

IT Key Metrics Data 2024: Definition of Industries

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This document serves as a guide to defining the 21 industry sectors used in the Gartner IT Key Metrics Data self-service comparison tools and all related research.

Overview

Key Findings

- IT Key Metrics Data provides you with immediate access to authoritative data on IT staff and investment levels, as well as key technology, cost and performance metrics. These metrics enable improved budget and investment decisions with regards to the changing IT and business environments.
- The IT Key Metrics Data annual publication series presents the information at cross-industry as well as by vertical industry sector. This document serves as an alignment guide to the most suitable industry.

Recommendations

- Use this document to better understand how each of the 21 vertical industry sectors are defined as context for all IT Key Metrics Data industry specific metrics and IT Budget tool comparisons.
- Leverage the [IT Key Metrics self-service comparison tools](#) to generate a customized report of your IT metrics vs. published industry metrics on an ongoing basis.

Analysis

Definition of Industries

IT Key Metrics Data Industry benchmarks

[IT Budget and IT Key Metrics Data Comparison Tools](#) provide CIO's and their teams with self-assessment tools to benchmark their organization vs. published IT Key Metrics Data cohorts. Benchmark results help identify where smarter spending opportunities may exist to improve cost management practices.

[IT Key Metrics Data](#) (ITKMD) offers a macro level look at Gartner consulting's global database of IT performance indicators included in the IT Budget and IT Key Metrics Data comparison tools.

This document outlines the industry definitions used for the benchmark cohorts.

Figure 1: Gartner vertical industries



Gartner

Banking and Financial Services

Organizations from which their primary revenue stream is derived from one or more of the following:

Banking

Commercial Banks, Diversified Banks, Central Depository Reserve Institutions, Federal Reserve Banks, International Trade Financing, Private and Industrial Banking, Regional Banks, National and State Commercial Banks, Thrifts and Mortgage Finance.

Other Financial Services

Diversified Financials, Capital Markets, Asset Management and Custody Banks, Investment Funds, Investment Banking, Loan Syndication Services, Merger and Acquisition Advisory Services, Private Placement Advisory Services, Debt and Equity Underwriting Services, Investment Brokerage Services, Investment Advice, Institutional Investment Advice, Personal Investment Advice, Securities and Commodities Markets Services, Commodity Contract Services, Commodity Brokers, Commodity Contract Pool Operators, Commodity Contract Trading Companies, Commodity Contracts Brokers and Dealers, Security and Commodity Exchanges, Security Brokers and Dealers, Oil and Gas Lease Brokers' Offices, Online Security Brokers and Dealers, Security Brokers.

Consumer Finance, Funds Transfer, Clearance, and Exchange Services, Clearinghouses and Electronic Funds Transfer, Escrow and Fiduciary Agencies, Foreign Currency Exchange, Personal Credit Agencies, Credit Card and Check Validation Services, Credit Card Issuing Personal Credit Institutions, Industrial Non-Deposit Banks, Installment Sales Financing, Personal Loan Services (Auto, Education etc.), Patent Owners and Lessors, Trusts, Administrators Of Private Estates, Educational, Religious, and Charitable Trusts, Trust Managers.

Specialized Finance, Credit Agencies, Business Credit Agencies, Business and Sovereign Credit Rating Agencies, Business Credit Card Services, Business Sales Finance, Business Trade Banks, Credit Reporting Services, Farm Mortgage Companies, Finance Leasing, Secondary Market Financing, Short-Term Business Credit Agencies, Federal and Federally-Sponsored Credit Agencies, Credit Unions, Online Financial Services, Online Bill Payment Services, Debt Management Services, Debt Collection Services, Debt Reorganization, Repossession Services, Forfeiting and Factoring.

Online Trading Systems, Accounting, Auditing and Payroll Services, Taxation Issues and Preparation, Tax Advisory Services, Tax Return Preparation Services, Financial Consulting Services.

Chemicals

Organizations from which their primary revenue stream is derived from one or more of the following:

Industrial Inorganic Chemicals, Industrial Organic Chemicals, Plastic and Synthetic Resins, Films, Foam Products, Plastic Products, Synthetic Rubber, Polymers, Silicones.

Diversified Chemicals, Fertilizers and Agricultural Chemicals, Industrial Gasses, Specialty Chemicals, Adhesives and Sealants, Aromatics, Carbon Black, Printing Ink, Explosives, Industrial Coatings, Inorganic Dyes and Pigments, Organic Dyes and Pigments, Paints, Varnishes, and Lacquers.

Construction, Materials and Natural Resources

Organizations from which their primary revenue stream is derived from one or more of the following:

Construction

Commercial Construction and Engineering, Commercial Construction, General Contractors and Operative Builders, Commercial and Institutional Buildings, Hotel and Motel Construction, Industrial Buildings and Warehouses.

Heavy Construction, Highway and Street Construction, Nonbuilding Structures Construction, Power and Communication Transmission Lines, Rail Construction, Water, Sewer and Pipeline Construction, Prefabricated Buildings and Components, Homebuilding, Residential Construction, General Contractors and Operative Builders.

Specialty Contract Work, Asbestos and Lead Paint Removal Contractors, Carpentry Work, Concrete Work, Electrical Work, Glass and Glazing Work, Masonry, Stonework, Tile Setting, and Plastering, Paint and Wallpaper Contractors, Roofing, Siding, and Sheet Metal Work, Structural Metal and Steel Work, Swimming Pool Construction, Water Well Drilling, Wrecking and Demolition Work.

Materials

Construction Materials, Clays, Brick and Structural Clay Tile, Slumped Brick, Concrete, Concrete Blocks, Pipes and Brick, Cement, Cut Stone and Stone Products, Glass, Sand and Gravel, Stone Materials, Granite, Gypsum, Limestone, Marble, Sandstone, Slate.

Containers and Packaging, Metal and Glass Containers, Metal Packaging, Plastic Packaging, Paper Packaging, Converted Paper and Paperboard Products, Paperboard Containers and Boxes.

Metals and Mining, Aluminum, Aluminum Foundries and Castings, Aluminum Production, Rolling, Drawing and Extruding of Aluminum.

Diversified Metals and Mining, Coating, Engraving, and Allied Services, Diversified Metal Ores, Copper Ores, Lead Ores, Nickel Ores, Radium Ores, Tin Ores, Titanium Ores, Uranium Ores, Vanadium Ores, Zinc Ores, Coal, Anthracite Coal Mining, Bituminous Coal and Lignite Mining, Coal Products.

Paper and Forest Products, Forest Products, Forestry Services, Lumber Manufacturing, Drying and Finishing Timber, Logging, Sawmills and Planning Mills, Lumber Products, Veneer, Plywood and Structural Wood Products, Hardwood Dimension Lumber, Hardwood Veneer and Plywood. Millwork, Softwood Veneer and Plywood, Trusses, Wood Products, Reconstituted Wood Products, Wood Containers, Wood Preserving, Paper Products, Paper Manufacturing, Newsprint Mills, Paper Mills, Paperboard Mills, Pulp Mills, Recycled Paper Products.

Building Products, Flooring, Roofing, Siding, and Insulation Materials.

Natural Resources

Gold, Gold Ores, Silver Ores, Precious Metals and Minerals, Nonmetallic Mineral Mining, Precious Gemstone Mining and Production Precious Metal Ores.

Steel, Ferroalloy Ores, Iron and Steel Forgings, Iron and Steel Foundries, Iron Ores, Steel Works, Blast Furnaces and Finishing Mills, Coke Ovens, Electrometallurgical Products, Hot Rolling Purchased Steel, Steel Wire Drawing, Nails and Spikes, Steel Works, Rolling Mills.

Fabricated Structural Metal Products, Architectural and Ornamental Metal Work, Crowns and Closures, Fabricated Bar Joists and Concrete Reinforcing Bars, Fabricated Plate Work and Metal Weldments, Flexible Metal Hose, Heavy Gauge Tanks, Metal Forgings and Stampings, Metal Pipe Hangers and Supports, Metal Stampings, Sheet Metal Work .

Rolling, Drawing, and Extruding of Diversified Metals, Diversified Metal Foundries and Castings, Copper Foundries, Diversified Metal Die-Castings, Injection Molding and Die Casting, Drawing and Insulating Of Diversified Metal Wire, Copper Wire Drawing, Fiber Optic Cable, Rolling, Drawing, and Extruding of Copper, Copper Powder, Paste and Flakes, Smelting and Refining of Diversified Metals.

Agricultural Services, Animal Services, Horses and Equines Services and Breeding, Livestock Services, Crop Services.

Consumer Products

Organizations from which their primary revenue stream is derived from one or more of the following:

Consumer Durables and Apparel

Household Durables, Consumer Electronics, Security and Alarm Systems, Fire Fighting and Protection Equipment, Fire Extinguishers, Fire Sprinkler Systems, Heat Detectors, Smoke Detectors, Radar Detectors, Security Cameras, Video Equipment, Televisions.

Home Furnishings, Baby and Toddler Furniture and Accessories, Floor Coverings, Home Decor Accessories, Lamps and Chandeliers, Mattresses and Beds, Metal Household Furniture, Outdoor Furniture, Upholstery, Wall Coverings, Window Coverings, Wood Household Furniture.

Household Appliances, Climate Control Equipment, Air Conditioners, Dehumidifiers, Electric Household and Ceiling Fans, Heaters, Humidifiers, Floor Care Equipment, Kitchen Appliances, Laundry Equipment, Lawn and Garden Equipment, Personal Appliances, Sewing Equipment, Water Treatment Appliances.

Housewares and Specialties, Collectibles, Seasonal Goods, Awards and Trophies, Ornaments and Decorations, Kitchen Housewares, Bakeware, China, Cookware, Cutlery, Flatware, Glass and Glassware, Kitchen Utensils.

Leisure Equipment and Products, Musical Instruments, Sporting and Recreational Goods, Hobbies, Toys and Games, Camping, Hiking and Outdoor Equipment, Fishing and Hunting Equipment, Playground Equipment, Swimming Pool and Spa Equipment and Supplies, Cameras, Photographic Supplies.

Apparel and Luxury Goods, Accessories, Belts and Suspenders, Fasteners, Buttons, Needles, and Pins, Gloves, Hats, Caps, and Millinery, Scarves, Umbrellas and Waterproof Accessories, Leather and Sheep-Lined Clothing, Specialty Apparel, Uniforms, Jewelry, Timepieces, Gemstones Luggage & Handbags, Travel Kits and Accessories, Footwear, Linens and Bedding.

Household and Personal Products

Household Products, Animal Care Products, Brooms, Brushes, Mops and Accessories, Cleaning Products, Cleaning Rags, Cloths, and Wipes, Household Paper Products, Facial Tissues, Paper Towels, Toilet Tissue, Sewing Supplies and Accessories

Personal Products, Deodorants and Antiperspirants, Hair Care Products, Hair Clippers and Hair Cutting Scissors, Perfumes and Colognes, Shaving Products, Skin Care Products, Dental Care Products, Family Planning Products, Feminine Care Products, Bandages, Eyewash Solutions, First Aid Kits, Optical Healthcare, Contact Lenses, Eyeglasses.

Other

Office Products: Calendars, Planners and Organizers, Desk Supplies, Erasers and Correction Media, Folders, Binders and Indexes, Forms, Record Keeping and Reference Supplies, Mailing, Packing and Labeling Supplies, Presentations and Meeting Supplies, Printer, Facsimile and Photocopier Supplies, Writing Instruments, School and Art Supplies

Tobacco: Chewing Tobacco, Pipe Tobacco and Snuff, Cigarette, Cigars, Rolling Tobacco, Death care Products

Hardware, Tools and Equipment: Door Locks and Deadbolts, Hand and Edge Tools, Power-Driven Hand Tools, Saw Blades and Handsaws, Paint Brushes, Rollers and Paint Trays, Safe and Vault Locks, Screw Machine Products, Bolts, Nuts, Screws, Rivets, and Washers, Plumbing Fixtures and Equipment, Faucets, Sinks, Baths, and Showers, Plumbing Accessories, Plumbing Pipes, Fabricated Plumbing Pipe and Pipe Fittings, Plastic Plumbing Pipe Fittings, Plastic Plumbing Pipes, Sump Pumps, Toilets and Bidets.

Education

Organizations from which their primary revenue stream is derived from one or more of the following:

Higher Education

Colleges, Universities, and Junior Colleges.

Other

Professional Schools, Elementary and Secondary Schools, Vocational Schools, Specialty Educational Services. Automobile Driving Instruction, Child Day Care Services, Educational Curriculum Development, Exam Preparation and Tutoring, Online Education Courses, Online Training Services.

Energy

Organizations from which their primary revenue stream is derived from one or more of the following:

Energy Services, Oil and Gas Drilling, Oil Rig Services, Oil and Gas Field Services, Oil and Gas Exploration and Production, Oil and Gas Exploration Services, Mixed, Manufactured, and Liquefied Petroleum Gas Production, Oil and Gas Extraction.

Oil and Gas Refining and Marketing, Petroleum and Petroleum Products, Crude Petroleum and Natural Gas, Gasoline, Lubricating Oils and Greases, Natural Gas Liquids, Petroleum Refining.

Oil and Gas Storage and Transportation, Natural Gas Pipelines, Oil and Gas Pipelines.

Food and Beverage Processing

Organizations from which their primary revenue stream is derived from one or more of the following:

Food

Food Products, Agricultural Products, Fruits, Vegetables, and Nuts, Grain and Field Beans, Packaged Foods and Meats, Animal Feed, Bread and Bakery Products, Confectionery Products, Candy, Chewing Gum, Chocolate and Cocoa Products, Mints, Dairy Products and Eggs, Edible Oils, Ethnic Foods, Frozen Foods, Grain Mill Products, Cereal Breakfast Foods, Health and Breakfast Bars, Flour, Prepared Flour Mixes and Dough, Meats, Meat Processing and Meat Related Products, Meat Processing, Organic Foods, Prepared and Preserved Foods, Desserts and Dessert Toppings, Dietary Foods, Infant Food, Packaged Food Mixes, Pasta, Prepared Soups and Stews, Preserves, Jams, Jellies and Nut Spreads, Sandwiches and Filled Rolls, Snack Food, Seafood, Seafood Processing and Seafood Products, Animal and Plant Aquaculture, Commercial Fishing, Fish Hatcheries and Preserves, Seafood Products.

Seasonings and Preservatives, Herbs, Spices and Extracts, Sauces and Salad Dressings, Vinegar and Cooking Wines, Sweeteners, Artificial Sweeteners, Sugar, Syrup.

Beverages

Beverages, Brewers, Distillers and Vintners, Soft Drinks, Bottled Water, Chocolate, Malt and Drink Mixes, Flavoring Extracts, Flavoring Syrup and Concentrate, Powdered Drink Mix, Juices, Manufactured Ice, Non-Carbonated Drinks, Soda and other Carbonated Drinks.

Government – National/International

Organizations from the National Governments, International Organizations performing government services, as well as Government Affiliated Organizations.

Government – State/Local

Organizations from the state/province and local Government as well as Government Affiliated Organizations.

Healthcare Providers

Organizations from which their primary revenue stream is derived from one or more of the following:

Healthcare Facilities, Assisted Living Facilities and Services, Nursing Homes, Retirement Communities, Hospitals and Healthcare Centers, Veterinary Services and Animal Hospitals, Healthcare Services, Dental Services, Home Healthcare Services, Midwifery and ChildBirth Preparation Services, Nursing Services, Specialist Services, Chiropractic Services, Optometry Services, Healthcare Referral Services.

Medical Laboratory Services, Mental Care Facilities, Rehabilitation Services, Occupational Therapy Services, Physical Therapy Services, Speech and Language Therapy Services, Medical Practice Organizations, Physician Practice Management Companies, Primary Care Practitioner Services, Ambulance Services.

Industrial Electronics and Electrical Equipment

Organizations from which their primary revenue stream is derived from one or more of the following:

Electronics

Computers and Peripherals, Computer Hardware, Computer Components, Industry Specific Electronics, Automated Teller Machines, Personal Computers and Accessories, Computer Audio Equipment, Desktop Computers, Game Controllers, Keyboards and Pointing Devices, Laptop Computers, Monitors, Multimedia Devices, Printers, Scanners, Servers, Computer Storage and Peripherals, Networking Equipment.

Electronic Equipment, Instruments and Components, Amplifiers, Antennas, Electronic Component, Resistors and Diodes, Receivers, Switches, Transceivers, Transformers, Electronic Connectors, Liquid Crystal Display Screens (LCD), Microelectronics, Nanotechnology, Optoelectronics, Photodetectors, Power Assembly, Solid State Switches and Relays, Measuring, Analyzing, and Controlling Instruments, Electronic Laboratory Apparatus, Security, Control, Surveillance and Detection Equipment, Law Enforcement Equipment, Alcohol and Narcotic Testing Devices, Electronic Manufacturing Services, Electronics Manufacturing Equipment.

Office Electronics, Calculating and Accounting Machines, Cash Registers and Fund Transfer Devices, Change Making Machines, Facsimile Machines, Labeling Machines, Mail Machines, Packing Machines, Paper Processing Machines, Photocopiers, Time Clocks and Other Time Recording Devices, Typewriters.

Aircraft Testing Equipment, Flight Simulators, Aerospace Location, Navigation, and Guidance Systems, Aircraft Emergency Systems, Aircraft Environmental Control Systems, Flight Communications Related Systems, Flight Instrumentation Systems.

Entertainment Equipment, Camera Equipment for Television and Motion Pictures, Editing Equipment, Lighting Equipment, Scenery Equipment, Sound Equipment.

Motor Vehicle Gauges, Motor Vehicle Lighting Equipment, Motor Vehicle Safety and Security Systems, Motor Vehicle Alarm Systems.

Defense Electronics, Command, Control and Communication Equipment, Electronic Warfare System, Infrared Sensors.

Communications Equipment, Communications Processing Equipment, Communications Towers, Telephone and Telecommunications Equipment, Telecommunications Equipment, Integrated Services Digital Network (ISDN) Equipment, Private Branch Exchange (PBX) Network Equipment, Switchboard Equipment, Telephone Switching Equipment, Telephone Equipment, Paging Systems, Teleconferencing Equipment, Wireless Telephone Equipment. Wireline Telephone Equipment, Answering Machines, Cordless Telephones, Pay Telephones, Video Conferencing Equipment, Voicemail Systems.

Semiconductors and Semiconductor Equipment, Semiconductor Manufacturing Machinery, Automatic Testing Equipment, Semiconductor Fabrication Facility Support Equipment, Semiconductor Handling, Assembly and Packaging Equipment, Deposition Equipment, Etching and Cleaning Tools, Photolithography Equipment, Analog and Mixed Signal Semiconductors, Digital Semiconductors, Logic Devices, Memory Chips, Microcontrollers, Microprocessors .

Electrical Equipment

Electrical Equipment, Electrical Components and Equipment, Batteries, Electric Lighting and Wiring Equipment, Electrical Apparatus, Relays and Industrial Controls, Electromagnetic Devices, Magnetic and Optical Recording Media Devices.

Heavy Electrical Equipment, Power Generation Equipment, Industrial Lasers, Motors and Generators, Outboard Electric Motors, Portable Generators, Transmission and Distribution Equipment, Alternative Energy Producing Equipment, Photovoltaic Cells, Fuel Cells.

Industrial Manufacturing

Organizations from which their primary revenue stream is derived from one or more of the following:

Transportation, Farm and Construction Equipment

Railroad Equipment, Locomotives and Electronic Trolleys, Railroad Support Equipment and Systems, Railway and Tramway Cars, Automobile Manufacturers, Passenger Motor Vehicles, Recreational Vehicles, Safety and Rescue Motor Vehicles, Motorcycle Manufacturers, Auto Parts and Equipment, Motor Vehicle Tires.

Passenger and Cargo Aircraft and Airplanes, Aircraft Deicing Equipment, Aircraft Refueling Equipment, Aircraft Composite Structures, Aircraft Engines and Engine Parts, Aircraft Fuel Tanks and Systems, Aircraft Fuselage and Components, Aircraft Landing and Braking Systems, Aircraft Propulsion Systems, Fluid Power Aircraft Subassemblies, Construction and Farm Machinery and Heavy Trucks, Ship and Boat Building, Ship and Boat Repairing, Ship and Boat Scaling.

Aerospace and Defense

Military Satellites, Navigation Satellites, Scientific and Research Satellites, Weather Satellites, Spacecrafts, Space Structures and Components, Rockets and Subsystems, Weapons, Military Aircraft, Military Armored Vehicles, Military Watercraft.

Other

Industrial Machinery, Chemical Processing Machinery and Equipment, Rubber and Plastics Processing Machinery, Food and Beverage Machinery, Industrial Filtration Systems, Air and Gas Compressors, Air Purification Equipment.

Machinery Components, Ball and Roller Bearings, Pumps and Pumping Equipment, Automatic Vending Machines, Machinery and Equipment for Material Handling, Metal and Mineral Mining, Metalworking, Printing, Recycling and Reclamation, Service Industries, Textiles, Commercial Laundry, and Dry Cleaning and Pressing.

Oil and Gas Machinery and Equipment, Oil and Gas Field Exploration Machinery, Oil and Gas Production Equipment, Well Drilling Machinery and Equipment.

Office Furnishings and Equipment, Classroom and Institutional Furniture, Bookcases, Chairs, Desks, File Cabinets, Wood Office Furniture, Workstations, Office Storage Units.

Insurance

Organizations from which their primary revenue stream is derived from one or more of the following:

Primarily Life Insurance

Life Insurance, Pensions.

Primarily Property and Casualty Insurance

Property and Casualty Insurance, Personal Property Insurance, Homeowner's and Renter's Insurance, Motor Vehicle Insurance, Accident Insurance, Disability Insurance, Fire and Marine Insurance, Liability Insurance, Worker's Compensation Insurance, Commercial Property Insurance, Financial Responsibility Insurance, Surety Insurance, Title Insurance.

Primarily Health Insurance

Health and Medical Insurance.

Other

Multi-line Insurance, Insurance Brokers, Claim Adjusters, Claim Processors, Reinsurance.

Media and Entertainment

Organizations from which their primary revenue stream is derived from one or more of the following:

Media

Production of Programming for Broadcasting via Radio, Television, Cable, internet, Satellite etc, Entertainment Production Companies.

Publishing of Printed Media Including Books, Greeting Cards, Maps, Charts, Atlases, Newspapers, Magazines, Periodicals, Annual Reports, and Catalogs.

Publishing of Electronic Materials Including: Audio Books, Magazines, Newspapers, Directories, Databases, etc.

Writing, Editing, and Translation Services.

Entertainment

Professional Motion Picture and Music Production, and Distribution.

Entertainment Services Including Casinos and Gambling, Lotteries, Amusement Operations Parks and Services, Recreation Clubs, Recreation Services, Sports Services, Professional Sports Teams, Bowling alleys, Golf Courses, Skiing Facilities, Museums, Art Galleries and Gardens.

Pharmaceuticals, Life Sciences and Medical Products

Organizations from which their primary revenue stream is derived from one or more of the following:

Pharmaceuticals and Life Sciences

Pharmaceuticals, Generic Pharmaceuticals, Hormones and Hormone Antagonists, Vaccines, Medicinal Chemicals and Botanical Products, Non-Prescription Drugs, Veterinary Drugs, Vitamins and Nutritional Supplements.

Pharmaceutical Contract Laboratories, Pharmaceutical Contract Manufacturing Services, Pharmaceutical Contract Research Organization, Pharmaceutical Research and Development.

Biotechnology, Agricultural Biotechnology, Biological Products, Biotechnology Research Equipment Manufacturers, Combinatorial Chemistry and Other Lead Generating Technologies, Drug Delivery Technologies, Gene Research and Development, In Vivo (in the body) Diagnostic Substances, Microbiology, Orthobiologic Products, Protein and Genome Sequence Products, rDNA Pharmaceuticals, Life Sciences Tools and Services.

Medical Products

Healthcare Equipment and Supplies, Cryogenic Equipment, Dental Care Equipment, Anesthesia Equipment, Instruments and Accessories, Veterinary Equipment, Hypodermic Syringes, Intravenous Tubes, Latex Examination Gloves, Medical Disposal Containers, Surgical Sets and Instruments, Medical Instruments, Medical Pumps, Medical Thermometers, Medical Valves, Stethographs, Stethoscopes.

Hospital Facility Equipment, Hospital Beds, Operating Tables, Respiration Systems, Surgical and Laboratory Sterilizers, Medical Testing, Analyzing, and Diagnostic Equipment, Allergy and Diagnostic Kits, Blood Analyzers, Blood Pressure Measuring Equipment, Cardioscopes, Electrocardiographs (ECGs), Fetal Monitors, Fiber Optic Examination Instruments, Gynecological and Obstetrical Instruments, Heart Monitor Systems, HIV Test Kits, Intensive Care Monitors, Ophthalmology Instruments and Appliances, Intraocular Lenses, Radiology Equipment, Ultrasound and Sonogram Equipment, Interventional Radiology Devices, Laparoscopic Devices, Cardiovascular Equipment, Defibrillators, Heart Valves, Pacemakers, Stents, Electrotherapeutic Apparatus.

Rehabilitation Equipment and Accessories, Home Healthcare Equipment, Assistive and Corrective Equipment for People with Disabilities, Communication Devices for People with Disabilities, Hearing Aids, Furniture Accessories for People with Disabilities, Prosthetics and Parts, Protection and Mobility Devices, Crutches, Walkers, Wheelchairs, Orthopedic Devices.

Professional Services

Organizations from which their primary revenue stream is derived from one or more of the following:

Commercial Services

Commercial Building Care and Improvement Services, Business and Office Machine Repair, Landscape and Horticultural Services, Horticulture Consulting, Landscape Architectural Services, Landscape Planning.

Commercial Rental and Leasing Services for Office Equipment, Computers, Passenger and Cargo Aircraft, Construction, Oil and Gas, and Other Machinery.

Commercial Design Services, Commercial Interior Design, Fashion and Other Design Services, Graphic Design, Industrial Design, Sign Painting and Lettering, Commercial Photography.

Advertising services for Broadcast, internet, Radio, Television, Direct Mail, Point of Sale, and Print, Marketing Services, Marketing Consulting, Market Research, Public Relations Services, Investor Relations Services, Telemarketing and Telephone Soliciting Services Conference Services, Commercial Auction Services.

General Management Services, Facilities Support Management Services, Risk Management Services, Outsourced Business Services, Outsourced Client Support and Customer Services, Packaging and Labeling Services, Commercial Security and Safety Services, Armored Car Services, Commercial Locksmith Services Commercial Printing, Bookbinding, Engraving, Film Processing Services, Photocopying.

Human Resource and Employment Services, Employee Leasing Services, Executive Placing Services, Human Resources and Personnel Management, Professional and Management Development Training, Secretarial Services, Temporary Help Supply, Online Recruiting and Job Listing Services.

Real Estate Investment Trusts (REITs), Real Estate Management and Development, Diversified Real Estate Activities, Land SubDividers and Developers, Real Estate Operating Companies, Real Estate Operators and Lessors, Title Services.

Scientific, Research, and Technology Services

Meteorology and Weather Services, Agriculture and Economic Consulting, Environmental Consulting, Management Consulting Services, Scientific and Related Consulting Services, Traffic Engineering Consulting, Urban Planners and Industrial Development Organizations,

Research and Consulting Services, Legal Services, Research, Development, and Testing Services, Commercial Economic, Sociological, and Educational Research, Commercial Physical and Biological Research, Noncommercial Research Organizations, Physical, Engineering, and Life Services Research, Social Sciences and Humanities Research, Non Healthcare Related Testing Laboratories, Space and Spacecraft Research and Technology, Aerospace and Defense Maintenance and Services, Aerospace Research and Development.

IT Services, Data Processing and Outsourced Services, Infrastructure Services, Application Management, Computer Facilities Management Services, Data Management, Data Recovery, Data Storage Services, Infrastructure Consulting, Remote Data Backup, Data Processing and Entry Services, Data Warehousing, Enterprise Resource Planning (ERP), Hardware Services, Information Retrieval Services, Networking Services, Remote Enterprise Management and Support, Remote Network and Application Performance Testing, Information Technology (IT) Consulting, Technical Staffing and Staff Augmentation.

Consumer Services

Residential Design Services, Residential Interior Services, Residential Security and Personal Safety Services, Personal Detective Services, Residential and Personal Safety and Security Consulting, Ticket Agencies, Online Ticket Agencies, Ticket Sales.

Sanitary Services, Cesspool and Septic Tank Cleaning, Hazardous Waste Collection, Treatment and Disposal Services, Recycling Facilities, Refuse Systems, Remediation Services, Sewer Cleaning and Rodding, Solid Waste Collection.

Mini-warehouses and Self-Storage Units, Personal Storage Services, Public Warehousing and Storage .

Beauty Care Services, Diet and Weight Reducing Services, Cemeteries and Funeral Home Services, Consumer Photography Services.

Consumer Repair Services, Consumer Electronics Repair Services, Camera Repair, Radio and Television Repair, Telephone and Communications Equipment Repair, Electrical Repair, Refrigeration and Air Conditioning Repair, Reupholstery and Furniture Repair, Watch, Clock, and Jewelry Repair, Domestic Cleaning and Household Services, Carpet and Upholstery Cleaning, Housekeeping, Laundry, Cleaning, and Garment Services, Diaper Service, Laundry Services, Linen Supply, Motor Vehicle Parking, Motor Vehicle Towing Services.

Residential Building Care and Improvement Services, Residential Boiler Cleaning, Residential Disinfecting Services, Residential Extermination and Pest Control, Residential Furnace Ducts, Chimney and Gutter Cleaning Services, Residential Lighting Maintenance Services.

Residential and Personal Guard Services, Residential Burglary Protection Services, Residential Locksmith Services, Residential Security Systems Services, Residential Surveillance and Alarm Monitoring and Maintenance, Security and Alarm Services.

Social and Professional Organizations

Environment, Conservation, and Wildlife Organizations, Humane Societies, Membership Organizations, Business Associations, Civic, Social, and Fraternal Associations, Farm Business Organizations, Labor Unions and Labor Organizations, Professional Membership Organizations, Political Organizations, Religious Organizations, Voluntary Health Organizations.

Retail and Wholesale

Organizations from which their primary revenue stream is derived from one or more of the following:

Retail

Internet and catalog retail.

Department Stores, General Merchandise Stores, Apparel Retail.

Motor Vehicle Retail, Motor Vehicle Renting and Leasing, Motor Vehicle Repair and Services. Oil and Gas Retail, Fuel and Bottled Gas dealers, Gas Stations, Computers, Software, Electronics, and Camera Retail, Home Furnishing and Home Improvement Retail, Automatic Vending Machines.

Specialty stores for, books, florists, gift and novelty, healthcare and medical supplies, household products, housewares, leisure equipment, music, newspaper and magazines, office furnishings, office product and supplies, personal care, videos, toys and games.

Food and Drug Retail Including Pharmacies, Grocery Stores, Supermarkets, Candy Nut and Confectionery Stores, Meat Markets and Butchers, Seafood Stores and Markets, Tobacco Retail., Hypermarkets and Supercenters.

Barber Shops, Beauty Parlors, Spas, Coin Operated Laundries, Garment Pressing and Dry Cleaning, Tailors, Clothing Alterations and Repair.

Consumer Renting and Leasing Services, Private Mail Centers and Mailbox Rental.

Lodging including hotels, motels and resorts.

Restaurants include fast food/quick service, casual dining, specialty eateries, and upscale dining.

Wholesale

Distributors include food, healthcare equipment, pharmaceuticals, technology, machinery, building products, chemicals, apparel and textiles, household durables, jewelry, leisure equipment, office furnishings and equipment, electrical equipment, media, paper and forest products, transportation equipment and supplies.

Software Publishing and Internet Services

Organizations from which their primary revenue stream is derived from one or more of the following:

Internet Software and Services, Agents and Spider Software, Browser Software, Content Management Software, internet Navigation Portals, Performance and Usage Tracking Software, Plug-Ins Software, Search Engine Software, website Management Software, Website Infrastructure Software.

Application Hosting Services, Application Service Providers (ASPs), Custom Website Design and Business Solutions, Online Research Services, Online Small Business Portals, Online Supply Chain Management, Online Recruiting and Job Listing Services.

Application Software, Collaboration Tools, Drawing and Imaging Software, Enterprise Software, Customer Relationship Management (CRM) Software, Document Management Software, EDI, Enterprise Data Management, Enterprise Information Portals, Enterprise Middleware, Enterprise Resource Planning (ERP) Software, Industry Specific Software, Information Management Software, Knowledge Management Software, Logistics Software, Property Management Software, Supply Chain Management Software, Groupware, Math and Science Software, Multimedia Software.

Office and Home Productivity Software, Home Entertainment Software, Educational and Training Software, Entertainment Software, Computer Games, Computer Game Console Platforms.

Systems Software, Automation Products and Services, Backup and Recovery Software, Computer Telephony Integration (CTI) Software, Design Automation, Development Tools, License Distribution and Control Software, Maintenance Software, Computer Aided Design (CAD), Encryption Software, Network Administration, Operating System Software, Performance Monitoring and Analysis Software, Security Software, Software Configuration and Control, Artificial Intelligence Software, Wireless Access Software .

Telecommunications

Organizations from which their primary revenue stream is derived from one or more of the following:

Telecommunications Services

Telecommunication Services, Diversified Telecommunication Services, Alternative Carriers, Broadband Telecommunications Services, Asynchronous Transfer Mode Network Services (ATM), Digital Telecommunications Services, Digital Subscriber Line Services (DSL), Integrated Services Digital Network Services (ISDN), Point to Point Digital Telecommunications Services, Fiber Telecommunications Services, Virtual Private Network Services (VPN), Integrated Telecommunication Services, Calling Card Provider Services, Conferencing Services, Audio Conferencing, Video Conferencing, Directory Assistance Services, Facsimile Transmission Services, Local Telecommunications Services, Long Distance Telecommunications Services, Pay Phone Provider Services, Ship-To-Shore Broadcasting Communications, Telephone Answering Services, Wireless Telecommunication Services, Mobile Data Services, Paging Services, Satellite Communication Services, Cable and Satellite Television Service Providers.

Transportation

Organizations from which their primary revenue stream is derived from one or more of the following:

Air Freight and Logistics, Air Courier Services, Charter Freight Air Transportation, Ground Courier Services, Postal and Courier Delivery Services, National Postal Delivery Services

Airlines, Commercial Airlines, Helicopter Transportation Services, Private or Business Aircraft Services, Rescue and Safety Aircraft Services.

Dredging, Fishing, and TugBoats, Tankers, Marine Transportation of Passengers, Ferries, Safety and Rescue Marine Crafts, Marine Ports and Services, Dock and Pier Operations, Floating Dry Docks, Marinas, Marine Cargo Services, Marine Salvage, Cruise Ships.

Railroad Transportation of Freight, Railroad Transportation of Passengers, Commuter Rail Systems, Services Incidental to Railroad Transportation, Switching and Terminal Establishments, Sightseeing Railways, Sightseeing Boats.

Trucking, Road Transportation of Freight, Road Transportation of Passengers, Carpool and Vanpool Operations, Livery Service, Limousine, Taxicab, Freight Loading and Unloading, Freight Packing and Crating, Farm Product Warehousing and Storage, Refrigerated Warehousing and Storage, Special Needs Transportation.

Airport Services, Aircraft Cleaning and Janitorial Services, Aircraft Maintenance and Repair, Airports and Airport Terminal Services, Air Traffic Control, Highways and Rail tracks.

Utilities

Organizations from which their primary revenue stream is derived from one or more of the following:

Electric Utilities, Electric Power Generation by Solar, Wind, Fossil Fuels, Nuclear, and Hydro, Electric Power Distribution, Electric Power Transmission and Control, Gas Utilities, Natural Gas Transmission, Retail Energy Marketing, Independent/Merchant Power, Water Utilities, Wastewater Treatment, Water Distribution.

Notes

To learn more about [Gartner Benchmark Analytics](#) contact your account executive or [email](#) us.

Document Revision History

[IT Key Metrics Data 2023: Definition of Industries - 8 December 2022](#)

[IT Key Metrics Data 2022: Definition of Industries - 16 December 2021](#)

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