

Forecast: IT Services, Worldwide, 2021-2027, 2Q23 Update

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The worldwide IT services market is forecast to grow by 8.8% in U.S. dollars in 2023 (8.6% in constant currency). This growth is being driven by enterprises investing in technology to gain competitive advantage during this period of economic uncertainty.

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Overview

Gartner estimates worldwide spending on IT services at \$1.4 trillion in current U.S. dollars in 2023, and is expected to reach \$2.1 trillion by 2027. The infrastructure as a service (IaaS) and consulting services markets are the fastest-growing markets which are estimated to grow at a CAGR of 23.2% and 11.3% in competency center (CC) through the forecast (2022-2027). The emerging Asia/Pacific and the Greater China IT services markets are forecast to be the fastest-growing regions with CAGRs of 14.8% and 13.3% in CC through the forecast (2022-2027). In 2023, buyers of IT services will generally have a higher focus on operational excellence, ahead of transformative goals.

The downloadable .zip file provides the entire dataset for end-user spending and constant currency for all segments in the IT services market for 42 countries by region — for five forecast years and two years of history. Primary market segments are consulting, application implementation and managed services, infrastructure implementation and managed services, business process services, IaaS, and hardware support. Relevant public cloud segments can be viewed separately or in context with the entire IT services forecast.

Russian Invasion of Ukraine

In response to the Russian invasion of Ukraine that began on 24 February 2022 and was ongoing at the time of this publication, Gartner is suspending market coverage of Russia and the Eurasia region. The definition of the Rest of Eastern Europe has been expanded to include Russia and the countries previously covered in the Rest of Eurasia.

Exchange Rate Alert

In the current environment, currency exchange rate fluctuations will be more volatile. Foundational factors, such as interest rates, tariffs and economic sanctions, changed more rapidly and with less predictability throughout 2022, and the expectation is that this will continue throughout 2023. For the near term, expectations for exchange rates should be treated with a heightened level of caution.

The data in the downloadable .zip file contains one or more Excel reports, along with data formatted in a comma-delimited flat (.csv) file that can be imported into a variety of other applications.

Spreadsheets published by Gartner may leverage features such as pivot tables and macros that are supported in a Microsoft Windows environment and with Microsoft Excel 2007 or higher.

See Gartner Internet Browser [System Requirements](#) for more information.

Document Revision History

Forecast: IT Services, Worldwide, 2021-2027, 1Q23 Update - 30 March 2023

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Forecast: IT Services, Worldwide, 2020-2026, 1Q22 Update - 30 March 2022

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Forecast: IT Services, Worldwide, 2019-2025, 2Q21 Update - 23 June 2021

Forecast: IT Services, Worldwide, 2019-2025, 1Q21 Update - 25 March 2021

Forecast: IT Services, Worldwide, 2018-2024, 4Q20 Update - 22 December 2020

Forecast: IT Services, Worldwide, 2018-2024, 3Q20 Update - 29 September 2020

[Forecast: IT Services, Worldwide, 2018-2024, 2Q20 Update - 30 June 2020](#)

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[Forecast: IT Services, Worldwide, 2016-2022, 2Q18 Update - 3 July 2018](#)

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[Forecast: IT Services, Worldwide, 2013-2019, 3Q15 Update - 14 September 2015](#)

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[Forecast: IT Services, Worldwide, 2013-2019, 1Q15 Update - 16 March 2015](#)

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

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

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

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