

IT Service Management and Client Virtualization Software

AN IDC CONTINUOUS INTELLIGENCE SERVICE

IDC's *IT Service Management and Client Virtualization Software* service provides insights and strategic market directions for vendors and IT decision makers responsible for managing the delivery of high-quality IT services to corporate end users across a wide variety of endpoint devices including PCs, laptops, mobile devices, virtual desktops, and multidevice end-user workspaces.

This service examines software products and SaaS solutions designed to provide and manage virtual client computing (VCC) environments. IDC is closely tracking and forecasting the acceleration of client virtualization deployments and the emerging desktop-as-a-service market. IDC believes this market is poised for an explosion over the next few years, driven in part by the continued explosion of the mobile device market.

The *IT Service Management and Client Virtualization Software* service analyzes software and SaaS solutions used to deliver IT support functions such as problem and incident management in support of standards such as ITIL. IDC is closely tracking the impact of artificial intelligence and machine learning technologies on the IT service management (ITSM) market. IDC believes that these types of technologies will drive advanced automation capabilities that stand to disrupt the ITSM market over the next few years.

Clients of this service receive direct access to IDC's industry experts who can supply market forecasts and competitive assessments as well as assist with vendor selection, go-to-market strategy development, and more.

Markets and Subjects Analyzed

- Problem management software and SaaS
- IT asset management (hardware and software)
- Desktop virtualization
- Desktop as a service
- Application virtualization
- Desktop virtualization management software

Core Research

- Worldwide IT Service Management Forecast and Analysis with Market Shares
- Worldwide Virtual Client Computing (VCC) Software Forecast and Analysis with Market Shares
- Desktop-as-a-Service Forecast and Analysis

In addition to the insight provided in this service, IDC may conduct research on specific topics or emerging market segments via research offerings that require additional IDC funding and client investment. To learn more about the analysts and published research, please visit: [IT Service Management and Client Virtualization Software](#).

Key Questions Answered

1. How does the emergence of SaaS-based service desk solutions impact the ITSM market for users and vendors?
2. What types of investments and innovations are needed for ITSM vendors to increase market share, and which vendors will dominate the market?
3. How does the use of client virtualization and ITSM software change in an era of cloud, converged systems, and SaaS?
4. How are the market dynamics for client virtualization, ITSM, and IT asset management likely to evolve over the next five years?
5. How will artificial intelligence, machine learning, and advanced automation technologies impact the ITSM and VCC markets for end users and vendors?
6. What are the use cases for client virtualization, and how are those use cases impacting revenue and market growth?

Companies Analyzed

IDC's *IT Service Management and Client Virtualization Software* research analyzes the strategies, market positions, and future directions of major vendors in the endpoint device and IT service management software market. A representative list of these vendors may include:

BMC Software, CA Technologies (a Broadcom company), Cherwell Software, Citrix, Ericom, Flexera Software, Hewlett Packard Enterprise, IBM, Ivanti, ServiceNow, and VMware.