

Customer Intelligence Platform Market Size is Registering at a CAGR of 26.3% by 2032 | Accenture, Google LLC

WILMINGTON, DE, UNITED STATES, September 24, 2024 / EINPresswire.com/ -- According to the report, the global customer intelligence platform market size generated \$2,149.36 million in 2022 and is estimated to reach \$21,682.84 million by 2032, exhibiting a CAGR of 26.3% from 2023 to 2032. The report offers a detailed analysis of changing market trends, top segments, key investment pockets, value chains, regional landscapes, and competitive scenarios.



The global customer intelligence platform market is experiencing growth due to factors such as an increase in demand for personalized customer experiences, the growth in adoption of advanced analytics and AI, and a surge in focus on customer retention and loyalty. However, the limited processing power of mobile devices hampers market growth to some extent. Moreover, the increase in availability and affordability of mobile devices is expected to provide lucrative opportunities for market growth during the forecast period.

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COVID-19 Scenario

The COVID-19 pandemic had a positive impact on the global customer intelligence platform industry, because it had reshaped customer preferences and needs. Customers are now more concerned with contactless interactions, convenience, and safety. By providing functions like contactless payments, virtual queuing, curbside collection and delivery tracking, intelligent platforms can profit from these particular circumstances.

Furthermore, customers are increasingly conscious of data privacy and security issues as a result if the COVID-19 pandemic increased reliance on digital platforms. CIP can establish a competitive

edge and gain customer trust if they can show an enduring dedication to data privacy and security. Thus, it has a positive impact on the growth of the global customer intelligence platform market.

By region, North America garnered the highest share in 2022, contributing to more than one-third of the global customer intelligence platform market revenue. owing to the increase in rapid advancements in technology such as artificial intelligence and machine learning. However, the Asia-Pacific region is projected to retain its dominance by 2032. The same region would also cite the fastest CAGR of 29.8% during the forecast period. The growth is attributed to enabling businesses to derive actionable insights from large datasets, uncover hidden patterns, and predict customer behavior.

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Leading Market Players:

International Business Machines Corporation
Oracle Corporation.
Microsoft Corporation
Adobe Inc.
SAS Institute Inc.
Salesforce, Inc.
Google LLC
Accenture
Informatica Inc.
SAP SE

The report analyzes these key players in the global customer intelligence platform market. These players have adopted various strategies, such as expansion, new product launches, partnerships, and others, to increase their market penetration and strengthen their position in the industry. The report is helpful in determining the business performance, operating segments, developments, and product portfolios of every market player.

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