Unified Communications & Collaboration Intelligence Service

Part of the Digital Workplace Service Area Package

Qualitative and quantitative analysis of the UC&C market for service providers and vendors, exploring competitive forces and market dynamics to help both compete strategically and tactically.
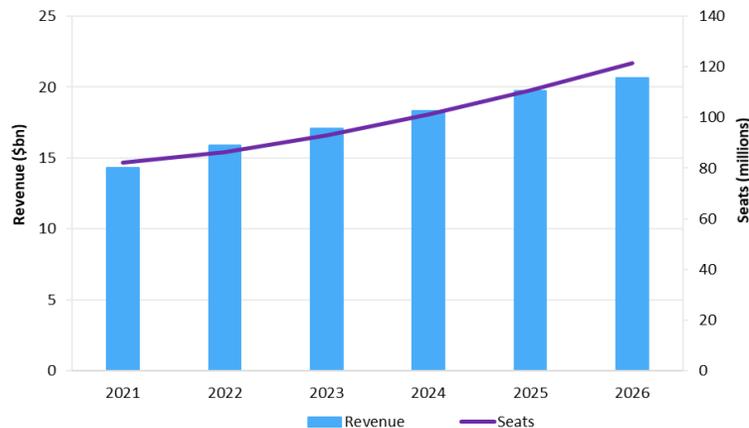
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" A flexible approach to blending remote and office-based work will be a "work in progress" through 2023. Enterprises are now adopting hybrid work models to extend greater flexibility to employees while maintaining the in-person interactions that are crucial for the company community and culture. "

Tim Banting
Practice Leader

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Unified Communications & Collaboration Intelligence Service

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UCaaS revenue and seat forecast

Source: OMDIA

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HOW OMDIA HELPS YOU

- Size the market for UC&C and predict future demand
- Identify the emerging trends in communication, collaboration, and devices and how the technology is evolving
- Understand how CSPs and vendors can stay relevant and grow in a turbulent market

NEW ENHANCEMENTS

- Expanded SIP trunking from one to six usage types
- Improved modeling for Telephony-Based UCaaS seats and revenues
- UCaaS and CCaaS Revenues Split by Country, Vertical, and Business Size
- Collaboration Board Market Tracker and Market Landscape

KEY QUESTIONS ADDRESSED

- What are the market sizes and forecasts for workspace technologies including voice, video, UC, conferencing, and team collaboration?
- What is the competitive landscape for enterprise voice, video, and UC equipment and services?
- How is the market for premises-based audio/video solutions evolving to managed services delivered from the cloud? What does this future look like for CSPs?
- As team collaboration gains broader adoption, how does the role of these technologies evolve as business operations platforms?
- What are the emerging trends in collaborative meeting services, and how are market dynamics shaping this rapidly growing segment?

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Unified Communications & Collaboration: Our Expert Analysts
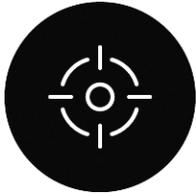
Brent Kelly
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Principal Analyst

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Unified Communications & Collaboration: Deliverables

MARKET TRACKERS

Market share, sizing, and forecasts for premises-based unified communications, UC as a Service, SBCs, VoIP gateways, CPaaS, and video conferencing equipment and peripherals.

OMDIA UNIVERSES

Ranking and analysis of the top UCaaS and CPaaS platforms based on concrete data and metrics.

REPORTS

Data and analysis of Unified Communications PBXs, SBCs, VoIP Gateways, UCaaS, SIP trunking, collaborative meeting services, and team collaboration.

SURVEY REPORT

Enterprise surveys focusing on usage, buying trends, and deployment models for the Unified Communications and Collaboration market.

ANALYST INSIGHTS

Analyst commentary on market shifts, technology and regional developments, vendors, events, and more.

ANALYST ACCESS

Prompt responses from Omdia's regional analyst team to urgent and unique questions.

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Unified Communications & Collaboration: Market Tracking

All market reports have same frequency (unless otherwise noted) and regional coverage
Frequency: Quarterly

Regions
- Worldwide
- North America (US and Canada)
- Europe, the Middle East, Africa (EMEA)
- Asia Oceania
- Latin America and Caribbean

Enterprise On-Premises Voice Equipment Market Tracker

Shipments, analysis, trends, and five-year forecasts for premises-based enterprise voice communications systems

DETAILS

Measures
- Vendor market shares
- Revenue
- Licenses
- Handset Units
- PBX
- Phones (deskphones)

Enterprise Video Conferencing Equipment and Peripherals Market Tracker

Quarterly forecasts, analysis, and trends for dedicated video conferencing systems

DETAILS

Measures
- Vendor market shares
- Revenue
- Units
- Infrastructure (MCUs, other)
- Endpoints (Multipurpose room, Desktop, Videophones, Videobars, collaboration boards)
- Video peripherals (Conference cameras)
- Audio peripherals (Enterprise headsets)

Enterprise SBCs and VoIP Gateways Market Tracker

Shipments, analysis, trends, and five-year forecasts for on-premises enterprise session border controllers (SBCs) and voice over IP (VoIP) gateways

DETAILS

Measures
- Vendor market share
- Revenue
- SBC Sessions
- VoIP Gateway Ports
- Enterprise SBCs
- Enterprise VoIP gateways

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Unified Communications & Collaboration: Market Reports

All market reports have same frequency (unless otherwise noted) and regional coverage
Frequency: Annual

Regions
- Worldwide
- North America (US and Canada)
- Europe, the Middle East, Africa (EMEA)
- Asia Oceania
- Latin America and Caribbean

UCaaS Market Report

Forecasts, analysis, and trends for Unified Communications-as-a-Service (UCaaS) seats that include telephony, messaging, and collaboration

DETAILS

Measures
- Revenue
- Seats
- UC-as-a-Service

Collaborative Meeting Services Market Report

Forecasts, analysis, and trends for cloud video conferencing and web conferencing services

DETAILS

Measures
- Revenue
- Market Share
- Cloud video and web conferencing services

SIP Trunking Services Market Report

Forecasts, analysis, and trends for Session Initiation Protocol (SIP) trunking services

DETAILS

Measures
- Revenue
- Retail Concurrent Call Paths
- Wholesale Concurrent Call Paths
- SIP trunking services

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Unified Communications & Collaboration: Universes

Omdia Universe: CPaaS

Profiles, analyzes, and ranks leading Communication Platform as a Service providers

DETAILS

Frequency: Annual

Profiles, analyzes, and ranks the leading CPaaS platforms based on measurable data, market sizing, and solution capability

Omdia Universe: UCaaS

Profiles, analyzes, and ranks leading global Unified Communications as a Service providers

DETAILS

Frequency: Annual

Profiles, analyzes, and ranks leading UCaaS providers based on based on measurable data, market sizing, and solution capability

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Unified Communications & Collaboration: Survey Reports

Unified Communications & Collaboration Enterprise Survey

Assesses the plans of enterprises using Unified Communications and Collaboration services and technology

DETAILS

Frequency: Annual

Surveys ~400 North American enterprises about UC&C strategies, investment priorities, deployment drivers and barriers

Video Conferencing Services and Equipment Survey Report

Assesses the plans of enterprises using collaborative meeting services and their deployment strategies for meeting room video conferencing equipment & personal devices.
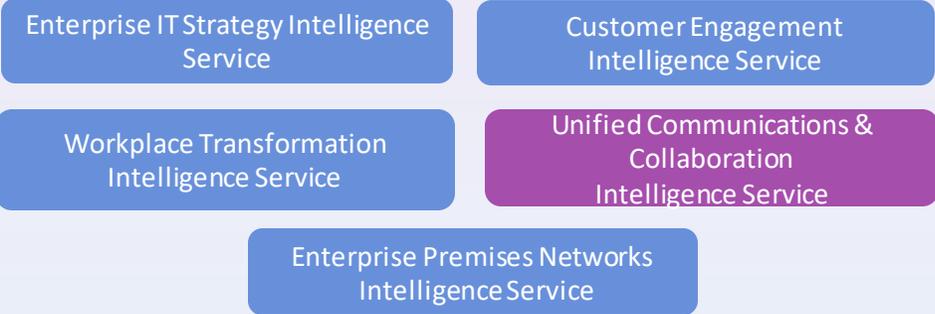
DETAILS

Frequency: Annual

Surveys ~200 European enterprises about collaborative meeting services, video endpoints, and peripherals deployment drivers and barriers, implementations, applications, cloud service provider selection criteria, and their ratings of video equipment and devices' features based on key selection criteria

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Related Content: Digital Workplace Service Area Coverage

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Service Area Package: **Digital Workplace**

- Enterprise IT Strategy Intelligence Service
- Customer Engagement Intelligence Service
- Workplace Transformation Intelligence Service
- Unified Communications & Collaboration Intelligence Service
- Enterprise Premises Networks Intelligence Service

- IT Spending Predictor Spotlight Service – Global
- IT Enterprise Insights Spotlight Service
- IT Spending Predictor Spotlight Service – Banking
- Financial Services Spotlight Service
- IT Sales Prospector Spotlight Service
- Enterprise Decision Maker Spotlight Service

About Omdia's Digital Workplace Services

Omdia provides expert analysis and data on service providers, their markets, and the strategies for success. We can help you assess which markets and services will drive future growth, understand the changing digital landscape, navigate market regulation, benchmark competitors, and select the appropriate partnerships and business models to exploit new technologies, services and segments.

Our global team of domain and local market experts, leveraging the most comprehensive industry dataset available, will help you unlock value in entirely new and profound ways.

Custom Solutions

Omdia's consulting services offer a true end-to-end service capability across all aspects of your product lifecycle, from concept and product development, to go-to-market and sales effectiveness. **Contact us** if you have a project that you would like to discuss with a member of the team.

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Our "Ask an Analyst" Service Provides Best in Class Customer Support

Whether you need guidance to navigate the service, information regarding our methodologies or you want to better understand a data trend, Omdia's support team is here to help.

Our Ask an Analyst service gives you direct contact via telephone, email or face-to-face session with our expert analyst team:

Draw on our expertise

- Make the right decisions
- Sanity-check your own findings
- Get the most out of your subscription
- Understand more about our methodologies

Shelley Hunter
Customer Success Manager

Kâren Dyer
Customer Success Manager

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of our customers rate our service as Excellent or Very Good

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