

Global Unified Communication as a Service (UCaaS) Market Size study, by Component (Telephony, Unified Messaging, Conferencing, Collaboration Platforms and Applications), Organization Size (Large Enterprises, Small and Medium Enterprises (SMEs)), by End-Users (BFSI, Telecom and IT, Consumer Goods and Retail, Healthcare, Public Sector and Utilities, Logistics and Transportation, Travel and Hospitality, Others), and Regional Forecasts 2021-2027.

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Abstracts

Global Unified Communication As A Service (UCaaS) Market is valued approximately at USD 17.3 billion in 2020 and is anticipated to grow with a healthy growth rate of more than 9.5% over the forecast period 2021-2027. Growth in investments for the implementation of advanced marketing technologies and rising preference of mobile-native cloud-based platform to ensure better capacity and higher flexibility are the factors which are driving the growth of Unified Communication As A Service (UCaaS) market. Furthermore, the growth in the shift to cloud platforms due to their continuous innovation and collaborative strategies will be anticipating the growth of market in forecasted period. For instance: according to the report released by Evolve IP in 2019, UCaaS led to improved productivity for 72% of respondents, better collaboration for 91%, and faster problem solving for 88%. Due to these characteristics of UCaaS, companies are giving it preference. However, concerns about cloud data security and privacy may impede market growth over the forecast period of 2021-2027.

Global Unified Communication As A Service (UCaaS) market analysis on basis of region which includes Asia Pacific, North America, Europe, Latin America, and Rest of the World. North America is a significant region across the world in terms of market share due to growing penetration of e-commerce in the region. Whereas Asia Pacific is anticipated to exhibit the highest growth rate over the forecast period 2021-2027 due to growing trend of adopting cloud solutions in the region.

Major market player included in this report are:

Google

RingCentral, Inc.

StarBlue

Verizon

Orange 8x8, Inc.

Cisco

Microsoft

LogMeIn, Inc.

Mitel Networks Corp.

DIALPAD, INC.

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 eight years. The report is designed to incorporate both qualitative and quantitative aspects of the industry within each of the regions and countries involved in the study. Furthermore, the report also caters the detailed information about the crucial aspects such as driving factors & challenges which will define the future growth of the market. Additionally, the report shall also incorporate available opportunities in micro markets for stakeholders to invest along with the detailed analysis of competitive landscape and product offerings of key players. The detailed segments and sub-segment of the market are explained below:

By Component

Telephony

Unified Messaging

Conferencing

Collaboration Platforms and Applications

By Organization Size

Large Enterprises

Small and Medium Enterprises (SMEs)

By End-User

BFSI

Telecom and IT

Consumer Goods and Retail
Healthcare
Public Sector and Utilities
Logistics and Transportation
Travel and Hospitality
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

Rest of the World

Furthermore, years considered for the study are as follows:

Historical year – 2018, 2019

Base year – 2020

Forecast period – 2021 to 2027.

Target Audience of the Global Unified Communication As A Service (UCaaS) Market in Market Study:

Key Consulting Companies & Advisors
Large, medium-sized, and small enterprises
Venture capitalists
Value-Added Resellers (VARs)
Third-party knowledge providers
Investment bankers
Investors

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