

# **Global Cloud Communication Platform Market Size study & Forecast, by Solution (Unified Communication and Collaboration (UCC/UCaaS), Web Real-Time Communication (WebRTC), Interactive Voice Response (IVR), Voice over Internet Protocol (VoIP), Application Programming Interface (API), Reporting and Analytics), by Service (Training and consulting, Support and maintenance, Managed services), by Organization Size (Large enterprises, Small and Medium Enterprises (SME)), by Vertical (BFSI, Healthcare, Telecommunication and ITES, Government, Retail, Travel and hospitality, Education, Manufacturing, Others) and Regional Analysis, 2023-2030**

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## **Abstracts**

Global Cloud Communication Platform Market is valued approximately at USD 5.65 billion in 2022 and is anticipated to grow with a healthy growth rate of more than 26.80% over the forecast period 2023-2030. The cloud communication platform market is a fast-growing market that provides communication solutions over the internet through cloud-based platforms. Cloud communication platforms enable businesses and organizations to communicate more effectively, efficiently and securely with customers, partners, and employees. These platforms offer a wide range of communication capabilities, including voice, video, messaging, and collaboration tools, which can be accessed from

anywhere with an internet connection. The major driving factors for the Global Cloud Communication Platform Market are rising deployment of remote work and mobile workforce and adoption of automation in the companies. Moreover, rising technological advancement and high adoption rate in small and medium enterprises is creating lucrative growth opportunity for the market over the forecast period 2023-2030.

In 2021, diabetes will affect 537 million adults globally, with one in ten adults already having the disease, predicts the World Health Organisation. Additionally, populations that are elderly and fat are more likely to develop chronic diseases. The globe Bank Group estimates that there were 727 million elderly people in the globe in 2020, and that number will triple over the following three decades to reach 1.5 billion. Formulation improvements are a significant factor driving the growth of the space. Aspart from the Cloud Communication Platform is formulated as Fiasp (Novo Nordisk) in conjunction with the vitamin B3 niacinamide, which promotes the drug's early absorption. The only inhaled medication available on the market is Afrezza (Mannkind), which does not require syringes or needles. Additionally, the oral Cloud Communication Platform capsule from Oramed Pharmaceuticals is in phase 3 clinical studies. The BLA is planned to be submitted by the end of Q4 2023. The successful launch of this Solution may provide patients with an alternative option. However, the lack of security and high dependency on internet stifles market growth throughout the forecast period of 2023-2030.

The key regions considered for the Global Cloud Communication Platform Market study includes Asia Pacific, North America, Europe, Latin America, and Middle East & Africa. North America is one of the largest markets for cloud communication platforms, driven by the high adoption of cloud-based solutions and the presence of major technology companies. The region is home to several prominent cloud communication platform providers, including Microsoft, Zoom, and Twilio. Asia Pacific region thed fastest-growing markets for cloud communication platforms, driven by the increasing adoption of cloud-based solutions and the growth of digital transformation initiatives. Countries such as China, India, and Japan are significant contributors to the growth of the market in the region.

Major market player included in this report are:

8x8, Inc.

Avaya, Inc.

Cisco Systems, Inc.

Twilio, Inc.

NetFortris, Inc.

West IP Communications, Inc.

Telestax, Inc.

Plivo, Inc.

CallFire, Inc.

IBM Corporation

#### Recent Developments in the Market:

In September 2019, Microsoft announced the launch of Azure Communication Services, a cloud-based platform that enables developers to integrate voice, video, chat, and SMS messaging into their applications. The platform is built on top of Azure, Microsoft's cloud computing platform, and is designed to be highly scalable and secure.

In October 2021, Zoom announced the launch of Zoom Apps, a new platform that enables developers to build and distribute custom apps within the Zoom platform. This includes communication apps that can integrate with Zoom's video conferencing, chat, and phone systems. Zoom also offers an API that developers can use to integrate Zoom's communication features into their own applications.

#### Global Cloud Communication Platform Market Report Scope:

Historical Data – 2020 - 2021

Base Year for Estimation – 2022

Forecast period - 2023-2030

Report Coverage - Revenue forecast, Company Ranking, Competitive Landscape, Growth factors, and Trends

Segments Covered - Solution, Service, Organization Size, Vertical, Region

Regional Scope - North America; Europe; Asia Pacific; Latin America; Middle East & Africa

Customization Scope - Free report customization (equivalent up to 8 analyst's working hours) with purchase. Addition or alteration to country, regional & segment scope\*

The objective of the study is to define market sizes of different segments & countries in recent years and to forecast the values to the coming years. The report is designed to incorporate both qualitative and quantitative aspects of the industry within countries involved in the study.

The report also caters detailed information about the crucial aspects such as driving factors & challenges which will define the future growth of the market. Additionally, it also incorporates potential opportunities in micro markets for stakeholders to invest along with the detailed analysis of competitive landscape and Solution offerings of key players. The detailed segments and sub-segment of the market are explained below:

**By Solution:**

Unified Communication and Collaboration (UCC/UCaaS)

Web Real-Time Communication (WebRTC)

Interactive Voice Response (IVR)

Voice over Internet Protocol (VoIP)

Application Programming Interface (API)

Reporting and Analytics

**By Service:**

Training and consulting

Support and maintenance

Managed services

**By Organization Size:**

Large enterprises

Small and Medium Enterprises (SME)

**By Vertical:**

BFSI

Healthcare

Telecommunication and ITES

Government

Retail

Travel and hospitality

Education

Manufacturing

Others

**By Region:**

North America

U.S.

Canada

Europe

UK

Germany

France

Spain

Italy

ROE

Asia Pacific

China

India

Japan

Australia

South Korea

RoAPAC

Latin America

Brazil

Mexico

Middle East & Africa

Saudi Arabia

South Africa

Rest of Middle East & Africa

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