

SMEs in Australia: opportunities in unified communications

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Abstracts

SMEs in Australia are stepping into unified communication (UC), albeit at a slow pace. They are adopting a range of UC applications and services, and are likely to consider new cloud-based communications offerings. This report presents the results of a survey of SMEs' progress with UC.



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IN A NUTSHELL

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SMES ARE ALREADY DEPLOYING IP TELEPHONY AND STEPPING INTO UC SUPPLIERS SHOULD CONSIDER MANAGING AND HOSTING COMMUNICATION SERVICES

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COST SAVINGS STILL THE MAIN STIMULUS FOR CONVERGENCE
VIDEO COLLABORATION IS GROWING

LIMITED COMPETITION AMONG TELCOS BUT HIGH CUSTOMER SATISFACTION ANALYSIS

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