

Global Unified Communication as a Service (UCaaS) Market: Size, Trend, Share, Opportunity Analysis & Forecast, 2014-2025

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Abstracts

Unified communications as a Service (UCaaS) refers to a delivery model in which several communication and collaboration applications and services are outsourced to a third-party provider over an IP network, particularly the public internet. (UCaaS) technologies include enterprise messaging, telephony and video conferencing. A lot of companies adopt UCaaS to minimize capital and operational expenses associated with a unified solution.

The market is segmented on the basis of component, application, enterprise size and geography. Based on component, the market is divided into telephony, messaging, conferencing and collaboration applications. By application, the market is categorized into banking, financial services and insurance (BFSI), retail, telecom & IT, government, healthcare, hospitality and others (logistics and transportation). On the basis of enterprise size, the global industry is broadly classified into small enterprises, medium enterprises and large enterprises. Geographically, the global market is analyzed across North America, Europe, Asia-Pacific and LAMEA.

MARKET DYNAMICS:

Drivers:

Low cost of UCaaS solution

Increased adoption of the service in small and medium enterprises

Restraints:

Lack of awareness concerning UCaaS solutions

Privacy and security concerns

MARKET PLAYERS:

Key players in the global unified communication as a services market are IBM Corporation, Abaya Inc., Cisco Systems Inc., Microsoft Corporation, Computer Science Corporation, Hewlett-Packard Development Company, Polycom Inc., Verizon Enterprise Solutions and Voss Solutions among others.

KEY TAKEAWAYS

MARKET LANDSCAPE

By Component

Telephony

Messaging

Conferencing

Collaboration applications

By Application

Banking

Financial services and insurance (BFSI)

Retail

Telecom & IT

Government

Healthcare

Hospitality

Others (logistics and transportation)

By Enterprise Size

Small enterprises

Medium enterprises

Large enterprises

By Geography

North America

U.S.

Canada

Mexico

Europe

UK

Germany

France

Spain

Italy

Rest of Europe

Asia-Pacific

China

Japan

India

Australia

South Korea

Rest of Asia-Pacific

LAMEA

Brazil

Saudi Arabia

South Africa

Rest of LAMEA

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