

2021 Cloud Technology Research Review

<https://marketpublishers.com/r/21C564BE4132EN.html>

Date: March 2022

Pages: 270

Price: US\$ 3,000.00 (Single User License)

ID: 21C564BE4132EN

Abstracts

Report Highlights:

The global cloud-based contact centers market should reach \$43.3 billion by 2026 from \$14.0 billion in 2021 at a compound annual growth rate (CAGR) of 25.3% for the forecast period of 2021 to 2026.

The global video conferencing market should reach \$27.3 billion by 2026 from \$12.5 billion in 2021 at a compound annual growth rate (CAGR) of 16.9% for the forecast period of 2021 to 2026.

The global VoIP services market should reach \$102.5 billion by 2026 from \$85.2 billion in 2021 at a compound annual growth rate (CAGR) of 3.8% for the forecast period of 2021 to 2026.

We live in an era when knowledge-based economies are the norm. Information is a precious asset nowadays, and how we disseminate it affects how successful we are. We've come a long way in terms of how we communicate and trade information. Even so, the introduction of cloud technology solutions has been a game changer.

Cloud technology, or cloud computing, has revolutionized the way we store and distribute data. It has given users the ability to bypass the limitations of needing a physical device to share information, and it has opened a whole new world of online possibilities.

Cloud technology allows users to access and store data via the internet rather than a physical hard drive. Google Drive, iCloud or Dropbox are a few cloud technology services. These cloud-based services keep all the data solely on the internet, which

allows users to save up space on devices and imparts other advantages in terms of facilitating data sharing and collaboration. Cloud hosting is made possible by cloud technology. As the name implies, companies that specialize in cloud computing host their own cloud service.

Research Reviews from BCC Research provide market professionals with concise market coverage within a specific research category. This 2021 Research Review of cloud technology provides a sampling of the type of quantitative market information, analysis, and guidance that BCC Research has been developing since its inception in 1971 to help its customers make informed business decisions. This Research Review includes highlights and excerpts from the following reports published by BCC Research in 2021 -

IFT239A Global Cloud-Based Contact Center Market.

IFT234A Video Conferencing: Global Markets to 2026.

IFT237A VoIP Services Market.

IFT232A Global Data Warehouse as a Service Market.

After you survey the excerpts in this Research Review, we encourage you to follow up on these topics by checking out the full market research reports associated with each topic. BCC Research looks forward to serving your market intelligence needs in the future.

Contents

CHAPTER 1 FOREWORD

CHAPTER 2 GLOBAL CLOUD-BASED CONTACT CENTER MARKET (IFT239A)

Overview

Study Goals and Objectives

Reasons for Doing This Study

Scope of Report

Methodology and Information Sources

Geographic Breakdown

Related BCC Research Reports

Summary and Highlights

Market Overview

Introduction

Future of Cloud-Based Contact Centers

Market Dynamics

Impact of COVID-19 on the Global Market for Cloud-Based Contact Centers

Market Breakdown by Component

Overview

Solutions

Services

Market Breakdown by Deployment Mode

Overview

Public Cloud

Private Cloud

Hybrid Cloud

Market Breakdown by Organization Size

Overview

Large Enterprises

Small and Medium-Sized Enterprises

CHAPTER 3 VIDEO CONFERENCING: GLOBAL MARKETS TO 2026 (IFT234A)

Introduction

Study Goals and Objectives

Scope of Report

Reasons for Doing the Study

Intended Audiences
Information Sources
Methodology
Geographic Breakdown
Related BCC Research Reports
Summary and Highlights
Market Overview
Introduction
Current Market and Future Expectations
Evolution of Video Conferencing Technology
Impact of COVID-19 on the Market for Video Conferencing
Market Dynamics
Video Conferencing Technology Trends
Video Conferencing Advanced Protocols and Codecs
Implementation of Video Conferencing Using WebRTC
Patent Analysis
Video Conferencing Architecture
Some Video Conferencing Use Cases
Market Breakdown by Solution
Introduction
Hardware
Software
Services
Market Breakdown by Deployment Mode
Introduction
On-premise
Cloud
Hybrid
Market Breakdown by System
Introduction
Integrated System
Telepresence System
Desktop System
Service-based Video Conferencing Systems
Market Breakdown by Application
Introduction
Corporate Communications
Training and Development
Marketing and Client Engagement

CHAPTER 4 VOIP SERVICES MARKET (IFT237A)

Introduction

Study Goals and Objectives

Reasons for Doing This Study

Scope of Report

Information Sources

Methodology

Intended Audience

Geographic Breakdown

Related BCC Research Reports

Summary and Highlights

Summary

Study Highlights

Market Overview and Background

Market Overview

What is VoIP?

How Does It Work?

Evolution of VoIP

Main Features of VoIP

Comparison of PSTN vs. VoIP

Advantages and Disadvantages of VoIP

Advantages of Using VoIP Services for Businesses, Consumers and Service Providers

VoIP Classification

Regulatory Challenges

Market Dynamics

Trends in VoIP Services

COVID-19 Impact Analysis

Market Breakdown by Call Type

Introduction

International VoIP

Domestic VoIP

Market Breakdown by Access Type

Introduction

Computer to Computer

Computer to Phone

Phone to Phone

Market Breakdown by Service Type

Introduction
SIP Trunking
Hosted IP PBX
Managed IP PBX
Market Breakdown by Medium
Introduction
Fixed
Mobile

CHAPTER 5 GLOBAL DATA WAREHOUSE AS A SERVICE MARKET (IFT232A)

Introduction
Study Goals and Objectives
Reasons for Doing This Study
Scope of Report
Information Sources
Methodology
Intended Audience
Geographic Breakdown
Related BCC Research Reports
Summary and Highlights
Summary
Market and Technology Background
Evolution of the Data Warehouse Industry
Key Trends in Data Warehouse as a Service
Platform Comparison Chart
Benefits of Data Warehouse as a Service
Geographic Location of the Data Warehouse
Market Drivers
Market Restraints
Market Opportunity
Impact of COVID-19 on Data Warehouse as a Service Market
Regulatory Bodies for Data Warehouse as a Service Market
Market Breakdown by Type
Overview
Enterprise Data Warehouse
Operational Data Warehouse
Market Breakdown by Deployment Model
Overview

Public Cloud
Private Cloud
Hybrid Cloud
Market Breakdown by Application
Overview
Customer Analytics
Fraud Detection and Threat Management
Supply Chain Management
Asset Management
Others
Market Breakdown by Service
Overview
Data Integration and Migration
Data Cleaning
Administration, Support and Maintenance

List Of Tables

LIST OF TABLES

Table 1: Global Market for Cloud-Based Contact Centers, by Region, Through 2026

Table 2: Business Terms to Expect for an On-Premises Call Center Facility

Table 3: Global Market for Cloud-Based Contact Centers, by Component, Through 2026

Table 4: Global Market for Cloud-Based Contact Center Solutions, by Type, Through 2026

Table 5: Global Market for Cloud-Based Contact Center Solutions, by Region, Through 2026

Table 6: Global Market for Cloud-Based Contact Center Services, by Type, Through 2026

Table 7: Global Market for Cloud-Based Contact Center Services, by Region, Through 2026

Table 8: Global Market for Cloud-Based Contact Centers, by Deployment Mode, Through 2026

Table 9: Global Market for Public Cloud-Based Contact Centers, by Region, Through 2026

Table 10: Global Market for Private Cloud-Based Contact Centers, by Region, Through 2026

Table 11: Global Market for Hybrid Cloud-Based Contact Centers, by Region, Through 2026

Table 12: Global Market for Cloud-Based Contact Centers, by Organization Size, Through 2026

Table 13: Global Market for Cloud-Based Contact Centers for Large Enterprises, by Region, Through 2026

Table 14: Global Market for Cloud-Based Contact Centers for SMEs, by Region, Through 2026

Table 15: Global Market for Video Conferencing, by Region, Through 2026

Table 16: History/Evolution of Video Conferencing Technology

Table 17: 4G vs 5G: Differences

Table 18: Some of the Top Application for VR Meetings

Table 19: Patents, by Year, 2017-2021

Table 20: Video Conferencing Patents Share, by Company, 2021

Table 21: Video Conferencing Patents Share, by Company, 2020

Table 22: Global Market for Video Conferencing, by Solution, Through 2026

Table 23: Global Market for Hardware in Video Conferencing, by Region, Through 2026

Table 24: Global Market for Software in Video Conferencing, by Region, Through 2026

- Table 25: Global Market for Services in Video Conferencing, by Region, Through 2026
- Table 26: On-premise and Cloud Video Conferencing Advantages
- Table 27: On-premise vs Cloud Video Conferencing
- Table 28: Global Market for Video Conferencing, by Deployment Mode, Through 2026
- Table 29: Global Market for On-premise Video Conferencing, by Region, Through 2026
- Table 30: Global Market for Cloud Video Conferencing, by Region, Through 2026
- Table 31: Global Market for Hybrid Video Conferencing, by Region, Through 2026
- Table 32: Global Market for Video Conferencing, by System, Through 2026
- Table 33: Global Market for Integrated Video Conferencing Systems, by Region, Through 2026
- Table 34: Global Market for Telepresence Video Conferencing Systems, by Region, Through 2026
- Table 35: Global Market for Desktop Video Conference Systems, by Region, Through 2026
- Table 36: Global Market for Service-based Video Conferencing Systems, by Region, Through 2026
- Table 37: Global Market for Video Conferencing, by Application, Through 2026
- Table 38: Global Market for Video Conferencing for Corporate Communications, by Region, Through 2026
- Table 39: Global Market for Video Conferencing for Training and Development, by Region, Through 2026
- Table 40: Global Market for Video Conferencing for Marketing and Client Engagement, by Region, Through 2026
- Table 41: Global Market for VoIP Services, by End-User Type, Through 2026
- Table 42: Comparison PSTN vs. VoIP
- Table 43: VoIP Classification
- Table 44: VoIP Regulations, by Region/Country
- Table 45: Regulatory Status of Countries with VoIP
- Table 46: Regulatory Issues, Current Obligations and Challenges in VoIP
- Table 47: Global Market for VoIP Services, by Call Type, Through 2026
- Table 48: Global Market for International VoIP, by Region, Through 2026
- Table 49: Global Market for International VoIP, by End-User Industry, Through 2026
- Table 50: Global Market for Domestic VoIP, by Region, Through 2026
- Table 51: Global Market for Domestic VoIP, by End-User Industry, Through 2026
- Table 52: Global Market for VoIP Services, by Access Type, Through 2026
- Table 53: Global Market for Computer-to-Computer VoIP Calling, by Region, Through 2026
- Table 54: Global Market for Computer-to-Phone VoIP Calling, by Region, Through 2026
- Table 55: Global Market for Phone-to-Phone VoIP Calling, by Region, Through 2026

- Table 56: Difference between SIP Trunking and Hosted IP PBX Service
- Table 57: Global Market for VoIP Services, by Service Type, Through 2026
- Table 58: Advantages and Disadvantages of SIP Trunking
- Table 59: Global Market for SIP Trunking, by Region, Through 2026
- Table 60: Advantages and Disadvantages of Hosted IP PBX
- Table 61: Global Market for Hosted IP PBX, by Region, Through 2026
- Table 62: Advantages and Disadvantages of Managed IP PBX
- Table 63: Global Market for Managed IP PBX, by Region, Through 2026
- Table 64: Fixed vs. Mobile VoIP
- Table 65: Global Market for VoIP Services, by Medium, Through 2026
- Table 66: Global Market for Fixed VoIP, by Region, Through 2026
- Table 67: Global Market for Fixed VoIP, by End-User Industry, Through 2026
- Table 68: Global Market for Mobile VoIP, by Region, Through 2026
- Table 69: Global Market for Mobile VoIP, by End-User Industry, Through 2026
- Table 70: Global Market for Data Warehouse as a Service, by Type, Through 2026
- Table 71: Key Trends in Data Warehouse as a Service
- Table 72: Platform Comparison: Data Warehouse as a Service
- Table 73: Geographic Presence: Data Warehouse as a Service
- Table 74: Regulations: Data Warehouse as a Service
- Table 75: Global Market for Data Warehouse as a Service, by Type, Through 2026
- Table 76: Global Market for Enterprise Data Warehouse as a Service, by Region, Through 2026
- Table 77: Global Market for Operational Data Warehouse as a Service, by Region, Through 2026
- Table 78: Global Market for Data Warehouse as a Service, by Deployment Model, Through 2026
- Table 79: Global Market for Public Cloud Data Warehouse as a Service, by Region, Through 2026
- Table 80: Global Market for Private Cloud Data Warehouse as a Service, by Region, Through 2026
- Table 81: Global Market for Hybrid Cloud Data Warehouse as a Service, by Region, Through 2026
- Table 82: Global Market for Data Warehouse as a Service, by Application, Through 2026
- Table 83: Global Market for Data Warehouse as a Service in Customer Analytics Application, by Region, Through 2026
- Table 84: Global Market for Data Warehouse as a Service in Fraud Detection and Threat Management Applications, by Region, Through 2026
- Table 85: Global Market for Data Warehouse as a Service in Supply Chain

Management Applications, by Region, Through 2026

Table 86: Global Market for Data Warehouse as a Service in Asset Management Applications, by Region, Through 2026

Table 87: Global Market for Data Warehouse as a Service in Other Applications, by Region, Through 2026

Table 88: Global Market for Data Warehouse as a Service, by Service, Through 2026

Table 89: Global Market for Data Warehouse as a Service for Data Integration and Migration, by Region, Through 2026

Table 90: Global Market for Data Warehouse as a Service for Data Cleaning, by Region, Through 2026

Table 91: Global Market for Data Warehouse as a Service for Administration, Support and Maintenance, by Region, Through 2026

List Of Figures

LIST OF FIGURES

Figure 1: Global Market Shares of Cloud-Based Contact Centers, by Region, 2020

Figure 2: Global Market Shares of Cloud-Based Contact Centers, by Component, 2020

Figure 3: Global Market Shares of Cloud-Based Contact Centers Solutions, by Type, 2020

Figure 4: Global Market Shares of Cloud-Based Contact Center Solutions, by Region, 2020

Figure 5: Global Market for Automatic Call Distribution in Cloud-Based Contact Centers, 2020-2026

Figure 6: Global Market for Agent Performance Optimization in Cloud-Based Contact Centers, 2020-2026

Figure 7: Global Market for Dialers in Cloud-Based Contact Centers, 2020-2026

Figure 8: Global Market for Interactive Voice Response in Cloud-Based Contact Centers, 2020-2026

Figure 9: Global Market for Computer Telephony Integration in Cloud-Based Contact Centers, 2020-2026

Figure 10: Global Market for Analytics and Reporting in Cloud-Based Contact Centers, 2020-2026

Figure 11: Global Market Shares of Cloud-Based Contact Center Services, by Type, 2020

Figure 12: Global Market Shares of Cloud-Based Contact Center Services, by Region, 2020

Figure 13: Global Market for Professional Services in Cloud-Based Contact Centers, 2020-2026

Figure 14: Global Market for Managed Services in Cloud-Based Contact Centers, 2020-2026

Figure 15: Global Market Shares of Cloud-Based Contact Centers, by Deployment Mode, 2020

Figure 16: Global Market Shares of Public Cloud-Based Contact Centers, by Region, 2020

Figure 17: Global Market Shares of Private Cloud-Based Contact Centers, by Region, 2020

Figure 18: Global Market Shares of Hybrid Cloud-Based Contact Centers, by Region, 2020

Figure 19: Global Market Shares of Cloud-Based Contact Centers, by Organization Size, 2020

- Figure 20: Global Market Shares of Cloud-Based Contact Centers for Large Enterprises, by Region, 2020
- Figure 21: Estimated Number of SMEs, Worldwide, 2015-2020
- Figure 22: Global Market Shares of Cloud-Based Contact Centers for SMEs, by Region, 2020
- Figure 23: Global Market Shares of Video Conferencing, by Region, 2020
- Figure 24: Video Conferencing Advanced Protocols
- Figure 25: Video Conferencing Codecs
- Figure 26: Video Conferencing Implementation Using WebRTC
- Figure 27: Video Conferencing Telepresence Architecture
- Figure 28: Global Market Shares of Video Conferencing, by Solution, 2020
- Figure 29: Global Market Shares of Video Conferencing, by Solution, 2026
- Figure 30: Multi-Point Control Unit
- Figure 31: Codec Systems vs USB System
- Figure 32: Global Market Shares of Hardware in Video Conferencing, by Region, 2020
- Figure 33: Global Market Shares of Hardware in Video Conferencing, by Region, 2026
- Figure 34: Global Market Shares of Software in Video Conferencing, by Region, 2020
- Figure 35: Global Market Shares of Software in Video Conferencing, by Region, 2026
- Figure 36: Global Market Shares of Services in Video Conferencing, by Region, 2020
- Figure 37: Global Market Shares of Services in Video Conferencing, by Region, 2026
- Figure 38: Global Market Shares of Video Conferencing, by Deployment Mode, 2020
- Figure 39: Global Market Shares of Video Conferencing, by Deployment Mode, 2026
- Figure 40: Global Market Shares of On-premise Video Conferencing, by Region, 2020
- Figure 41: Global Market Shares of On-premise Video Conferencing, by Region, 2026
- Figure 42: Global Market Shares of Cloud Video Conferencing, by Region, 2020
- Figure 43: Global Market Shares of Cloud Video Conferencing, by Region, 2026
- Figure 44: Hybrid Video Conferencing
- Figure 45: Global Market Shares of Hybrid Video Conferencing, by Region, 2020
- Figure 46: Global Market Shares of Hybrid Video Conferencing, by Region, 2026
- Figure 47: Global Market Shares of Video Conferencing, by System, 2020
- Figure 48: Global Market Shares of Video Conferencing, by System, 2026
- Figure 49: Global Market Shares of Integrated Video Conferencing Systems, by Region, 2020
- Figure 50: Global Market Shares of Integrated Video Conferencing Systems, by Region, 2026
- Figure 51: Global Market Shares of Telepresence Video Conferencing Systems, by Region, 2020
- Figure 52: Global Market Shares of Telepresence Video Conferencing Systems, by Region, 2026

Figure 53: Global Market Shares of Desktop Video Conference Systems, by Region, 2020

Figure 54: Global Market Shares of Desktop Video Conference Systems, by Region, 2026

Figure 55: Global Market Shares of Service-based Video Conferencing Systems, by Region, 2020

Figure 56: Global Market Shares of Service-based Video Conferencing Systems, by Region, 2026

Figure 57: Global Market Shares of Video Conferencing, by Application, 2020

Figure 58: Global Market Shares of Video Conferencing, by Application, 2026

Figure 59: Global Market Shares of Video Conferencing for Corporate Communications, by Region, 2020

Figure 60: Global Market Shares of Video Conferencing for Corporate Communications, by Region, 2026

Figure 61: Figure 61 Global Market Shares of Video Conferencing for Training and Development, by Region, 2020

Figure 62: Global Market Shares of Video Conferencing for Training and Development, by Region, 2026

Figure 63: Global Market Shares of Video Conferencing for Marketing and Client Engagement, by Region, 2020

Figure 64: Global Market Shares of Video Conferencing for Marketing and Client Engagement, by Region, 2026

Figure 65: Top-Down and Bottom-Up Approaches for Global VoIP Services Market

Figure 66: Global Market for VoIP Services, 2020-2026

Figure 67: VoIP Process

Figure 68: Advantages and Disadvantages of VoIP

Figure 69: Factors Encouraging Adoption of VoIP

Figure 70: Hourglass Internet Model

Figure 71: Core-Edge Movement

Figure 72: Market Dynamics

Figure 73: Smartphone Users, 2016-2026

Figure 74: Number of DDoS Attacks, 2018-2023

Figure 75: 5G Commercialization, by Region, 2019-2025

Figure 76: 5G Connections and Adoption Rate, by 2025

Figure 77: Cloud Deployment Models, by Deployment Type, Current/Mid-2020 and Planned, by 2025

Figure 78: COVID-19 Impact on VoIP Services Market

Figure 79: Global Market Shares of VoIP Services, by Call Type, 2020

Figure 80: Global Market for International VoIP, 2020-2026

- Figure 81: Global Market Shares of International VoIP, by Region, 2020
- Figure 82: Global Market Shares of International VoIP, by End-User Industry, 2020
- Figure 83: Global Market for Domestic VoIP, 2020-2026
- Figure 84: Global Market Shares of Domestic VoIP, by Region, 2020
- Figure 85: Global Market Shares of Domestic VoIP, by End-User Industry, 2020
- Figure 86: Global Market Shares of VoIP Services, by Access Type, 2020
- Figure 87: Computer-to-Computer VoIP Calling
- Figure 88: Global Market for Computer-to-Computer VoIP Calling, 2020-2026
- Figure 89: Global Market Shares of Computer-to-Computer VoIP Calling, by Region, 2020
- Figure 90: Computer-to-Phone VoIP Calling
- Figure 91: Global Market for Computer-to-Phone VoIP Calling, 2020-2026
- Figure 92: Global Market Shares of Computer-to-Phone VoIP Calling, by Region, 2020
- Figure 93: Phone-to-Phone VoIP Calling
- Figure 94: Global Market for Phone-to-Phone VoIP Calling, 2020-2026
- Figure 95: Global Market Shares of Phone-to-Phone VoIP Calling, by Region, 2020
- Figure 96: Global Market Shares of VoIP Services, by Service Type, 2020
- Figure 97: SIP Trunking Process
- Figure 98: Global Market for SIP Trunking, 2020-2026
- Figure 99: Global Market Shares of SIP Trunking, by Region, 2020
- Figure 100: Hosted IP PBX Process
- Figure 101: Global Market for Hosted IP PBX, 2020-2026
- Figure 102: Global Market Shares of Hosted IP PBX, by Region, 2020
- Figure 103: Managed IP PBX Process
- Figure 104: Global Market for Managed IP PBX, 2020-2026
- Figure 105: Global Market Shares of Managed IP PBX, by Region, 2020
- Figure 106: Global Market Shares of VoIP Services, by Medium, 2020
- Figure 107: Global Market for Fixed VoIP, 2020-2026
- Figure 108: Global Market Shares of Fixed VoIP, by Region, 2020
- Figure 109: Global Market Shares of Fixed VoIP, by End-User Industry, 2020
- Figure 110: Global Market for Mobile VoIP, 2020-2026
- Figure 111: Global Market Shares of Mobile VoIP, by Region, 2020
- Figure 112: Global Market Shares of Mobile VoIP, by End-User Industry, 2020
- Figure 113: Global Market Shares of Data Warehouse as a Service Market, by Type, 2021 and 2026
- Figure 114: Stages of a Data Warehouse
- Figure 115: Benefits of Data Warehouse as a Service
- Figure 116: Different Types of Unstructured Data
- Figure 117: Distribution Share for Adoption of Different Platforms

Figure 118: Deploying Data in Warehouse

Figure 119: Traditional Data Warehouse vs. Modern Cloud Solutions

Figure 120: Total Enterprise Data Growth, 2015-2020

Figure 121: Cloud Spending during COVID-19, by Organization, 2020 vs. 2021

Figure 122: Processing of Data in the Warehouse

Figure 123: Global Market Shares of Data Warehouse as a Service, by Type, 2021 and 2026

Figure 124: Global Market Shares of Data Warehouse as a Service, by Deployment Model, 2021 and 2026

Figure 125: Global Market Shares of Data Warehouse as a Service, by Application, 2021 and 2026

Figure 126: Global Market Shares of Data Warehouse as a Service, by Service, 2021 and 2026

I would like to order

Product name: 2021 Cloud Technology Research Review

Product link: <https://marketpublishers.com/r/21C564BE4132EN.html>

Price: US\$ 3,000.00 (Single User License / Electronic Delivery)

If you want to order Corporate License or Hard Copy, please, contact our Customer Service:

info@marketpublishers.com

Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/21C564BE4132EN.html>

To pay by Wire Transfer, please, fill in your contact details in the form below:

First name:
Last name:
Email:
Company:
Address:
City:
Zip code:
Country:
Tel:
Fax:
Your message:

****All fields are required**

Customer signature _____

Please, note that by ordering from marketpublishers.com you are agreeing to our Terms & Conditions at <https://marketpublishers.com/docs/terms.html>

To place an order via fax simply print this form, fill in the information below and fax the completed form to +44 20 7900 3970