

Global Unified Communication and Collaboration (UCC) Market with Focus on UCaaS: Size, Trends & Forecasts (2019-2023)

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Abstracts

SCOPE OF THE REPORT

The report entitled “Global Unified Communication and Collaboration (UCC) Market with Focus on UCaaS: Size, Trends & Forecasts (2019-2023)”, provides analysis of the global UCC market, with detailed analysis of market size and growth, and segmentation of the industry. The analysis includes the market by value, by application and by segmentation. Presence of UCaaS in North America region is also provided.

Moreover, the report also assesses the key opportunities in the market and outlines the factors that are and will be driving the growth of the industry. Growth of the overall global UCC market has also been forecasted for the years 2019-2023, taking into consideration the previous growth patterns, the growth drivers and the current and future trends.

8x8, Avaya, NEC Corporation and NICE inContact are some of the key players operating in the global UCC market, whose company profiling has been done in the report. In this segment of the report, business overview, financial overview and business strategies of the companies are provided.

Company Coverage

8x8

Avaya

NEC Corporation

NICE inContact

EXECUTIVE SUMMARY

UCC or unified communication and collaboration is the service which delivers multiple communication methods. Such as Business phone system, Voicemail, Instant message, Chat, Fax, Conference call bridge, Video conferencing, IVR and more. Unified communication and collaboration is also capable of integrating e-mail, web applications, social media, and business tools on cloud.

UCC is composed of many benefits such as improved work quality, faster services, enhanced employee flexibility, reduced expenditure, etc. On the basis of services, UCC is categorized into three services: UCaaS, CCaaS, and CPaaS. Unified Communications as a Service (UCaaS) is responsible for cloud based delivery of voice chats, emails, chats, etc. It can be either subscribed or free. Whereas, Contact Center as a Service (CCaaS) offer customer service solutions and Communications Platform as a Service (CPaaS) provide API's and software tools for developers to add real-time cloud.

Few of the top UCC system are cloud based UC, video UC, webRTC, mobile UC, lync, etc. Some major advantages of applying UCC for communication system are greater flexibility, tech-savvy, beneficial for remote or working from home employees and easy for new trainees.

The global UCC market with focus on UCaaS is expected to increase at high growth rates during the forecasted period (2019-2023). The global UCC market with focus on UCaaS is supported by various growth drivers, such as growth in enterprise customers, growing penetration of smartphones and large scale investment, favorable changes to accounting standards, etc. Yet, the market faces certain challenges, such as, hyper converged network, high competition, etc. Few new market trends are also provided such as, tight integration between CCaaS and CRM , new product launch, etc.

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