

IT Services Market View, 2022-2023

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Initiatives: [Technology Market Essentials](#)

The worldwide IT services market will reach \$1.5 trillion in 2024, growing 10.4% YoY in U.S. dollars (8.9% in constant currency). Technology and service providers can use this research to understand the competitive landscape, market trends and growth opportunities shaping the IT services industry.

The IT services market revenue was 1.3 trillion in size in 2022, with the top 10 providers holding just 26.5% of total annual end-user spend in 2022. Among the top 10 IT services providers globally, annual revenue ranges from \$21.4 billion (Capgemini) to \$60.2 billion (Accenture), while growth ranges from 34.7% (Amazon) to -32.8% (IBM).

Service providers continue to report solid results, as there has been a shift in client focus toward spending on digital transformation projects. Talent acquisition is a significant challenge for service providers. The increased demand for services has made the labor market tighter. This has pushed the demand for a skilled workforce for both enterprise clients and IT providers as they struggle to fill the talent gap. The 2023 Gartner CEO and Senior Business Executive Survey states that attracting and retaining talent is CEOs' top workforce concern, with 26% of CEOs considering talent shortage as a major issue.

Additionally, global leaders are developing strategies for sustainable value chains to meet net-zero transition needs. This will lead to a resource competition between environmental sustainability and digital transformation. Executives are looking to IT services providers to help them combine these two under the umbrella of "digitally enabled sustainability."

Better understanding the trends that are shaping the IT services industry will help technology and service providers identify the growth opportunities in their markets and remain competitive. To navigate and use this research for your decision making, follow these steps:

1. Download the PowerPoint file from the Download Attachments button near the top of this page.

2. Review Slide 2 to understand the content presented in the three sections.
3. Review Slides 3 through 9 to understand the Market Share and Forecast: Coverage, Taxonomy and Schedule
4. Review Slides 11 through 14 to access the content on forecast analysis.
5. Review Slides 16 through 19 to access the content on market share analysis.

This presentation includes excerpts from Gartner research published within the past 12 months to highlight the market trends, competitive landscape and growth opportunities within the IT services market.

Document Revision History

[IT Services Market View, 2021-2022 - 22 September 2022](#)

[IT Services Market View, 2020-2021 - 28 October 2021](#)

[Scenarios for the IT Services Marketplace, 2020 - 21 August 2020](#)

Recommended by the Author

Some documents may not be available as part of your current Gartner subscription.

[Market Share: IT Services, Worldwide, 2022](#)

[Market Definitions and Methodology: IT Services](#)

[Market Share Analysis: IT Services, Worldwide, 2022](#)

[Forecast Analysis: Consulting Services, Worldwide](#)

[Forecast Analysis: Business Process Services, Worldwide](#)

[Forecast Analysis: Infrastructure Services, Worldwide](#)

[Forecast Analysis: Application Services, Worldwide](#)

[Competitive Landscape: Cloud Providers Artificial Intelligence Services](#)

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