

Queue Management System Market Will Grow at USD 1.20 Billion by 2032

The Queue Management System market is growing rapidly, driven by advancements in technology and increasing demand across sectors

AUSTIN, TX, UNITED STATES, February 6, 2025 /EINPresswire.com/ -- The [Queue Management System Market](#) was valued at USD 0.70 Billion in 2023 and is projected to reach USD 1.20 Billion by 2032, growing at a CAGR of 6.31% from 2024 to 2032. The Queue Management System market is growing at a rapid pace because businesses want to improve the customer experience and increase operational efficiency. As a result of over 60% of the customer base facing frustration due to long waiting hours, retail, healthcare, and banking sectors have now started using QMS. In 2023, Qmatic reported a 15% rise in adoption across industries.

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Major Players Analysis Listed in this Report are:

- Advantech (Data Acquisition Systems, Industrial PCs)
- Wavetec (Digital Signage Solutions, Queue Management Systems)
- Aurionpro (Queue Management Solutions, Visitor Management Systems)
- Lavi Industries (Line Management Systems, Self-Service Kiosks)
- QLess (Queue Management Solutions, Virtual Queue Systems)
- Qmatic (Customer Journey Management, Queue Management Solutions)
- SEDCO (Digital Signage, Interactive Kiosks)
- Q-nomy (Customer Service Software, Queue Management Solutions)
- Core Mobile (Mobile Queue Management, Queue Management Apps)
- MaliaTech (Queue Management Solutions, Customer Engagement Systems)
- JRNI (Appointment Booking Systems, Queue Management Solutions)
- Qudini (Queue Management Systems, Appointment Booking Solutions)
- Qminder (Queue Management Software, Customer Experience Solutions)
- ATT Systems (Queue Management Solutions, Ticketing Systems)
- XIPHIAS (Queue Management Systems, Digital Signage Solutions)
- AKIS Technologies (Queue Management Solutions, Visitor Management Systems)
- AwebStar (Queue Management Systems, Self-Service Kiosks)
- Xtreme Media (Queue Management Systems, Digital Signage Solutions)
- Skiplino (Queue Management Systems, Appointment Booking Software)

- Business Automation (Queue Management Solutions, Workflow Automation)
- Udentify (Identity Verification, Queue Management Solutions)
- 2Meters (Queue Management Solutions, Customer Experience Management)
- OnlineToken (Queue Management Solutions, Token Systems)
- Hate2wait (Queue Management Systems, Virtual Queue Solutions)
- VersionX (Queue Management Software, Appointment Scheduling Solutions)

By Application, Appointment Management Leads, While Real-time Monitoring Set for Fastest Growth

Appointment Management segment dominated the Queue Management System market in 2023, capturing a share of about 29% of total revenues. It has been fuelled by growing requirements for effective scheduling. Appointment management systems enable organizations to streamline service delivery, minimize waiting times, and optimize resource.

The Real-time Monitoring segment is expected to grow at the fastest CAGR of 9.66% during the forecast period of 2024-2032. As organizations strive to optimize their operations and customer satisfaction, real-time information about customer flow, resource usage, and service performance is emerging as a crucial need.

By Vertical, Retail & Consumer Goods Leads, While Healthcare Sector Set for Fastest Growth

In 2023, the Retail & Consumer Goods segment dominated the Queue Management System market, capturing around 24% of the total revenue. This is because the sector is focused on customer experience and the optimization of service processes. Retailers look increasingly towards QMS solutions that would reduce waiting time, optimize staff, and increase customer satisfaction.

The Healthcare segment is expected to grow at the fastest CAGR of 9.84% from 2024-2032. It primarily serves the sector, where efficient patient flow management is needed amidst the increase in volumes and increased regulations.

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North America Leads the Queue Management System Market, While Asia Pacific Set for Rapid Growth

North America dominated the Queue Management System market in 2023, with a share of approximately 37% of total revenue. The region's adoption of advanced technologies, such as AI, IoT, and cloud-based solutions, is increasingly integrated into QMS. The concentration of key industries, including retail, healthcare, and banking, focused on customer experience and operational efficiency.

The Asia Pacific region is expected to grow at the fastest growth with a projected CAGR of 8.62% during 2024-2032. This speed is facilitated by increased urbanization, a growing middle class, and greater consumer expectations.

Recent Highlights

- In July 2024, Q-nomy launched Q-Flow 6.4, upgrading its appointment scheduling and queue management software with enhanced security, scalability, and resource management.
- In 2024, Advantech unveiled its Intelligent Queue Management System, incorporating AI and IoT to optimize customer service and streamline operations.

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Jagney Dave

SNS Insider Pvt. Ltd

+1 315 636 4242

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