Self-Service Markets: ATMs, Kiosks, Vending Machines

Description: The global market for Self-service technologies will grow from $54.4 billion in 2016 to $83.5 billion by 2021 with a compound annual growth rate (CAGR) of 8.9% for the period of 2016-2021.

This report provides:

- An overview of the global self-service markets including ATMs, Kiosks, and vending machines.
- Analyses of global market trends, with data from 2015, 2016, and projections of CAGRs through 2021.
- Assessments of the impact of economic, technological, legal/regulatory, and other factors that will drive the future market for each of these new technologies and how they will influence other businesses.
- A look at market growth strategies based on objective, quantitative analysis of the key segments of the self-service market, the technologies that show the greatest potential, and the challenges that must be overcome for the market to realize its full potential.
- Information on the various factors and trends that affect the self-service industry from the perspective of various stakeholders, including technology vendors, component suppliers, and customers.
- Profiles of major players in the field.

Self-service technologies ATMs, kiosks and vending machines are self-service automated dispensing machines that enable customers to produce a service independent of direct service employee involvement.

An ATM (automated teller machine) is an electronic device that allows a customer to perform financial transactions (cash withdrawals and deposits) without the need for employee involvement. A kiosk is a freestanding computer terminal that provides access to information. Vending machines are automated self-service machines that dispense items such as snacks, beverages and cigarettes.

To calculate and segment the market, we considered self-service hardware (terminals) and services related to those. However, self-service software (e.g., operating systems and security software) that is generally not provided by self-service terminal providers is beyond the scope of this report. In addition, services that are not directly related to self-service technologies, such as education and training, and consulting services, are also beyond the scope of this report, as is hardware security such as closed circuit television (CCTV) and biometric access control.

The report begins by introducing the reader to how the market for self-service technologies has evolved over time and how digital (e.g., mobility and connectivity) is affecting the market. Building on that understanding, the study proceeds to identify the following forces driving the market:

- Primary forces with a direct impact on the self-service technology markets
- Secondary forces that have an indirect impact
- Key funding and financing in this space, which are particularly supportive for new entrants
- Some key challenges that may hinder the growth of this market
- Key trends visible in the market
- The top industries/verticals that are key users of self-service technologies, along with some other industries that are expected to be key users in the future
- Demand in the Americas, EMEA (Europe, the Middle East and Africa) and Asia-Pacific for self-service technology terminals
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