

# Global Unified Communication as a Service (UCAAS) Market, 2015-2021

<https://marketpublishers.com/r/GCB747B74C6EN.html>

Date: June 2016

Pages: 140

Price: US\$ 3,495.00 (Single User License)

ID: GCB747B74C6EN

## Abstracts

### MARKET INSIGHTS

Global unified communication as a services (UCaaS) market is expected to grow at significantly high CAGR of 24% for the forecasted period of 2016-2021. UCaaS market is segmented on the basis components, organization size and vertical. UCaaS has been able to reduce the cost of organization by bringing in different services under one cloud. UCaaS is reducing the communication cost for small and medium business enterprises. UCaaS combines different sorts of communication into a single network. Easy pricing, lower cost of ownership and after sale services provided by vendors are driving the market. UCaaS's potential to provide seamless communication will drive the future market growth.

UCaaS components include conferencing, messaging, voice and telephony, client, collaboration platforms and applications. UCaaS market is also segmented on the basis of organisation size. At present small and medium size business are the main target market for UCaaS. There are issues with compatibility and reliability in large organizations.

Regionally, North America is the largest market followed by Europe and Asia Pacific. Europe will be fastest growing market, marginally ahead of Asia Pacific.

## Contents

### REPORT SUMMARY

- 1.1. RESEARCH METHODS AND TOOLS
- 1.2. MARKET BREAKDOWN
  - 1.2.1. BY SEGMENTS
  - 1.2.2. BY GEOGRAPHY
  - 1.2.3. BY STAKEHOLDERS
  - 1.2.4. EXCEPTIONS

### MARKET OVERVIEW AND INSIGHTS

- 2.1. DEFINITION
- 2.2. GAP ANALYSIS
- 2.3. HISTORICAL ANALYSIS
- 2.4. CURRENT MARKET TRENDS
- 2.5. ANALYST INSIGHT
  - 2.5.1. KEY FINDINGS
  - 2.5.2. RECOMMENDATION
  - 2.5.3. CONCLUSION
- 2.6. REGULATION
  - 2.6.1. TAX LAWS
    - 2.6.1.1. UNITED STATES
    - 2.6.1.2. EUROPEAN UNION
    - 2.6.1.3. CHINA
    - 2.6.1.4. INDIA
    - 2.6.1.5. REST OF THE WORLD
  - 2.6.2. CYBER LAWS
    - 2.6.2.1. UNITED STATES
    - 2.6.2.2. EUROPEAN UNION
    - 2.6.2.3. CHINA
    - 2.6.2.4. INDIA
    - 2.6.2.5. REST OF THE WORLD

### MARKET DETERMINANT

- 3.1. MOTIVATORS
  - 3.1.1. EASY INTEGRATION, COMPATIBILITY AND SERVICE SUPPORT

- 3.1.2. LOW COST OF OWNERSHIP
  - 3.1.3. SUBSCRIPTION MODELS PROVIDES FLEXIBILITY IN PRICING
  - 3.1.4. HIGH DEMAND FOR UCAAS AMONGST SMBS
  - 3.1.5. REDUCED INFRASTRUCTURAL COST
  - 3.2. RESTRAINT
    - 3.2.1. SECURITY, RELIABILITY AND SERVER ISSUES
    - 3.2.2. INITIAL COST OF IMPLEMENTATION IS HIGH
    - 3.2.3. AWARENESS IN EMERGING MARKETS IS LESS
  - 3.3. OPPORTUNITY
    - 3.3.1. EMERGING MARKETS
    - 3.3.2. GROWING IT INDUSTRY
- UNIFIED CLOUD-@PARENT MARKET ANALYSIS

## **MARKET SEGMENTATION**

- 5.1. GLOBAL UNIFIED COMMUNICATION AS A SERVICE (UCAAS) BY COMPONENTS MARKET RESEARCH AND ANALYSIS 2015-2021
  - 5.1.1. GLOBAL CONFERENCING MARKET RESEARCH AND ANALYSIS 2015-2021
  - 5.1.2. GLOBAL COLLABORATION PLATFORMS AND APPLICATIONS MARKET RESEARCH AND ANALYSIS 2015-2021
  - 5.1.3. GLOBAL VOICE AND TELEPHONY MARKET RESEARCH AND ANALYSIS 2015-2021
  - 5.1.4. GLOBAL MESSAGING MARKET RESEARCH AND ANALYSIS 2015-2021
    - 5.1.4.1. GLOBAL VOICEMAIL MARKET RESEARCH AND ANALYSIS 2015-2021
    - 5.1.4.2. GLOBAL UNIFIED MESSAGING MARKET RESEARCH AND ANALYSIS 2015-2021
  - 5.1.5. GLOBAL CLIENTS MARKET RESEARCH AND ANALYSIS 2015-2021
    - 5.1.5.1. GLOBAL MOBILE MARKET RESEARCH AND ANALYSIS 2015-2021
    - 5.1.5.2. GLOBAL DESKTOP MARKET RESEARCH AND ANALYSIS 2015-2021
    - 5.1.5.3. GLOBAL BROWSER MARKET RESEARCH AND ANALYSIS 2015-2021
  - 5.1.6. GLOBAL OTHERS MARKET RESEARCH AND ANALYSIS 2015-2021
- 5.2. GLOBAL UNIFIED COMMUNICATION AS A SERVICE (UCAAS) BY ORGANIZATION SIZE MARKET RESEARCH AND ANALYSIS 2015-2021
  - 5.2.1. GLOBAL SMALL BUSINESSES UCAAS MARKET RESEARCH AND ANALYSIS 2015-2021
  - 5.2.2. GLOBAL MEDIUM BUSINESSES UCAAS MARKET RESEARCH AND ANALYSIS 2015-2021
  - 5.2.3. GLOBAL ENTERPRISES UCAAS MARKET RESEARCH AND ANALYSIS 2015-2021

5.2.4. GLOBAL LARGE ENTERPRISES UCAAS MARKET RESEARCH AND ANALYSIS 2015-2021

5.3. GLOBAL UNIFIED COMMUNICATION AS A SERVICE (UCAAS) BY VERTICALS MARKET RESEARCH AND ANALYSIS 2015-2021

5.3.1. GLOBAL BFSI UCAAS MARKET RESEARCH AND ANALYSIS 2015-2021

5.3.2. GLOBAL CONSUMER GOODS AND RETAIL UCAAS MARKET RESEARCH AND ANALYSIS 2015-2021

5.3.3. GLOBAL HEALTHCARE IT UCAAS MARKET RESEARCH AND ANALYSIS 2015-2021

5.3.4. GLOBAL TELECOM UCAAS MARKET RESEARCH AND ANALYSIS 2015-2021

5.3.5. GLOBAL INFORMATION TECHNOLOGY UCAAS MARKET RESEARCH AND ANALYSIS 2015-2021

5.3.6. GLOBAL LOGISTICS AND TRANSPORTATION UCAAS MARKET RESEARCH AND ANALYSIS 2015-2021

5.3.7. GLOBAL CONSUMER GOODS AND RETAIL UCAAS MARKET RESEARCH AND ANALYSIS 2015-2021

5.3.8. GLOBAL TRAVEL AND HOSPITALITY UCAAS MARKET RESEARCH AND ANALYSIS 2015-2021

5.3.9. GLOBAL PUBLIC SECTOR AND UTILITIES UCAAS MARKET RESEARCH AND ANALYSIS 2015-2021

5.3.10. GLOBAL OTHER VERTICAL UCAAS MARKET RESEARCH AND ANALYSIS 2015-2021

## **COMPETITIVE LANDSCAPE**

6.1. MARKET SHARE ANALYSIS

6.2. KEY COMPANY ANALYSIS

## **REGIONAL ANALYSIS**

7.1. NORTH AMERICAN MARKET RESEARCH AND ANALYSIS, 2015-2021

7.1.1. UNITED STATES MARKET RESEARCH AND ANALYSIS, 2015-2021

7.1.2. CANADA MARKET RESEARCH AND ANALYSIS, 2015-2021

7.2. EUROPEAN MARKET RESEARCH AND ANALYSIS, 2015-2021

7.2.1. WESTERN EUROPE MARKET RESEARCH AND ANALYSIS, 2015-2021

7.2.2. ROE MARKET RESEARCH AND ANALYSIS, 2015-2021

7.3. ASIA PACIFIC MARKET RESEARCH AND ANALYSIS, 2015-2021

7.3.1. INDIA MARKET RESEARCH AND ANALYSIS, 2015-2021

- 7.3.2. CHINA MARKET RESEARCH AND ANALYSIS, 2015-2021
- 7.3.3. JAPAN MARKET RESEARCH AND ANALYSIS, 2015-2021
- 7.3.4. ROAPAC MARKET RESEARCH AND ANALYSIS, 2015-2021
- 7.4. REST OF THE WORLD MARKET RESEARCH AND ANALYSIS, 2015-2021

## **COMPANY PROFILES**

### 8.1. 8X8 INC.

- 8.1.1. INTRODUCTION
- 8.1.2. PRODUCT PORTFOLIO
- 8.1.3. RECENT ACTIVITIES
- 8.1.4. SWOT

### 8.2. ALCATEL-LUCENT SA

- 8.2.1. INTRODUCTION
- 8.2.2. PRODUCT PORTFOLIO
- 8.2.3. RECENT ACTIVITIES
- 8.2.4. SWOT

### 8.3. AVAYA INC.

- 8.3.1. INTRODUCTION
- 8.3.2. PRODUCT PORTFOLIO
- 8.3.3. RECENT ACTIVITIES
- 8.3.4. SWOT

### 8.4. AT&T

- 8.4.1. INTRODUCTION
- 8.4.2. PRODUCT PORTFOLIO
- 8.4.3. RECENT ACTIVITIES
- 8.4.4. SWOT

### 8.5. CISCO

- 8.5.1. INTRODUCTION
- 8.5.2. PRODUCT PORTFOLIO
- 8.5.3. RECENT ACTIVITIES
- 8.5.4. SWOT

### 8.6. CSC

- 8.6.1. INTRODUCTION
- 8.6.2. PRODUCT PORTFOLIO
- 8.6.3. RECENT ACTIVITIES
- 8.6.4. SWOT

### 8.7. DELL

- 8.7.1. INTRODUCTION

- 8.7.2. PRODUCT PORTFOLIO
- 8.7.3. RECENT ACTIVITIES
- 8.7.4. SWOT
- 8.8. GOOGLE
  - 8.8.1. INTRODUCTION
  - 8.8.2. PRODUCT PORTFOLIO
  - 8.8.3. RECENT ACTIVITIES
  - 8.8.4. SWOT
- 8.9. ORANGE BUSINESS SERVICES
  - 8.9.1. INTRODUCTION
  - 8.9.2. PRODUCT PORTFOLIO
  - 8.9.3. RECENT ACTIVITIES
  - 8.9.4. SWOT
- 8.10. HEWITT-PACKARD
  - 8.10.1. INTRODUCTION
  - 8.10.2. PRODUCT PORTFOLIO
  - 8.10.3. RECENT ACTIVITIES
  - 8.10.4. SWOT
- 8.11. HUAWEI
  - 8.11.1. INTRODUCTION
  - 8.11.2. PRODUCT PORTFOLIO
  - 8.11.3. RECENT ACTIVITIES
  - 8.11.4. SWOT
- 8.12. INTERACTIVE INTELLIGENCE
  - 8.12.1. INTRODUCTION
  - 8.12.2. PRODUCT PORTFOLIO
  - 8.12.3. RECENT ACTIVITIES
  - 8.12.4. SWOT
- 8.13. MICROSOFT
  - 8.13.1. INTRODUCTION
  - 8.13.2. PRODUCT PORTFOLIO
  - 8.13.3. RECENT ACTIVITIES
  - 8.13.4. SWOT
- 8.14. MITEL
  - 8.14.1. INTRODUCTION
  - 8.14.2. PRODUCT PORTFOLIO
  - 8.14.3. RECENT ACTIVITIES
  - 8.14.4. SWOT
- 8.15. POLYCOM

- 8.15.1. INTRODUCTION
- 8.15.2. PRODUCT PORTFOLIO
- 8.15.3. RECENT ACTIVITIES
- 8.15.4. SWOT
- 8.16. SPRINT
  - 8.16.1. INTRODUCTION
  - 8.16.2. PRODUCT PORTFOLIO
  - 8.16.3. RECENT ACTIVITIES
  - 8.16.4. SWOT
- 8.17. THINKING PHONE
  - 8.17.1. INTRODUCTION
  - 8.17.2. PRODUCT PORTFOLIO
  - 8.17.3. RECENT ACTIVITIES
  - 8.17.4. SWOT
- 8.18. VERIZON
  - 8.18.1. INTRODUCTION
  - 8.18.2. PRODUCT PORTFOLIO
  - 8.18.3. RECENT ACTIVITIES
  - 8.18.4. SWOT
- 8.19. VOSS
  - 8.19.1. INTRODUCTION
  - 8.19.2. PRODUCT PORTFOLIO
  - 8.19.3. RECENT ACTIVITIES
  - 8.19.4. SWOT
- 8.20. WEST IP COMMUNICATIONS
  - 8.20.1. INTRODUCTION
  - 8.20.2. PRODUCT PORTFOLIO
  - 8.20.3. RECENT ACTIVITIES
  - 8.20.4. SWOT

## List Of Tables

### LIST OF TABLES

TABLE # 1 GLOBAL UNIFIED COMMUNICATION AS A SERVICE (UCAAS) BY COMPONENTS MARKET RESEARCH AND ANALYSIS 2015-2021

TABLE # 2 GLOBAL CONFERENCING MARKET RESEARCH AND ANALYSIS 2015-2021

TABLE # 3 GLOBAL COLLABORATION PLATFORMS AND APPLICATIONS MARKET RESEARCH AND ANALYSIS 2015-2021

TABLE # 4 GLOBAL VOICE AND TELEPHONY MARKET RESEARCH AND ANALYSIS 2015-2021

TABLE # 5 GLOBAL MESSAGING MARKET RESEARCH AND ANALYSIS 2015-2021

TABLE # 6 GLOBAL VOICEMAIL MARKET RESEARCH AND ANALYSIS 2015-2021

TABLE # 7 GLOBAL UNIFIED MESSAGING MARKET RESEARCH AND ANALYSIS 2015-2021

TABLE # 8 GLOBAL CLIENTS MARKET RESEARCH AND ANALYSIS 2015-2021

TABLE # 9 GLOBAL MOBILE MARKET RESEARCH AND ANALYSIS 2015-2021

TABLE # 10 GLOBAL DESKTOP MARKET RESEARCH AND ANALYSIS 2015-2021

TABLE # 11 GLOBAL BROWSER MARKET RESEARCH AND ANALYSIS 2015-2021

TABLE # 12 GLOBAL OTHERS MARKET RESEARCH AND ANALYSIS 2015-2021

TABLE #

TABLE # 14 GLOBAL UNIFIED COMMUNICATION AS A SERVICE (UCAAS) BY ORGANIZATION SIZE MARKET RESEARCH AND ANALYSIS 2015-2021

TABLE # 15 GLOBAL SMALL BUSINESSES UCAAS MARKET RESEARCH AND ANALYSIS 2015-2021

TABLE # 16 GLOBAL MEDIUM BUSINESSES UCAAS MARKET RESEARCH AND ANALYSIS 2015-2021

TABLE # 17 GLOBAL ENTERPRISES UCAAS MARKET RESEARCH AND ANALYSIS 2015-2021

TABLE # 18 GLOBAL LARGE ENTERPRISES UCAAS MARKET RESEARCH AND ANALYSIS 2015-2021

TABLE #

TABLE # 20 GLOBAL UNIFIED COMMUNICATION AS A SERVICE (UCAAS) BY VERTICALS MARKET RESEARCH AND ANALYSIS 2015-2021

TABLE # 21 GLOBAL BFSI UCAAS MARKET RESEARCH AND ANALYSIS 2015-2021

TABLE # 22 GLOBAL CONSUMER GOODS AND RETAIL UCAAS MARKET RESEARCH AND ANALYSIS 2015-2021

TABLE # 23 GLOBAL HEALTHCARE IT UCAAS MARKET RESEARCH AND



ANALYSIS 2015-2021

TABLE # 24 GLOBAL TELECOM UCAAS MARKET RESEARCH AND ANALYSIS  
2015-2021

TABLE # 25 GLOBAL INFORMATION TECHNOLOGY UCAAS MARKET RESEARCH  
AND ANALYSIS 2015-2021

TABLE # 26 GLOBAL LOGISTICS AND TRANSPORTATION UCAAS MARKET  
RESEARCH AND ANALYSIS 2015-2021

TABLE # 27 GLOBAL CONSUMER GOODS AND RETAIL UCAAS MARKET  
RESEARCH AND ANALYSIS 2015-2021

TABLE # 28 GLOBAL TRAVEL AND HOSPITALITY UCAAS MARKET RESEARCH  
AND ANALYSIS 2015-2021

TABLE # 29 GLOBAL PUBLIC SECTOR AND UTILITIES UCAAS MARKET  
RESEARCH AND ANALYSIS 2015-2021

TABLE # 30 GLOBAL OTHER VERTICAL UCAAS MARKET RESEARCH AND  
ANALYSIS 2015-2021

## List Of Figures

### LIST OF FIGURES

FIGURE # 1 NORTH AMERICAN MARKET RESEARCH AND ANALYSIS, 2015-2021  
FIGURE # 2 UNITED STATES MARKET RESEARCH AND ANALYSIS, 2015-2021  
FIGURE # 3 CANADA MARKET RESEARCH AND ANALYSIS, 2015-2021  
FIGURE # 4 EUROPEAN MARKET RESEARCH AND ANALYSIS, 2015-2021  
FIGURE # 5 WESTERN EUROPE MARKET RESEARCH AND ANALYSIS, 2015-2021  
FIGURE # 6 ROE MARKET RESEARCH AND ANALYSIS, 2015-2021  
FIGURE # 7 ASIA PACIFIC MARKET RESEARCH AND ANALYSIS, 2015-2021  
FIGURE # 8 INDIA MARKET RESEARCH AND ANALYSIS, 2015-2021  
FIGURE # 9 CHINA MARKET RESEARCH AND ANALYSIS, 2015-2021  
FIGURE # 10 JAPAN MARKET RESEARCH AND ANALYSIS, 2015-2021  
FIGURE # 11 ROAPAC MARKET RESEARCH AND ANALYSIS, 2015-2021  
FIGURE # 12 REST OF THE WORLD MARKET RESEARCH AND ANALYSIS, 2015-2021

### COMPANIES MENTIONED

1. 8X8 INC.
2. ALCATEL-LUCENT SA
3. AVAYA INC.
4. AT&T
5. CISCO
6. CSC
7. DELL
8. GOOGLE
9. ORANGE BUSINESS SERVICES
10. HEWITT-PACKARD
11. HUAWEI
12. INTERACTIVE INTELLIGENCE
13. MICROSOFT
14. MITEL
15. POLYCOM
16. SPRINT
17. THINKING PHONE
18. VERIZON
19. VOSS

## 20. WEST IP COMMUNICATIONS

## I would like to order

Product name: Global Unified Communication as a Service (UCAAS) Market, 2015-2021

Product link: <https://marketpublishers.com/r/GCB747B74C6EN.html>

Price: US\$ 3,495.00 (Single User License / Electronic Delivery)

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

[info@marketpublishers.com](mailto:info@marketpublishers.com)

## Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/GCB747B74C6EN.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