

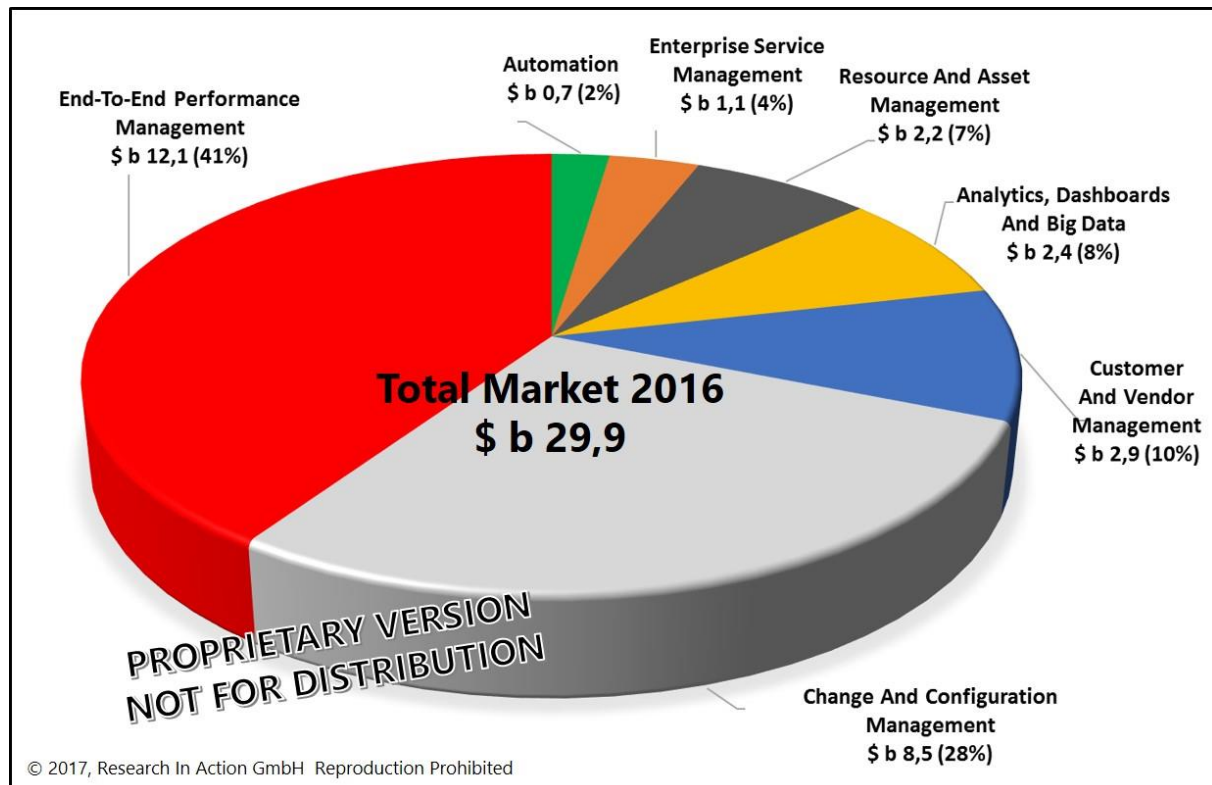


New Research In Action Report - IT And Enterprise Service Management SaaS And Software: Market Sizing 2016 And Market Forecast 2017

Hartenfels, Germany – May 10th 2017: Healthy growth and renewed activity in a mature market.

Research In Action GmbH publishes its first global market sizing and market forecast for the IT and Enterprise Service Management SaaS and Software market.

Research in Action uses a unique, primarily survey-based methodology for market sizing and market forecast. The data used for the market sizing and the market forecast was collected between Q3 2016 and Q1 of 2017, covering 2,750 IT and business buyers in a combined telephone and online survey.





The following market categories were used:

- **End-To-End Performance Management** which includes all infrastructure elements like data center, branch offices, servers and networks, databases, mainframes and applications (APM), event correlation, SLM, BSM, as well as end-user experience.
- **Change and Configuration Management** which includes provisioning, capacity planning, software distribution, CMDBs, virtualization, as well as job scheduling.
- **Customer and Vendor Management** which includes service desk, service catalog, workflow automation, social IT, BYOD management, as well as all aspects of vendor and supplier interaction.
- **Analytics, Dashboards and Big Data** which includes all matters of visualization and data analysis, as well as Cloud management.
- **Resource and Asset Management** which includes tracking of IT and non-IT assets, IT financials, back-charging, IT service portfolio, workforce, as well as IT contracts.
- **Automation** which includes all aspects of process automation and Robotics.
- **Enterprise Service Management** which includes BTM/BPM, HR, technical/field services as well as shared services organizations

\$ Billion*	2017 Growth 2016		
End-To-End Performance Management	12,9	6,6%	12,1
Change And Configuration Management	9,3	9,4%	8,5
Customer And Vendor Management	3,3	13,8%	2,9
Analytics, Dashboards And Big Data	3,1	29,2%	2,4
Resource And Asset Management	2,3	4,5%	2,2
Automation	1,3	85,7%	0,7
Enterprise Service Management	1,3	18,2%	1,1
<u>Total Market</u>	<u>33,5</u>	<u>12,0%</u>	<u>29,9</u>
* Numbers include software licenses, maintenance and SaaS revenue.			

Detailed report information: www.researchinaction.de/index.php/research/19-research-2017-english/64-2017-1-it-and-enterprise-service-management-saas-and-software-market-sizing-2016-and-market-forecast-2017.



Thomas Mendel Ph.D., Managing Director of the Research In Action GmbH comments on the results of the study:

- Today, IT Infrastructure Library (ITIL) is more than just one standard amongst many others. According to the results of our survey, roughly 85% of enterprises globally are using ITIL. This makes IT and Enterprise Service Management, which is largely based on ITIL one of the most important markets.
- Buyers' spending patterns from our survey predict a robust market growth of 12% for 2017, up from \$ b 29,9 to \$ b 33,5.
- There are many players in this market, well above the 1,000 threshold. The trend of many acquisitions will continue through 2017.
- Areas to watch are Enterprise Service Management, Application Performance Management and Automation.

About Research In Action:

Research In Action GmbH is a leading independent information and communications technology research and consulting company. The company provides both forward-looking as well as practical advice to enterprise as well as vendor clients.

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