPRISES 159

9.2.1 GROWING FOCUS ON IMPROVING OPERATIONAL EFFICIENCY AND ENHANCING SERVICE QUALITY TO DRIVE MARKET 159

TABLE 72 LARGE ENTERPRISES: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION) 160

TABLE 73 LARGE ENTERPRISES: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION) 160

9.3 SMALL AND MEDIUM-SIZED ENTERPRISES (SMES) 160

9.3.1 SERVICE INTEGRATION AND MANAGEMENT SERVICES ENABLE SMES TO STREAMLINE IT OPERATIONS BY INTEGRATING SERVICES AND AUTOMATING PROCESSES 160

TABLE 74 SMES: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION) 161

TABLE 75 SMES: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION) 161

10 SERVICE INTEGRATION AND MANAGEMENT MARKET, BY VERTICAL 162

10.1 INTRODUCTION 163

10.1.1 VERTICALS: SERVICE INTEGRATION AND MANAGEMENT MARKET DRIVERS 163

FIGURE 52 MANUFACTURING SEGMENT TO GROW AT HIGHEST CAGR DURING FORECAST PERIOD 163

TABLE 76 SERVICE INTEGRATION AND MANAGEMENT MARKET, BY VERTICAL, 2018-2022 (USD MILLION) 164

Scotts International. EU Vat number: PL 6772247784

tel. 0048 603 394 346 e-mail: support@scotts-international.com

www.scotts-international.com

TABLE 77	SERVICE INTEGRATION AND MANAGEMENT MARKET, BY VERTICAL, 2023-2028 (USD MILLION)	164
10.2	IT & ITES	165
10.2.1	NEED FOR MANAGING GROWING COMPLEXITY IN IT SERVICE ECOSYSTEMS TO DRIVE POPULARITY OF SERVICE INTEGRATION AND MANAGEMENT SOLUTIONS	165
TABLE 78	IT & ITES: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION)	165
TABLE 79	IT & ITES: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION)	165
10.2.1.1	Service level agreement management	166
10.2.1.2	Incident & problem management	166
10.2.1.3	Improved service quality	166
10.2.1.4	Service catalog management	167
10.3	TELECOMMUNICATIONS	167
10.3.1	DEMAND FOR INTEGRATING DIVERSE SERVICES AND TECHNOLOGIES TO BOOST MARKET	167
TABLE 80	TELECOMMUNICATIONS: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION)	168
TABLE 81	TELECOMMUNICATIONS: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION)	168
10.3.1.1	Multi-service provider coordination	168
10.3.1.2	Efficient incident & problem management	169
10.4	BFSI	169
10.4.1	CHANGING DYNAMICS IN FINANCIAL INSTITUTIONS TO PROPEL USE OF SERVICE INTEGRATION AND MANAGEMENT SOLUTIONS	169
TABLE 82	BFSI: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION)	170
TABLE 83	BFSI: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION)	170
10.4.1.1	Customer-centric services management	171
10.4.1.2	Regulatory compliance management	171
10.5	RETAIL & CONSUMER GOODS	172
10.5.1	GROWING DEMAND FOR CONSISTENCY ACROSS PHYSICAL STORES, E-COMMERCE WEBSITES, AND CUSTOMER SUPPORT CHANNELS TO BOOST MARKET	172
TABLE 84	RETAIL & CONSUMER GOODS: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION)	172
TABLE 85	RETAIL & CONSUMER GOODS: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION)	173
10.5.1.1	Increased agility	173
10.5.1.2	Fraud detection & prevention	173
10.6	MANUFACTURING	174
10.6.1	SERVICE INTEGRATION AND MANAGEMENT SOLUTIONS ENABLE MANUFACTURERS TO STREAMLINE OPERATIONS BY INTEGRATING VARIOUS SERVICES CRITICAL TO PRODUCTION PROCESSES	174
TABLE 86	MANUFACTURING: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION)	174
TABLE 87	MANUFACTURING: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION)	175
10.6.1.1	Management of application development and maintenance	175
10.6.1.2	Integration of MES systems with other IT systems	175
10.7	HEALTHCARE & LIFE SCIENCES	176
10.7.1	NEED FOR SEAMLESS INTEGRATION OF HEALTHCARE & LIFE SCIENCES SERVICES TO PROPEL DEMAND	176
TABLE 88	HEALTHCARE & LIFE SCIENCES: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION)	177
TABLE 89	HEALTHCARE & LIFE SCIENCES: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION)	177
10.7.1.1	Multi-provider healthcare ecosystem	177
10.7.1.2	End-to-end service management	178

10.8 ENERGY & UTILITIES 178

10.8.1 SERVICE INTEGRATION AND MANAGEMENT SOLUTIONS ENABLE SMOOTH TRANSITION FROM TRADITIONAL TO RENEWABLE ENERGY SOURCES 178

TABLE 90 ENERGY & UTILITIES: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION) 179

TABLE 91 ENERGY & UTILITIES: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION) 180

10.8.1.1 Reduced TCO 180

10.8.1.2 Effective risk mitigation 180

?

10.9 TRANSPORTATION & LOGISTICS 181

10.9.1 SERVICE INTEGRATION AND MANAGEMENT SERVICES FACILITATE REAL-TIME TRACKING, ENSURING CUSTOMERS RECEIVE TIMELY AND ACCURATE INFORMATION 181

TABLE 92 TRANSPORTATION & LOGISTICS: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION) 181

TABLE 93 TRANSPORTATION & LOGISTICS: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION) 182

10.9.1.1 Performance tracking 182

10.10 OTHER VERTICALS 182

10.10.1 MEDIA & ENTERTAINMENT 182

10.10.2 GOVERNMENT & PUBLIC SECTOR 183

10.10.3 TRAVEL & HOSPITALITY 183

TABLE 94 OTHER VERTICALS: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION) 183

TABLE 95 OTHER VERTICALS: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION) 183

11 SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION 184

11.1 INTRODUCTION 185

FIGURE 53 NORTH AMERICA TO ACCOUNT FOR LARGEST SHARE BY 2028 185

TABLE 96 SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2018-2022 (USD MILLION) 185

TABLE 97 SERVICE INTEGRATION AND MANAGEMENT MARKET, BY REGION, 2023-2028 (USD MILLION) 186

11.1.1 NORTH AMERICA 186

11.1.2 NORTH AMERICA: SERVICE INTEGRATION AND MANAGEMENT MARKET DRIVERS 186

11.1.3 NORTH AMERICA: RECESSION IMPACT 187

FIGURE 54 NORTH AMERICAN SERVICE INTEGRATION AND MANAGEMENT MARKET: REGIONAL SNAPSHOT 187

TABLE 98 NORTH AMERICA: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY COMPONENT, 2018-2022 (USD MILLION) 188

TABLE 99 NORTH AMERICA: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY COMPONENT, 2023-2028 (USD MILLION) 188

TABLE 100 NORTH AMERICA: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY SOLUTION, 2018-2022 (USD MILLION) 188

TABLE 101 NORTH AMERICA: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY SOLUTION, 2023-2028 (USD MILLION) 188

TABLE 102 NORTH AMERICA: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY BUSINESS SOLUTION, 2018-2022 (USD MILLION) 189

TABLE 103 NORTH AMERICA: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY BUSINESS SOLUTION, 2023-2028 (USD MILLION) 189

TABLE 104 NORTH AMERICA: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY TECHNOLOGY SOLUTION, 2018-2022 (USD MILLION) 189

TABLE 105 NORTH AMERICA: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY TECHNOLOGY SOLUTION, 2023-2028 (USD MILLION) 189

TABLE 106 NORTH AMERICA: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY APPLICATION, 2018-2022 (USD MILLION) 190

TABLE 107 NORTH AMERICA: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY APPLICATION, 2023-2028 (USD MILLION) 190

TABLE 108 NORTH AMERICA: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY INFRASTRUCTURE, 2018-2022 (USD MILLION) 190

Scotts International. EU Vat number: PL 6772247784

tel. 0048 603 394 346 e-mail: support@scotts-international.com

www.scotts-international.com

TABLE 109	NORTH AMERICA: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY INFRASTRUCTURE, 2023-2028 (USD MILLION)	191
TABLE 110	NORTH AMERICA: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY SERVICE, 2018-2022 (USD MILLION)	191
TABLE 111	NORTH AMERICA: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY SERVICE, 2023-2028 (USD MILLION)	191
TABLE 112	NORTH AMERICA: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY ORGANIZATION SIZE, 2018-2022 (USD MILLION)	191
TABLE 113	NORTH AMERICA: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY ORGANIZATION SIZE, 2023-2028 (USD MILLION)	192
TABLE 114	NORTH AMERICA: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY VERTICAL, 2018-2022 (USD MILLION)	192
TABLE 115	NORTH AMERICA: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY VERTICAL, 2023-2028 (USD MILLION)	192
TABLE 116	NORTH AMERICA: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY COUNTRY, 2018-2022 (USD MILLION)	193
TABLE 117	NORTH AMERICA: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY COUNTRY, 2023-2028 (USD MILLION)	193
11.1.4	US	193
11.1.4.1	Need for businesses and institutions to operate efficiently and address industry-specific challenges to drive growth	193
TABLE 118	US: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY ORGANIZATION SIZE, 2018-2022 (USD MILLION)	194
TABLE 119	US: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY ORGANIZATION SIZE, 2023-2028 (USD MILLION)	194
TABLE 120	US: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY COMPONENT, 2018-2022 (USD MILLION)	194
TABLE 121	US: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY COMPONENT, 2023-2028 (USD MILLION)	194
11.1.5	CANADA	195
11.1.5.1	Increased cyberattacks and growth in digital infrastructure to boost demand for service integration and management solutions	195
TABLE 122	CANADA: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY ORGANIZATION SIZE, 2018-2022 (USD MILLION)	195
TABLE 123	CANADA: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY ORGANIZATION SIZE, 2023-2028 (USD MILLION)	196
TABLE 124	CANADA: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY COMPONENT, 2018-2022 (USD MILLION)	196
TABLE 125	CANADA: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY COMPONENT, 2023-2028 (USD MILLION)	196
11.2	EUROPE	196
11.2.1	EUROPE: SERVICE INTEGRATION AND MANAGEMENT MARKET DRIVERS	197
11.2.2	EUROPE: RECESSION IMPACT	197
TABLE 126	EUROPE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY COMPONENT, 2018-2022 (USD MILLION)	198
TABLE 127	EUROPE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY COMPONENT, 2023-2028 (USD MILLION)	198
TABLE 128	EUROPE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY SOLUTION, 2018-2022 (USD MILLION)	198
TABLE 129	EUROPE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY SOLUTION, 2023-2028 (USD MILLION)	198
TABLE 130	EUROPE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY BUSINESS SOLUTION, 2018-2022 (USD MILLION)	199
TABLE 131	EUROPE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY BUSINESS SOLUTION, 2023-2028 (USD MILLION)	199
TABLE 132	EUROPE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY TECHNOLOGY SOLUTION, 2018-2022 (USD MILLION)	199
TABLE 133	EUROPE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY TECHNOLOGY SOLUTION, 2023-2028 (USD MILLION)	199
TABLE 134	EUROPE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY APPLICATION, 2018-2022 (USD MILLION)	200
TABLE 135	EUROPE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY APPLICATION, 2023-2028 (USD MILLION)	200
TABLE 136	EUROPE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY INFRASTRUCTURE, 2018-2022 (USD MILLION)	200
TABLE 137	EUROPE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY INFRASTRUCTURE, 2023-2028 (USD MILLION)	201
TABLE 138	EUROPE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY SERVICE, 2018-2022 (USD MILLION)	201
TABLE 139	EUROPE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY SERVICE, 2023-2028 (USD MILLION)	201
TABLE 140	EUROPE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY ORGANIZATION SIZE, 2018-2022 (USD MILLION)	202
TABLE 141	EUROPE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY ORGANIZATION SIZE, 2023-2028 (USD MILLION)	202
TABLE 142	EUROPE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY VERTICAL, 2018-2022 (USD MILLION)	202

Scotts International. EU Vat number: PL 6772247784

tel. 0048 603 394 346 e-mail: support@scotts-international.com

www.scotts-international.com

TABLE 143□EUROPE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY VERTICAL, 2023-2028 (USD MILLION)□203

TABLE 144□EUROPE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY COUNTRY, 2018-2022 (USD MILLION)□203

TABLE 145□EUROPE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY COUNTRY, 2023-2028 (USD MILLION)□203

11.2.3□UK□204

11.2.3.1□Stringent regulations and awareness about importance of service integration and management solutions to boost market□204

TABLE 146□UK: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY ORGANIZATION SIZE, 2018-2022 (USD MILLION)□204

TABLE 147□UK: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY ORGANIZATION SIZE, 2023-2028 (USD MILLION)□204

TABLE 148□UK: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY COMPONENT, 2018-2022 (USD MILLION)□205

TABLE 149□UK: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY COMPONENT, 2023-2028 (USD MILLION)□205

11.2.4□GERMANY□205

11.2.4.1□High demand for cloud service integration and management solutions among startups to encourage market expansion□205

TABLE 150□GERMANY: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY ORGANIZATION SIZE, 2018-2022 (USD MILLION)□206

TABLE 151□GERMANY: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY ORGANIZATION SIZE, 2023-2028 (USD MILLION)□206

TABLE 152□GERMANY: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY COMPONENT, 2018-2022 (USD MILLION)□206

TABLE 153□GERMANY: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY COMPONENT, 2023-2028 (USD MILLION)□206

11.2.5□FRANCE□207

11.2.5.1□Increasing focus on equipping operations with SIAM solutions to propel market□207

TABLE 154□FRANCE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY ORGANIZATION SIZE, 2018-2022 (USD MILLION)□207

TABLE 155□FRANCE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY ORGANIZATION SIZE, 2023-2028 (USD MILLION)□208

TABLE 156□FRANCE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY COMPONENT, 2018-2022 (USD MILLION)□208

TABLE 157□FRANCE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY COMPONENT, 2023-2028 (USD MILLION)□208

11.2.6□ITALY□208

11.2.6.1□SIAM professional services offer organizations access to specialized expertise and best practices□208

TABLE 158□ITALY: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY ORGANIZATION SIZE, 2018-2022 (USD MILLION)□209

TABLE 159□ITALY: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY ORGANIZATION SIZE, 2023-2028 (USD MILLION)□209

TABLE 160□ITALY: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY COMPONENT, 2018-2022 (USD MILLION)□209

TABLE 161□ITALY: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY COMPONENT, 2023-2028 (USD MILLION)□210

11.2.7□REST OF EUROPE□210

TABLE 162□REST OF EUROPE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY ORGANIZATION SIZE, 2018-2022 (USD MILLION)□210

TABLE 163□REST OF EUROPE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY ORGANIZATION SIZE, 2023-2028 (USD MILLION)□210

TABLE 164□REST OF EUROPE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY COMPONENT, 2018-2022 (USD MILLION)□211

TABLE 165□REST OF EUROPE: SERVICE INTEGRATION AND MANAGEMENT MARKET, BY COMPONENT, 2023-2028 (USD MILLION)□211

Service Integration and Management Market by Component (Solutions (Business Solutions, Technology Solutions), Services (Integration & Implementation, Consulting)), Organization Size, Vertical (Manufacturing, It & ITeS, BFSI) & Region - Global Forecast to 2028

Market Report | 2023-11-29 | 386 pages | MarketsandMarkets

To place an Order with Scotts International:

- ☐ - Print this form
- ☐ - Complete the relevant blank fields and sign
- ☐ - Send as a scanned email to support@scotts-international.com

ORDER FORM:

Select license	License	Price
	Single User	\$4950.00
	Multi User	\$6650.00
	Corporate License	\$8150.00
	Enterprise Site License	\$10000.00
		VAT
		Total

*Please circle the relevant license option. For any questions please contact support@scotts-international.com or 0048 603 394 346.

** VAT will be added at 23% for Polish based companies, individuals and EU based companies who are unable to provide a valid EU Vat Numbers.

Email*	<input type="text"/>	Phone*	<input type="text"/>
First Name*	<input type="text"/>	Last Name*	<input type="text"/>
Job title*	<input type="text"/>		
Company Name*	<input type="text"/>	EU Vat / Tax ID / NIP number*	<input type="text"/>
Address*	<input type="text"/>	City*	<input type="text"/>

Scotts International. EU Vat number: PL 6772247784

tel. 0048 603 394 346 e-mail: support@scotts-international.com

www.scotts-international.com

Zip Code*	<input type="text"/>	Country*	<input type="text"/>
		Date	2025-05-21
		Signature	<div></div>