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## Gartner Says Worldwide IT Operations Management Software Market Grew 9 Per Cent in 2011

*Analysts to Examine the State of the Market at Gartner IT Infrastructure & Operations Management Summit 2012, 5-7 June, in Orlando and 12-13 June in Frankfurt, Germany*

Egham, UK, 30 May 2012 — Worldwide IT operations management (ITOM) software revenue totalled \$18.3 billion in 2011, an increase of 8.7 per cent from 2010, according to Gartner, Inc.

"The market showed growth for the second consecutive year, after a sharp decline in 2009, despite slow economic growth, tight IT budgets, and merger and acquisition activity," said Laurie Wurster, research director at Gartner. "We saw consistent resilience in 2011, with the ITOM software market expanding both in terms of revenue and worldwide markets."

In 2011 the top five vendors continued to dominate the ITOM software market and accounted for 53.5 per cent of its revenue (see Table 1).

**Table 1**  
**ITOM Software Vendors, Total Software Revenue, Worldwide, 2010-2011 (Millions of Dollars)**

Vendor	2011 Revenue	2011 Market Share (%)	2010 Revenue	2010 Market Share (%)	2010-2011 Growth (%)
IBM	3,256.4	17.8	3,126.5	18.6	4.2
CA Technologies	2,258.1	12.3	2,064.0	12.3	9.4
BMC Software	1,833.0	10.0	1,693.5	10.1	8.2
Microsoft	1,271.9	6.9	1,143.5	6.8	11.2
HP	1,185.4	6.5	1,141.7	6.8	3.8
Others	8,498.1	46.4	7,676.1	45.6	10.7
<b>Total</b>	<b>18,302.9</b>	<b>100.0</b>	<b>16,845.4</b>	<b>100.0</b>	<b>8.7</b>

Source: Gartner (May 2012)

IBM maintained its overall No. 1 position, with a lead of nearly \$1 billion over its closest competitor. IBM was also the market share leader in the combined mainframe management segments, which accounted for 28 per cent of its total ITOM software revenue of \$3.3 billion. Much of IBM's value proposition for ITOM software continued to focus on products that enable midsize and large organisations to take an end-to-end approach to IT infrastructure and operations management.

CA Technologies held the No. 2 position. For the third consecutive year its revenue grew by more than the overall market. CA Technologies spread its growth across all 14 segments,\* with application performance monitoring and asset and network management showing the strongest growth (more than 20 per cent).

BMC demonstrated further strong revenue growth. Thirty-one per cent of its ITOM software revenue came from the five mainframe segments, where BMC achieved growth of 6.4 per cent.

Microsoft's revenue growth was stronger than that of the market. It widened the gap with HP, so there was no repeat of 2010's neck-and-neck result. Unlike BMC, CA, HP and IBM, Microsoft does not have a broad scope of management functionality in the ITOM software market and concentrates on products based on its Windows operating system and its own applications. Microsoft has revenue concentrated in three ITOM software market segments, with the vast majority of its revenue coming from configuration management (where it is the market leader) and availability and performance management (distributed) (where it is No. 3 for market share).

HP's slow but steady revenue growth reversed the decline of 2010. HP is targeting services, cloud computing and analytics to expand its historical focus on devices, infrastructure, security and management. "However, this transformation has been challenging for HP to execute. With a focus on broad ITOM functionality in a heterogeneous environment, HP suffered from a management transition and loss of sales focus on ITOM in 2011," said Ms Wurster.

At the regional level, North America, Western Europe and mature Asia/Pacific countries remained the leading consumers of ITOM software in terms of dollars spent, collectively accounting for 88 per cent of the global ITOM market.

Gartner analysts will examine the challenges and strengths of key virtualization vendors at the Gartner IT Infrastructure & Operations Management Summit 2012 in Orlando, Florida, and Frankfurt, Germany. Information from the event will be shared on Twitter at [http://twitter.com/Gartner\\_inc](http://twitter.com/Gartner_inc) using #GartnerIOM.

Additional information about the Gartner IT Infrastructure & Operations Management Summit 2012, which will run from 5 to 7 June at the Peabody Orlando hotel in Orlando, Florida, is available at <http://www.gartner.com/technology/summits/na/it-operations/>.

For further information about the Gartner IT Infrastructure & Operations Management Summit 2012, which will run from 12 to 13 June in Frankfurt, Germany, please visit [www.gartner.com/eu/iom](http://www.gartner.com/eu/iom). To register for the event please contact Laurence Goasduff on + 44 (0) 1784 267 195 or at [laurence.goasduff@gartner.com](mailto:laurence.goasduff@gartner.com).

### **About the Gartner IT Infrastructure & Operations Management Summit 2012**

The traditional "walled garden" approach taken by IT infrastructure and operations (I&O) organisations to the delivery and management of services will fall short of business expectations. They will have to reinvent themselves as service brokers to increase agility, reduce cost and drive efficiency in the business. The Gartner IT Infrastructure & Operations Management Summit 2012 will show how I&O organisations can remain relevant to the business by harnessing the power of social networks, cloud computing and mobile computing to deliver and manage end-to-end services in a rapidly changing multisourced environment.

#### **\*Note to Editors:**

The ITOM software market includes 14 segments in the fields of application performance monitoring, asset management, availability and performance, configuration management, database management system management, IT service desk and help desk, workload automation and IT process automation, network management, and other ITOM. Most subsegments are categorised by mainframe and distributed products.

#### **About Gartner**

Gartner, Inc. (NYSE: IT) is the world's leading information technology research and advisory company. Gartner delivers the technology-related insight necessary for its clients to make the right decisions, every day. From CIOs and senior IT leaders in corporations and government agencies, to business leaders in high-tech and telecom enterprises and professional services firms, to technology investors, Gartner is the valuable partner to clients in 12,000 distinct organizations. Through the resources of Gartner Research, Gartner Executive Programs, Gartner Consulting and Gartner Events, Gartner works with every client to

research, analyze and interpret the business of IT within the context of their individual role. Founded in 1979, Gartner is headquartered in Stamford, Connecticut, U.S.A., and has 5,000 associates, including 1,280 research analysts and consultants, and clients in 85 countries. For more information, visit [www.gartner.com](http://www.gartner.com).

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