

The Next Level of Enterprise Communication

Emerging UC&C Tools Influence Business Growth

UC&C DEFINED

Unified communications and collaboration (UC&C) solutions are designed to provide flexible ways of delivering, managing and supporting all of the various types of IP communications that an organization requires in both horizontal and vertical industry business processes and applications.*

WHAT'S CHANGED SINCE 2012?

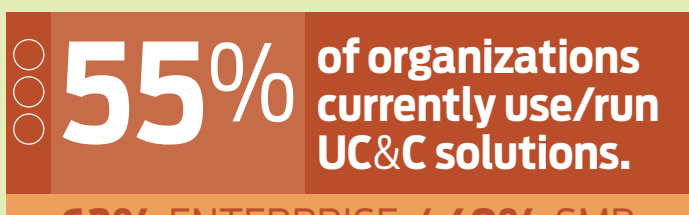
MAJOR UC&C TECHNOLOGIES IN 2012 INCLUDED:

- ADVANCED TELEPHONY CALLING AND MANAGEMENT
- UNIFIED MESSAGING (UM) (EMAIL, FAX, AND VOICE MESSAGING COMBINED)
- WEB CONFERENCING, AUDIO CONFERENCING, AND VIDEO CONFERENCING
- INSTANT MESSAGING (IM)

THESE TECHNOLOGIES ARE STILL PREVALENT IN 2015, BUT THERE IS INCREASED FOCUS ON:

- COLLABORATIVE APPLICATIONS (ENTERPRISE SOCIAL, FILE SHARING)
- VIDEO CONFERENCING AND TELEPRESENCE SYSTEMS AND EQUIPMENT
- MOBILE UC&C HARDWARE, SOFTWARE AND APPLICATIONS

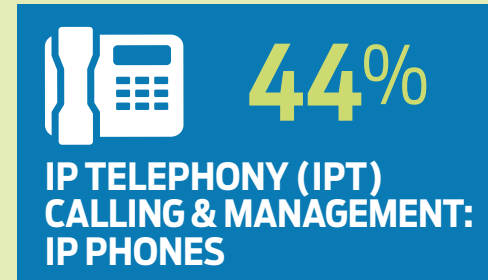
SIGNIFICANT GROWTH AHEAD



IMPLEMENTATION PLANS = INCREASED SPENDING



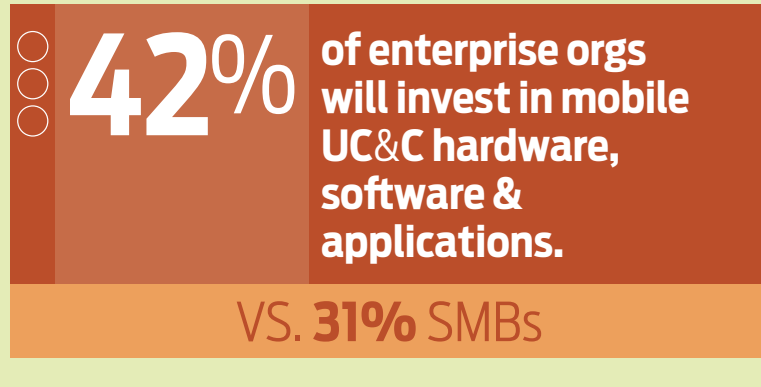
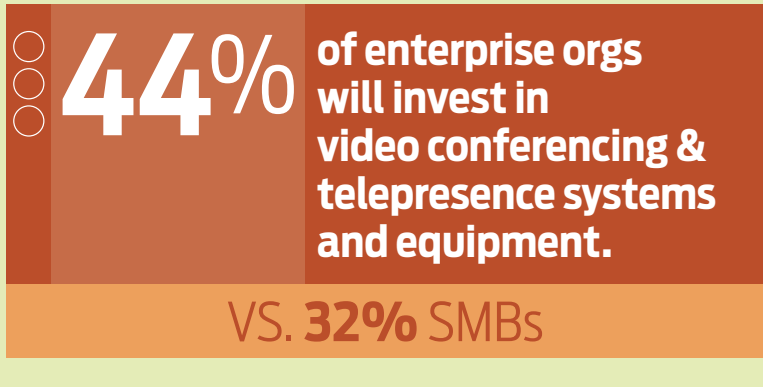
WHERE ARE ORGANIZATION'S FOCUSING THEIR BUDGET?



PRIMARY DRIVERS FOR UC&C INVESTMENTS ARE ...



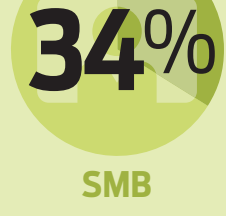
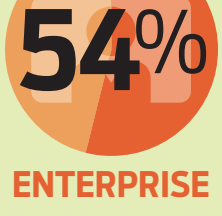
ENTERPRISE LEADS INNOVATIVE UC&C MOVEMENT



EMERGING TECH SOLUTIONS FOR ENTERPRISE

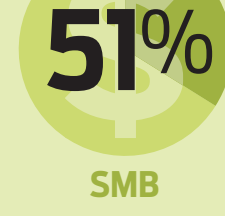
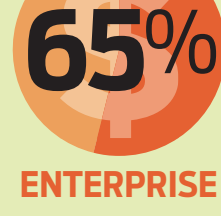
How important is the use of video conferencing to your organizations UC&C solutions?

CRITICAL / VERY IMPORTANT



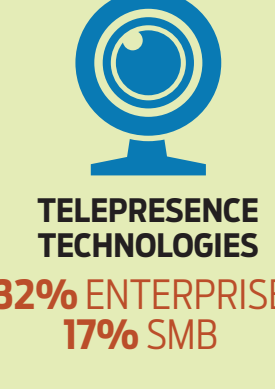
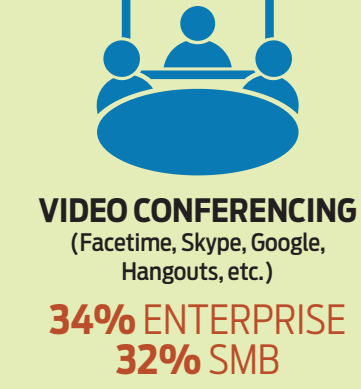
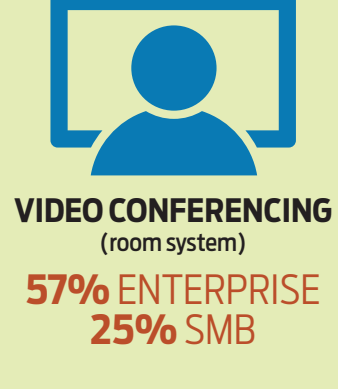
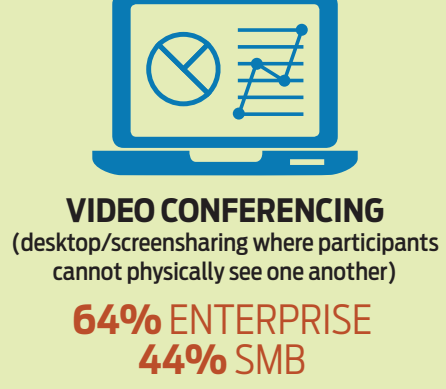
Does/will your organization invest in telepresence technologies?

SIGNIFICANT/MODERATE INVESTMENT

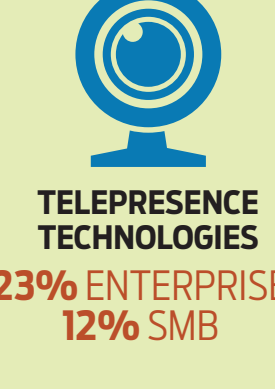
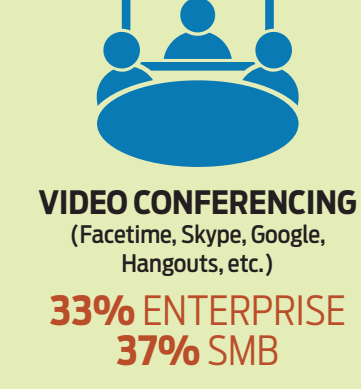
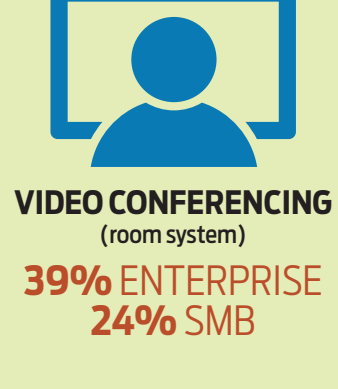
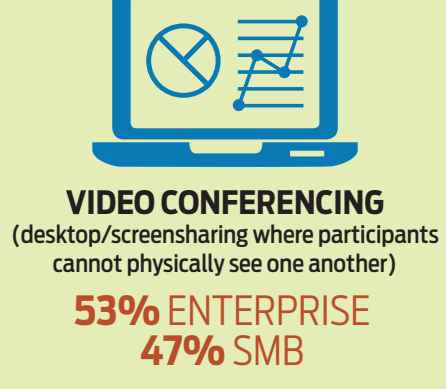


VIDEO RISING AMONG EMPLOYEE AND CUSTOMER COMMUNICATION

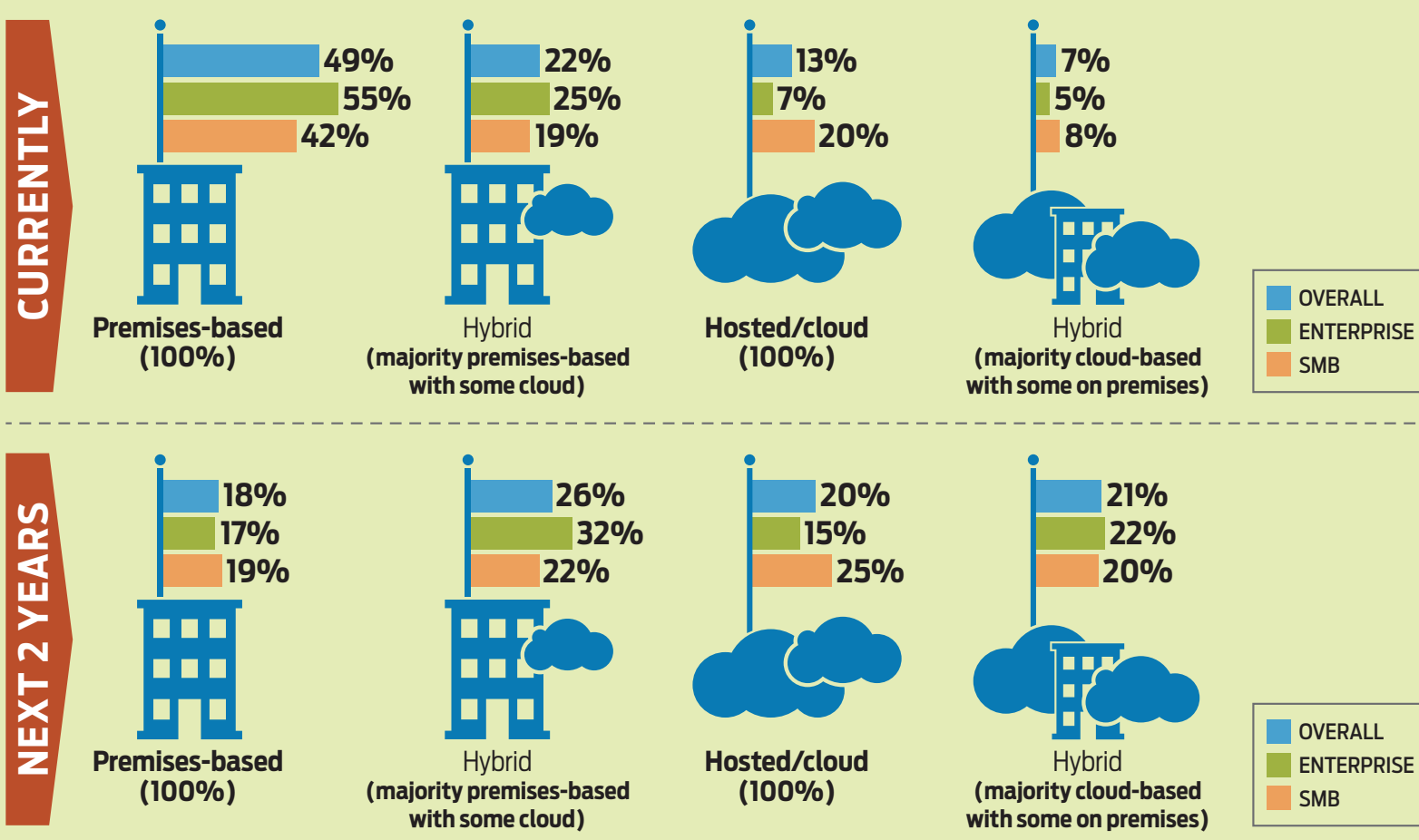
VIDEO USES FOR INTERNAL COMMUNICATION



VIDEO USES FOR EXTERNAL COMMUNICATION

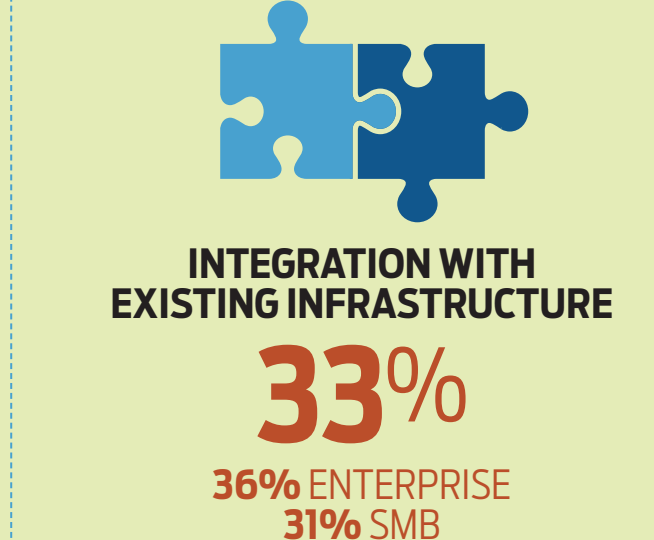
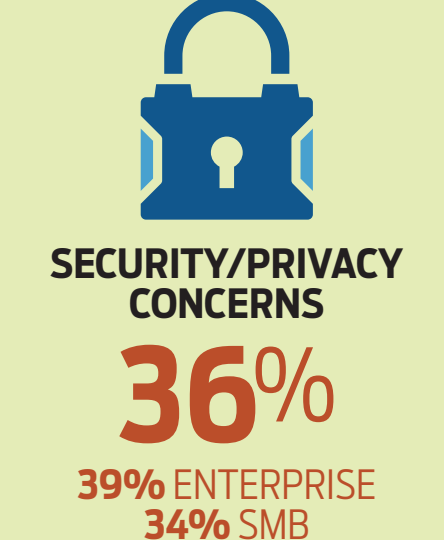
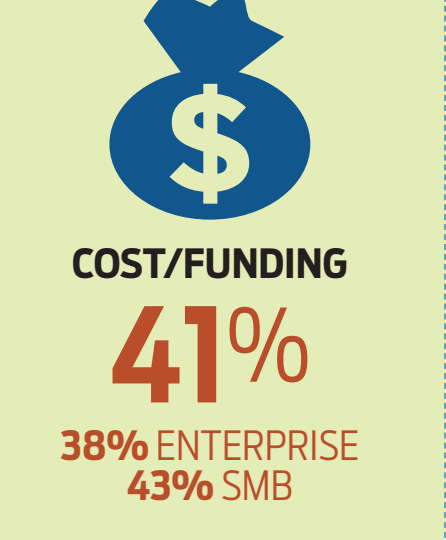


UC&C HEADING TOWARDS THE CLOUD



WITH ADOPTION COMES CHALLENGES

TOP UC&C IMPLEMENTATION CHALLENGES



HOW CAN VENDORS SUPPORT ADOPTION?

TOP FACTORS WHEN EVALUATING VENDORS

