

Unified Communications and Collaboration: Market Research Report

<https://marketpublishers.com/r/UF762930700EN.html>

Date: April 2018

Pages: 621

Price: US\$ 5,450.00 (Single User License)

ID: UF762930700EN

Abstracts

This report analyzes the worldwide markets for Unified Communications and Collaboration in US\$ Million by the following Deployment Models: Hybrid, On-Premise, and Cloud Based.

The report provides separate comprehensive analytics for the US, Canada, Japan, Europe, Asia-Pacific, Latin America, and Rest of World. Annual estimates and forecasts are provided for the period 2015 through 2022. Market data and analytics are derived from primary and secondary research.

Company profiles are primarily based on public domain information including company URLs. The report profiles 254 companies including many key and niche players such as -

8x8, Inc.

Alcatel-Lucent Enterprise

Applied Voice & Speech Technologies, Inc.

Avaya, Inc.

Blue Jeans Network

Broadsoft, Inc.

Contents

I. INTRODUCTION, METHODOLOGY & PRODUCT DEFINITIONS

II. EXECUTIVE SUMMARY

1. INDUSTRY OVERVIEW

Availability of Diverse Communication & Collaboration Channels Heightens the Need for Unification

From a Niche Solution to a Multi-Billion Dollar Opportunity, UCC Evolves into a Market Force to Reckon With

Table 1. Growing Enterprise Willingness to Adopt UCC, Measured as a Percentage of Respondent Responses Highlighting Their Choice of UCC Spending Strategy for the Next 3 Years (includes corresponding Graph/Chart)

Market Outlook

2. NOTEWORTHY TRENDS, GROWTH DRIVERS & ISSUES

Trends Impacting UCC Market

Increased Usage of Cloud

Customized UC Apps Gain Prominence

Video Content - An Integral Part of Digital Transformation

UC Vendors Add Team Chat Applications

Immersive Group Collaboration Platforms

Growing Focus on Green IT Initiatives Propels Growth of UCC

Table 2. Growing Investments in Green IT as Measured by the Spurt in Green Datacenter Revenues Opens Attractive Opportunities for Integration of Advanced UCC Solutions as Green Technology: World Green Datacenter Revenues (In US\$ Billion) for the Years 2016, 2019 and 2022 (includes corresponding Graph/Chart)

Virtualized Unified Communications Grows in Popularity as a Key Efficiency Enhancing Strategy

Growing Demand for Conferencing & Collaborative Capabilities to Boost Adoption of

UCC among Organizations

Integration of WebRTC into UCC Solutions to Invigorate Market Growth

The Explosion of Enterprise Mobility Drives the Emergence of Mobile UCC

Table 3. Global Spending on Mobile Enterprise Infrastructure Software and Services (In US\$ Million) by Geographic Region for the Years 2017 & 2020 (includes corresponding Graph/Chart)

Disruptive Emergence of Social Business Drives the Integration of Social Media with UCC

Consolidation of Large Enterprises

Gradually Phasing Out Vendor Support for PBX Accelerates the Migration to Pure IP Based UC Platforms

Despite Growing Competition from Hosted & Hybrid Models, On-Premise Solutions Continue to Lead Revenue Share

Cloud Based Unified Communication & Collaboration Services Gain Prominence

Rising Preference for Hosted IP Telephony Services Over Premise-based Infrastructure – A Case in Point

Hybrid Model to Gain Robust Adoption in Coming Years

Mushrooming SMBs Spur Adoption of UCC

Table 5. Percentage of Companies with Less than 10 Employees in Select Countries (includes corresponding Graph/Chart)

Developing Markets to Witness Strong Growth

Innovations in the UC Market

Tracing UCC Adoption Patterns in Key End-Use Industries

Banking, Finance & Insurance (BFSI)

Healthcare Industry

Retail Industry

Key Challenges to Growth

Security Issue

Cost of Ownership Still a Concern

Low Demand for PBX based Systems

Complex Integration & Demand for Skilled Resources

High-Bandwidth Requirements & Network Issues

Interoperability Issue Burns Bright

UCIF: Built To Chase the Interoperability Dream

3. PRODUCT OVERVIEW

4. PRODUCT/SERVICE INTRODUCTIONS

Mitel Unveils Westcon-Comstor's MiCloud Connect Service to Australian Resellers and Wholesalers

eyeson to Showcase Unified Communication Products at UC Expo

Mer Telemanagement Solutions Launches New Version of eXsight UC&C Management Solution

Matrix Rolls Out SARVAM UCS ENT for Modern Enterprises

Nuvias Announces EMEA Launch of Unified Communications Practice

RingCentral Releases Next-Generation RingCentral Office

Hutchison Global Communications and Microsoft Hong Kong to Offer One-Stop UC Solutions for Enterprises

Netia Unveils Cloud-Based UC Solution Using BroadSoft UC-One Software

ShoreTel Introduces ShoreTel Connect HYBRID Sites in North American Region

M1 Rolls Out Hosted UC Platform for Enterprise Use

Panasonic Unveils PBX line of IP networking and UC Solutions

Columbia Public Schools Opt for ShoreTel Communications System

Toshiba Upgrades UCedge Unified Communications App

AVST Showcases Two of Its UC Applications based on Always-Connected Concept

Toshiba Launches New Version of its IPedge Software

Unify Introduces Circuit UC Platform in the Russian Market

IsNET Rolls Out Unified Communications Services for Use of SMB Enterprises in the Turkish Market

NEC Launches UNIVERGE BLUE Business Cloud Services

Hrvatski Telekom Introduces Broadsoft Powered Cloud Based Unified Communications Services in Croatian Market

AVST Upgrades CX-E 8.7 Platform with Atom Personal Assistant Capabilities

Azzurri Communications Unveils Network Operations Centre (NOC) to Deliver Support to Customers of Managed Communication Services

TELES Migrates to All IP Network Based Bundled Communication Solution Platform

ShoreTel Unveils ShoreTel Connect Unified Communications Platform

CounterPath Introduces New Range of OTT Unified Communication Solutions

ShoreTel Unveils Contact Center and cloud UC in UK Market

AVST Exhibits A Wide Gamut of UC Applications to Augment the Capabilities of Skype

for Business Applications

Broadvoice Unveils Hosted Unified Communication & Collaboration Suite

Toshiba Unveils Migration Path for Users of Strata CIX and IPedge On-Site Solutions

C Spire Business Solutions Unveils C Spire UNIFI Cloud Based UC Solutions

Toshiba Unveils New Leasing Program for VIPedge Platform

Hytera Rolls Out Hytera SmartOne Unified Communication Platform

Tata Communications Adds Three New UC Solutions to its Unified Communications Portfolio

Orange Business Services Unveils Lync-Based Cloud Collaboration and UC Solution

Lifesize Introduces Lifesize Icon Flex and Lifesize Icon 400 and Updates Lifesize Cloud Videoconferencing Service

Everbridge Introduces Winter Release (2015) Unified Critical Communication Suite

Orange Business Services Introduces Business Together as a Service UC Solution in Russian Market

5. RECENT INDUSTRY ACTIVITY

Mitel and ShoreTel Inks Merger Agreement

Mitel Acquires Toshiba's Unified Communications Business

BroadSoft and C3ntro Telecom Collaborates to Offer Unified Communications

RingCentral Expands Connect Platform Partner Program

Sonus Networks and GENBAND Inks Definitive Agreement

Inflow Signs New Distribution Agreement with Unify

BroadSoft Enters into a Multi-Year Strategic Agreement with Telstra

NEC Integrates Biometric Technology into UNIVERGE Communication Platforms

NetFortris Takes Over Fonality

BT Group Snaps Up IP Trade

Yamaha Forms a Dedicated UC Department

Siris Capital Group Acquires Polycom

McMaster University Installs Avaya Aura Platform

Genesys Acquires Interactive Intelligence

NEC Announces ExpressCluster Software Integration for UNIVERGE UM8700 Unified Messaging Application

Zevacor Deploys PureCloud Communicate Solution

Carousel Industries Acquires Atrion

FatPipe Networks and Avaya Integrate Data Center SDN and SD-WAN

Arkadin Takes Over Applicable Limited

Ingram Micro Snaps Up NETXUSA

NEC to Offer UNIVERGE 3C to the Brazilian Post Office

Atos Takes Over Unify from Gores Group and Siemens
SoundConnect Inks Agreement to Merge with CallTower
Vodafone Germany Selects BroadSoft's UC-One to Power Cloud-Based UC Services
AudioCodes Inks Agreement to Buy Out Active Communications Europe
ShoreTel Successfully Closes Corvisa Buy Out
SoundConnect Successfully Merges with CallTower
Atos Buys Out Unify
Vodafone and Liberty Global Set to Merge their Operations in The Netherlands
Unify Inks Distribution Agreement with Ingram Micro to Expand Presence in ASEAN Region
Fuze Secures \$112 Million Additional Funding from Summit Partners to Expand Worldwide Operations
Something Digital and Fidelus Technologies Enter into a Joint Venture Partnership
ThinkingPhones Snaps Up Fuze
Telefonica Teams Up with Unify to Market UCC Services to Enterprises in Latin American Region
BroadSoft Buys Out Leonid Systems
WWA Group Inks Merger Pact with Genie Gateway
Mitel to Take Over Mavenir
InfoVista Successfully Closes Acquisition of Ipanema
Avaya Closes Acquisition of Esna Technologies
Eventis Re-Brands Itself as Consolidated Communications
Daisy Group Successfully Buys Out Phoenix IT Group
Vonage Inks Agreement for Buying Out iCore Networks
Interoute Agrees to Acquire Easynet
Elliott Reveals Active Stakes in Mitel and Polycom
PSEG Zeroes In On Unify's OpenScape Xpert Communication Platform
Brimbank City Council to Replace its Contact Centre and Telephony Infrastructure with ShoreTel Connect UC Platform
Plantronics and Avaya Team Up to Streamline Unified Communications and Contact Center Environments
Teo Inks Distribution Agreement with Ingram Micro
ShoreTel Acquires M5 Networks to Extend Presence in Australian Market
Boston Red Sox Chooses ShoreTel Solution for Enhancing Internal & External Communications
Jive Agrees to Extend its Platform to Telarus Sales Partner Network
ClearOne Inks Reseller Pact with DSP to Market Bundled Unified Communication Solution
WSIPC Teams Up with Cerium Networks to Deliver UC solutions to K12 Schools

The Salvation Army Zeros In on ShoreTel Unified Communications Solution
Unify Picks tekVizion Labs as a Test Partner for Certifying SIP Service Providers for its OpenScape Voice Solutions
ShoreTel Partners with HP and Ingram Micro Inc to Collectively Market Unified Communications Offerings to SMB Enterprises
ShoreTel Extends ShoreTel Sky to Ingram Micro Partner Network
ShoreTel Expands its Innovation Network with Addition of HP
Stony Brook University Hospital and Stony Brook University Choose Unify's OpenScape Voice Platform

8X8 TEAMS UP WITH CSG TO MARKET ITS PORTFOLIO IN AUSTRALIAN AND NEW ZEALAND MARKETS

6. FOCUS ON SELECT GLOBAL PLAYERS

8X8, INC. (USA)

Alcatel-Lucent Enterprise (France)
Applied Voice & Speech Technologies, Inc. (USA)
Avaya, Inc. (USA)
Blue Jeans Network (USA)
Broadsoft, Inc. (USA)
Cisco Systems, Inc. (USA)
FuzeBox, Inc. (USA)
Genesys (USA)
International Business Machines Corporation (IBM) (USA)
Microsoft Corporation (USA)
Mitel Networks Corporation (Canada)
NEC Corporation of America (USA)
PanTerra Networks, Inc. (USA)
Polycom (USA)
Premiere Global Services, Inc. (PGi) (USA)
RingCentral, Inc. (USA)
Unify (Germany)
West Corporation (USA)

7. GLOBAL MARKET PERSPECTIVE

Table 6. World Recent Past, Current & Future Analysis for Unified Communications & Collaboration by Geographic Region - US, Canada, Japan, Europe, Asia-Pacific, Latin America and Rest of World Markets Independently Analyzed with Annual Revenue in US\$ Million for Years 2015 through 2022 (includes corresponding Graph/Chart)

Table 7. World 6-Year Perspective for Unified Communications & Collaboration by Geographic Region - Percentage Breakdown of Revenue for US, Canada, Japan, Europe, Asia-Pacific, Latin America and Rest of World Markets for Years 2017 & 2022 (includes corresponding Graph/Chart)

By Deployment Type

Table 8. World Recent Past, Current & Future Analysis for Hybrid Unified Communications & Collaboration by Geographic Region - US, Canada, Japan, Europe, Asia-Pacific, Latin America and Rest of World Markets Independently Analyzed with Annual Revenue in US\$ Million for Years 2015 through 2022 (includes corresponding Graph/Chart)

Table 9. World 6-Year Perspective for Hybrid Unified Communications & Collaboration by Geographic Region - Percentage Breakdown of Revenue for US, Canada, Japan, Europe, Asia-Pacific, Latin America and Rest of World Markets for Years 2017 & 2022 (includes corresponding Graph/Chart)

Table 10. World Recent Past, Current & Future Analysis for On-Premise Unified Communications & Collaboration by Geographic Region - US, Canada, Japan, Europe, Asia-Pacific, Latin America and Rest of World Markets Independently Analyzed with Annual Revenue in US\$ Million for Years 2015 through 2022 (includes corresponding Graph/Chart)

Table 11. World 6-Year Perspective for On-Premise Unified Communications & Collaboration by Geographic Region - Percentage Breakdown of Revenue for US, Canada, Japan, Europe, Asia-Pacific, Latin America and Rest of World Markets for Years 2017 & 2022 (includes corresponding Graph/Chart)

Table 12. World Recent Past, Current & Future Analysis for Cloud Based Unified Communications & Collaboration by Geographic Region - US, Canada, Japan, Europe, Asia-Pacific, Latin America and Rest of World Markets Independently Analyzed with Annual Revenue in US\$ Million for Years 2015 through 2022 (includes corresponding

Graph/Chart)

Table 13. World 6-Year Perspective for Cloud Based Unified Communications & Collaboration by Geographic Region - Percentage Breakdown of Revenue for US, Canada, Japan, Europe, Asia-Pacific, Latin America and Rest of World Markets for Years 2017 & 2022 (includes corresponding Graph/Chart)

III. MARKET

1. THE UNITED STATES

A. Market Analysis

Outlook

Enterprise Mobility Continues to Find Significant Demand – Augurs Well for UCC Market
Product/Service Launches

Strategic Corporate Developments

Key Players

B. Market Analytics

Table 14. US Recent Past, Current & Future Analysis for Unified Communications & Collaboration by Deployment Type - Hybrid, On-Premise and Cloud Markets Independently Analyzed with Annual Revenue in US\$ Million for Years 2015 through 2022 (includes corresponding Graph/Chart)

Table 15. US 6-Year Perspective for Unified Communications & Collaboration by Deployment Type - Percentage Breakdown of Revenue for Hybrid, On-Premise and Cloud Markets for Years 2017 & 2022 (includes corresponding Graph/Chart)

2. CANADA

A. Market Analysis

Outlook

Product/Service Launch

Strategic Corporate Developments

Key Player

B. Market Analytics

Table 16. Canadian Recent Past, Current & Future Analysis for Unified Communications & Collaboration by Deployment Type - Hybrid, On-Premise and Cloud Markets Independently Analyzed with Annual Revenue in US\$ Million for Years 2015 through 2022 (includes corresponding Graph/Chart)

Table 17. Canadian 6-Year Perspective for Unified Communications & Collaboration by Deployment Type - Percentage Breakdown of Revenue for Hybrid, On-Premise and Cloud Markets for Years 2017 & 2022 (includes corresponding Graph/Chart)

3. JAPAN

A. Market Analysis
Outlook

Table 18. UCC Market in Japan (2017E): Percentage Share Breakdown of Revenue by End-User Vertical (includes corresponding Graph/Chart)

Product/Service Launch
Strategic Corporate Development
B. Market Analytics

Table 19. Japanese Recent Past, Current & Future Analysis for Unified Communications & Collaboration by Deployment Type - Hybrid, On-Premise and Cloud Markets Independently Analyzed with Annual Revenue in US\$ Million for Years 2015 through 2022 (includes corresponding Graph/Chart)

Table 20. Japanese 6-Year Perspective for Unified Communications & Collaboration by Deployment Type - Percentage Breakdown of Revenue for Hybrid, On-Premise and Cloud Markets for Years 2017 & 2022 (includes corresponding Graph/Chart)

4. EUROPE

A. Market Analysis
Outlook
Product/Service Launches
Strategic Corporate Developments
Key Players

B. Market Analytics

Table 21. European Recent Past, Current & Future Analysis for Unified Communications & Collaboration by Country/Region - France, Germany, Italy, UK, Spain, Russia and Rest of Europe Markets Independently Analyzed with Annual Revenue in US\$ Million for Years 2015 through 2022 (includes corresponding Graph/Chart)

Table 22. European 6-Year Perspective for Unified Communications & Collaboration by Country/Region - Percentage Breakdown of Revenue for France, Germany, Italy, UK, Spain, Russia and Rest of Europe Markets for Years 2017 & 2022 (includes corresponding Graph/Chart)

Table 23. European Recent Past, Current & Future Analysis for Unified Communications & Collaboration by Deployment Type - Hybrid, On-Premise and Cloud Markets Independently Analyzed with Annual Revenue in US\$ Million for Years 2015 through 2022 (includes corresponding Graph/Chart)

Table 24. European 6-Year Perspective for Unified Communications & Collaboration by Deployment Type - Percentage Breakdown of Revenue for Hybrid, On-Premise and Cloud Markets for Years 2017 & 2022 (includes corresponding Graph/Chart)

5. ASIA-PACIFIC

A. Market Analysis

Outlook

Select Regional Markets

Key Statistical Findings

Table 27. UCC Market in China (2017E): Percentage Share Breakdown of Revenue by End-User Vertical (includes corresponding Graph/Chart)

Table 28. UCC Market in Australia & New Zealand (2017E): Percentage Share Breakdown of Revenue by End-User Vertical (includes corresponding Graph/Chart)

Table 29. UCC Market in South Korea (2017E): Percentage Share Breakdown of Revenue by End-User Vertical (includes corresponding Graph/Chart)

Product/Service Launches
Strategic Corporate Developments
B. Market Analytics

Table 30. Asia-Pacific Recent Past, Current & Future Analysis for Unified Communications & Collaboration by Country/Region - China and Rest of Asia-Pacific Markets Independently Analyzed with Annual Revenue in US\$ Million for Years 2015 through 2022 (includes corresponding Graph/Chart)

Table 31. Asia-Pacific 6-Year Perspective for Unified Communications & Collaboration by Country/Region - Percentage Breakdown of Revenue for China and Rest of Asia-Pacific Markets for Years 2017 & 2022 (includes corresponding Graph/Chart)

Table 32. Asia-Pacific Recent Past, Current & Future Analysis for Unified Communications & Collaboration by Deployment Type - Hybrid, On-Premise and Cloud Markets Independently Analyzed with Annual Revenue in US\$ Million for Years 2015 through 2022 (includes corresponding Graph/Chart)

Table 33. Asia-Pacific 6-Year Perspective for Unified Communications & Collaboration by Deployment Type - Percentage Breakdown of Revenue for Hybrid, On-Premise and Cloud Markets for Years 2017 & 2022 (includes corresponding Graph/Chart)

6. LATIN AMERICA

A. Market Analysis
Outlook
Strategic Corporate Developments
B. Market Analytics

Table 34. Latin American Recent Past, Current & Future Analysis for Unified Communications & Collaboration by Country/Region - Brazil and Rest of Latin American Markets Independently Analyzed with Annual Revenue in US\$ Million for Years 2015 through 2022 (includes corresponding Graph/Chart)

Table 35. Latin American 6-Year Perspective for Unified Communications & Collaboration by Country/ Region - Percentage Breakdown of Revenue for Brazil and Rest of Latin American Markets for Years 2017 & 2022 (includes corresponding

Graph/Chart)

Table 36. Latin American Recent Past, Current & Future Analysis for Unified Communications & Collaboration by Deployment Type - Hybrid, On-Premise and Cloud Markets Independently Analyzed with Annual Revenue in US\$ Million for Years 2015 through 2022 (includes corresponding Graph/Chart)

Table 37. Latin American 6-Year Perspective for Unified Communications & Collaboration by Deployment Type - Percentage Breakdown of Revenue for Hybrid, On-Premise and Cloud Markets for Years 2017 & 2022 (includes corresponding Graph/Chart)

7. REST OF WORLD

A. Market Analysis

Outlook

Key Statistical Findings

Table 38. UCC Market in Saudi Arabia (2017E): Percentage Share Breakdown of Revenue by End-User Vertical (includes corresponding Graph/Chart)

Table 39. UCC Market in Saudi Arabia (2017E): Percentage Share Breakdown of Revenue by Customer Cluster (includes corresponding Graph/Chart)

UAE

Table 40. UCC Market in UAE (2017E): Percentage Share Breakdown of Revenue by End-User Vertical (includes corresponding Graph/Chart)

Table 41. Unified Communications Market in UAE (2017E): Percentage Share Breakdown of Revenue by Customer Cluster (includes corresponding Graph/Chart)

Strategic Corporate Development

B. Market Analytics

Table 42. Rest of World Recent Past, Current & Future Analysis for Unified

Communications & Collaboration by Deployment Type - Hybrid, On-Premise and Cloud Markets Independently Analyzed with Annual Revenue in US\$ Million for Years 2015 through 2022 (includes corresponding Graph/Chart)

Table 43. Rest of World 6-Year Perspective for Unified Communications & Collaboration by Deployment Type - Percentage Breakdown of Revenue for Hybrid, On-Premise and Cloud Markets for Years 2017 & 2022 (includes corresponding Graph/Chart)

IV. COMPETITIVE LANDSCAPE

Total Companies Profiled: 254 (including Divisions/Subsidiaries - 275)

The United States (162)

Canada (15)

Japan (5)

Europe (55)

 France (5)

 Germany (8)

 The United Kingdom (20)

 Spain (3)

 Rest of Europe (19)

Asia-Pacific (Excluding Japan) (31)

Middle East (4)

Latin America (1)

Africa (2)

I would like to order

Product name: Unified Communications and Collaboration: Market Research Report

Product link: <https://marketpublishers.com/r/UF762930700EN.html>

Price: US\$ 5,450.00 (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/UF762930700EN.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