

# Global ITS Market Forecast

2021 – 2025 H2 Update

## Report Abstract

December 2021

By Dominique Raviart

NelsonHall

218-pages

## Contents of Full Report

1. Introduction
2. ITS Market Forecast by Geography
  - North America
  - EMEA
  - Asia Pacific
  - Latin America
3. ITS Market Forecast by Service Type
  - Infrastructure
  - Application Services
  - Hardware Maintenance & Support

## Who is This Vendor Assessment For?

---

NelsonHall's "Global ITS Market Forecast: 2021-2025 H2 Update" report is a comprehensive market forecast report designed for:

- Sourcing managers monitoring the IT services (ITS) industry, and identifying leading vendors for shortlists and RFPs
- Executives seeking assistance in identifying levels of ITS vendor presence by service line and geography
- Vendor marketing, sales and business managers looking to identify market sizes and growth rates and their market share relative to their peers
- Financial analysts and investors specializing in the support services sector.

## Scope of the Report

---

The report provides a forecast for the global IT services outsourcing market overall and by geography and by service line. It covers the following:

- The IT services market size for 2020 and the forecast for the business process services market through 2021 to 2025
- The business process services market size and forecast for North America, specifically covering the U.S. and Canada; EMEA, specifically covering U.K., France, Germany, and Italy; Asia Pacific; and Latin America.

## About The Author

Dominique Raviart is the IT Services Practice Director at NelsonHall, with global responsibility for IT Services research programs.

Dominique covers IT Services research in the areas of Software Testing/QA, Big Data and Analytics Services, Salesforce services, and IoT Services. Dominique has been part of NelsonHall's IT Services analyst team since 2007, providing comprehensive and insightful coverage of IT services markets in the world. In particular, he is widely known for his extensive knowledge and coverage of software testing, having examined recently digital testing and DevOps/continuous testing. Dominique assists both buy-side and vendor organizations in assessing opportunities and supplier capability across IT service lines.



Dominique can be contacted at:

- Email: [dominique.raviart@nelson-hall.com](mailto:dominique.raviart@nelson-hall.com)
- Twitter: [@DominiqueR\\_NH](https://twitter.com/DominiqueR_NH)

## About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research, and is widely respected for the quality, depth and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at [guy.saunders@nelson-hall.com](mailto:guy.saunders@nelson-hall.com)

### Boston

Riverside Center, 275 Grove Street, Suite 2-400, Newton Massachusetts 02466  
Phone: +1 857 207 3887

### London

Unit 6, Millars Brook, Molly Millars Lane, Wokingham, RG41 2AD  
Phone: + 44(0) 203 514 7522

### Paris

4 place Louis Armand, Tour de l'Horloge, 75012 Paris  
Phone: + 33 1 86266 766

Copyright © 2021 by NelsonHall. All rights reserved. No part of the publication may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher. The information provided in this report shall be used only by the employees of and within the current corporate structure of NelsonHall's clients, and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organization without prior written consent of NelsonHall. NelsonHall exercises its best efforts in preparation of the information provided in this report and believes the information contained herein to be accurate. However, NelsonHall shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided.