

Global Unified Communications Emerges From the Cloud

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Contributing Analyst: Christine Middleton; Edited by: David Lemelin
david.lemelin@reedbusiness.com

+1.480.609.4516

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Report Summary

The global economic meltdown has clearly left its mark on unified communications. But the future looks bright as unified communications emerges as a service, increasing its appeal beyond large corporations. And future technological changes mean islands of unified communications will ultimately become more connected to the outside world.

This report includes the following:

- An examination of how unified communications is currently playing out across market segments as suppliers shift to hosted versions of their platforms.
- Discussion of service provider offerings across managed, hosted, and web-based versions of unified communications services.
- Identification of key trends associated with SIP trunking and mobile evolution that will impact the future trajectory of unified communications.
- Analysis of unified communications responses obtained through In-Stat's latest survey of business VoIP users.
- Unified messaging and voicemail market share analyses covering 2008 and the 1H2009.
- Five-year regional forecasts for unified messaging, voicemail, and unified communications as both a product and a service.

HIGHLIGHTS

- Unified communications is clearly feeling the pinch as product revenues shrink in the first half of 2009.
- In response, solutions providers are placing a stronger focus on unified communications as a service (UCaaS).
- But, as the world economy rebounds, so will unified communications, with total revenues (product + service) growing to \$39.7 billion in 2013.
- Avaya, Cisco, and Nortel continue to trade places for lead in the unified messaging market, although Avaya will soon have the clear lead upon completion of its Nortel acquisition.
- SIP trunking and mobile carrier 3G/4G evolution plans will mean unified communications islands will become more connected.

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