

Top Trend In Case Management Market 2025: Technological Advancement Driving The Popularity Of AI-Based Solutions

The Business Research Company's Case Management Global Market Report 2025 – Market Size, Trends, And Forecast 2025-2034

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[/EINPresswire.com/](https://www.einpresswire.com/) -- The case

management market has experienced significant growth in recent years. It is

expected to increase from \$7.43 billion in 2024 to \$8.01 billion in 2025, reflecting a compound annual growth rate (CAGR) of 7.9%. The growth during the historical period can be attributed to ongoing improvements and automation of workflows, industry-specific needs, mobile accessibility, a strong emphasis on security and data privacy, advancements in data analytics, and integration with other business systems.



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How Big Is the Global Case Management Market Expected to Grow, and What Is Its Annual Growth Rate?

The case management market is projected to experience significant growth in the coming years. It is expected to reach \$12.4 billion by 2029, growing at a compound annual growth rate (CAGR) of 11.5%. This growth in the forecast period is driven by a focus on healthcare case management, the need for industry-specific customization,

a strong emphasis on security and data privacy, the rise of remote work and mobile accessibility, and increasing regulatory complexity. Key trends in the forecast period include innovation and competition among vendors, ongoing process improvements, a focus on healthcare case management, industry-specific solutions, remote work and mobile access, customer-centric approaches, and a push for digital transformation.

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What Is Driving the Growth of the Case Management Market?

The adoption of rectification solutions by healthcare organizations for case management is significantly expanding the case management market. Healthcare organizations and related stakeholders are implementing these solutions to correct and minimize errors in case data, safeguard health records, and for other purposes. As a result, the demand for case management solutions and services is expected to rise, as these tools effectively manage data digitally while ensuring data protection. Case management facilitates a complex process that combines electronic workflows with human tasks to reduce errors.

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Which Leading Companies Are Driving The Growth Of The Case Management Market Share?

Major companies operating in the case management market include DST Systems Inc., Pegasystems Inc., Kofax Inc., Dell Technologies Inc., Newgen Software Technologies Limited, Hyland Software Inc.

What Are The Key Trends Driving The Growth Of The Case Management Market Size?

Technological progress is a major trend driving growth in the case management market. The industry is seeing the integration of advanced technologies like artificial intelligence (AI) into case management solutions to automate processes and enhance functionality. AI-powered case management software captures customer sentiment, refines cases, and automates tasks, leading to improved case handling and faster resolutions. Leading companies are focusing on providing AI-driven case management software to bolster their market presence.

How Is the Global Case Management Market Segmented?

The case management market covered in this report is segmented –

- 1) By Component: Solution, Services
- 2) By Business Function: Service Request, Fraud Detection and Anti-Money Laundering, Incident Management, Investigation Management, Legal Workflow Management
- 3) By Deployment Mode: Cloud, On-premises
- 4) By Organization Size: Small and Medium-sized Enterprises (SMEs), Large Enterprises
- 5) By Verticals: Banking, Financial Services, and Insurance (BFSI), Government, Healthcare, IT and telecom, Retail, Manufacturing, Other Verticals

Subsegments:

- 1) By Solution: Case Management Software, Workflow Automation Tools, Document Management Systems, Reporting And Analytics Tools
- 2) By Services: Consulting Services, Implementation Services, Training And Support Services, Managed Services

The Leading Region in the Case Management Market is:

North America was the largest region in the case management market in 2024. The regions covered in the case management market report are Asia-Pacific, Western Europe, Eastern Europe, North America, South America, Middle East, Africa

What Is the Case Management Market?

Case management involves strategies for handling data relationships, documents, and processes related to cases that need attention and resolution, such as investigations, service requests, and incidents. The advantages of case management include reduced paperwork through digital record-keeping and centralized data management that enables remote access.

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