Unified Communication as a Service (UCaaS) Market by Component (Telephony, Unified Messaging, Conferencing), Organization Size (Small, Medium, and Large), Industry (BFSI, Telecom & IT, Consumer Goods & Retail), and Region - Global Forecast to 2021

Description:

“Growing trends of mobility and Bring Your Own Device (BYOD), shifting expense from CAPEX to OPEX and service deployment across the globe and growing importance of asset tracking are some of the drivers of the Unified Communication as a Service (UCaaS) market”

The UCaaS market size is estimated to grow from USD 17.35 billion in 2016 to USD 28.69 billion by 2021, at a Compound Annual Growth Rate (CAGR) of 10.6% due to the increasing need for communication infrastructure across the world. The UCaaS market is growing rapidly because of the increase in adoption of unified communication services, due to shifting of expenses from CAPEX to OPEX.

“Enterprises are expected to gain prominent traction during the forecast period”

The enterprises segment is expected to grow at the highest CAGR during the forecast period. UCaaS is ideal for large asset intensive companies that have large amounts of equipment, which require seamless communication across the globe. Enterprises are more receptive towards the deployment of unified communication services as they need to supervise the lifecycle activities of workforce in order to make the most of the return on investments.

“North America is witnessing a high growth potential during the forecast period”

North America is expected to account for the largest market share in 2016. With the increasing use of unified services in consumer goods & retail and logistic & transportation verticals in the U.S. and Canada, the UCaaS market in this region is set to grow at a rapid pace in the region. Driving force behind the growth of the UCaaS market is the digitization of businesses and adoption of cloud services by small, medium, and large enterprises.

In the process of determining and verifying the market size for several segments and subsegments gathered through secondary research, extensive primary interviews were conducted with key industry personnel. The break-up profile of primary discussion participants is given below.

- By Company Type: Tier-1 (35%), Tier-2 (40%), and Tier-3 (25%) companies
- By Designation: C-level (40%), Directors (30%), and Others (30%)
- By Region: North America (40%), APAC (25%), Europe (20%), and Rest of the World (15%)

The various key unified communication service providers profiled in the report are as follows:
1. Cisco Systems
2. Computer Science Corporation
3. BT Group
4. 8x8, Inc.
5. West Corporation
6. Microsoft Corporation
7. Voss Solutions
8. Verizon Communication
9. Star2star Communications
10. Polycom, Inc.

The report will help the market leaders/new entrants in UCaaS market in the following ways:
1. This report segments the UCaaS market comprehensively and provides the closest approximations of the revenue numbers for the overall market and the subsegments across different services and regions.
2. The report helps the stakeholders understand the pulse of the market and provides them information on key market drivers, restraints, challenges, and opportunities.
3. This report will help the stakeholders to better understand the competitors and gain more insights to
better their position in the business. The competitive landscape section includes competitor ecosystem, new product developments, partnerships, and mergers & acquisitions.

Contents:
1 Introduction
  1.1 Objectives of the Study
  1.2 Market Definition
  1.3 Market Scope
  1.3.1 Markets Covered
  1.3.2 Years Considered
  1.4 Currency
  1.5 Limitations
  1.6 Stakeholders

2 Research Methodology
  2.1 Research Data
  2.2 Market Size Estimation
  2.3 Market Breakdown and Data Triangulation
  2.4 Market Share Estimation
  2.4.1 Key Data Taken From Secondary Sources
  2.4.2 Key Data Taken From Primary Sources
  2.4.3 Key Industry Insights
  2.5 Assumptions

3 Executive Summary

4 Premium Insights
  4.1 Attractive Market Opportunities in The Market
  4.2 Market By Components
  4.3 Global Unified Communication as A Service Market
  4.4 Market By Industry
  4.5 Market By Region
  4.6 Life Cycle Analysis, By Region, 2016

5 Unified Communication as A Service Market Overview
  5.1 Introduction
  5.2 Evolution
  5.3 Market Segmentation
  5.4 Market Dynamics
  5.4.1 Drivers
  5.4.1.1 Low Cost of Ownership as Compared to Other Communications Tools
  5.4.1.2 Pay-Per-Use Model of Charging the End-Users
  5.4.1.3 Increasing Smbs Demand for UCaaS
  5.4.1.4 Integration Improvement Increase Usability
  5.4.1.5 Growing Trends Towards Mobility and Byod
  5.4.1.6 Continuous Service Support
  5.4.2 Restraints
  5.4.2.1 Security Issues are an Obstacle for the UCaaS Market
  5.4.2.2 Awareness of Cloud Uc in Some Geographical Regions
  5.4.3 Opportunities
  5.4.3.1 Communication on the Move With New Techniques
  5.4.3.2 Untapped Or Less Explored Markets
  5.4.3.3 Rising Interest of Big Players
  5.4.4 Challenges
  5.4.4.1 Difficult to Replace Traditional Way of Communication With Unified Communication
  5.4.4.2 Poor IT Infrastructure is Big Challenge for Uc

6 Industry Trends
  6.1 Introduction
  6.2 Unified Communication as A Service Market Value Chain
  6.3 Ecosystem
  6.4 Top Vendors Ecosystem
13.6 Related Reports

List of Tables

Table 1 Global Unified Communication as A Service Market Size and Growth Rate, 2014-2021 (USD Million, Y-O-Y %)
Table 2 Global Market, By Component, 2014-2021 (USD Million)
Table 3 Telephony: Market Size, By Organization Size, 2014-2021 (USD Million)
Table 4 Telephony: Market Size, By Industry, 2014-2021 (USD Million)
Table 5 Telephony: Market Size, By Region, 2014-2021 (USD Million)
Table 6 Unified Messaging: Market Size, By Organization Size, 2014-2021 (USD Million)
Table 7 Unified Messaging: Market Size, By Industry, 2014-2021 (USD Million)
Table 8 Unified Messaging: Market Size, By Region, 2014-2021 (USD Million)
Table 9 Conferencing: Market Size, By Organization Size, 2014-2021 (USD Million)
Table 10 Conferencing: Market Size, By Industry, 2014-2021 (USD Million)
Table 11 Conferencing: Market Size, By Region, 2014-2021 (USD Million)
Table 12 Collaboration Platforms and Application: Market Size, By Organization Size, 2014-2021 (USD Million)
Table 13 Collaboration Platforms and Applications: Market Size, By Industry, 2014-2021 (USD Million)
Table 14 Unified Communication as A Service Market Size, By Region, 2014-2021 (USD Million)
Table 15 Small Businesses: Market Size, By Component, 2014-2021 (USD Million)
Table 16 Small Businesses: Market Size, By Industry, 2014-2021 (USD Million)
Table 17 Small Businesses: Market Size, By Region, 2014-2021 (USD Million)
Table 18 Medium Businesses: Market Size, By Component, 2014-2021 (USD Million)
Table 19 Medium Businesses: Market Size, By Industry, 2014-2021 (USD Million)
Table 20 Medium Businesses: Market Size, By Region, 2014-2021 (USD Million)
Table 21 Enterprises: Market Size, By Component, 2014-2021 (USD Million)
Table 22 Enterprises: Market Size, By Industry, 2014-2021 (USD Million)
Table 23 Enterprises: Market Size, By Region, 2014-2021 (USD Million)
Table 24 Large Enterprises: Market Size, By Component, 2014-2021 (USD Million)
Table 25 Large Enterprises: Market Size, By Industry, 2014-2021 (USD Million)
Table 26 Large Enterprises: Market Size, By Region, 2014-2021 (USD Million)
Table 27 Unified Communication as A Service Market Size, By Component, 2014-2021 (USD Million)
Table 28 Banking, Financial Services, and Insurance: Market Size, By Component, 2014-2021 (USD Million)
Table 29 Banking, Financial Services, and Insurance: Market Size, By Organization Size, 2014-2021 (USD Million)
Table 30 Banking, Financial Services, and Insurance: Market Size, By Region, 2014-2021 (USD Million)
Table 31 Telecom and IT: Market Size, By Component, 2014-2021 (USD Million)
Table 32 Telecom and IT: Market Size, By Organization Size, 2014-2021 (USD Million)
Table 33 Telecom and IT: Market Size, By Region, 2014-2021 (USD Million)
Table 34 Consumer Goods and Retail: Market Size, By Component, 2014-2021 (USD Million)
Table 35 Consumer Goods and Retail: Market Size, By Organization Size, 2014-2021 (USD Million)
Table 36 Consumer Goods and Retail: Market Size, By Region, 2014-2021 (USD Million)
Table 37 Healthcare: Market Size, By Component, 2014-2021 (USD Million)
Table 38 Healthcare: Market Size, By Organization Size, 2014-2021 (USD Million)
Table 39 Healthcare: Market Size, By Region, 2014-2021 (USD Million)
Table 40 Telecommunications: Market Size, By Component, 2014-2021 (USD Million)
Table 41 Telecommunications: Market Size, By Organization Size, 2014-2021 (USD Million)
Table 42 Telecommunications: Market Size, By Region, 2014-2021 (USD Million)
Table 43 Public Sector and Utilities: Market Size, By Component, 2014-2021 (USD Million)
Table 44 Public Sector and Utilities: Market Size, By Organization Size, 2014-2021 (USD Million)
Table 45 Public Sector and Utilities: Market Size, By Region, 2014-2021 (USD Million)
Table 46 Logistics and Transportation: Market Size, By Component, 2014-2021 (USD Million)
Table 47 Logistics and Transportation: Market Size, By Organization Size, 2014-2021 (USD Million)
Table 48 Logistics and Transportation: Market Size, By Region, 2014-2021 (USD Million)
Table 49 Travel and Hospitality: Market Size, By Component, 2014-2021 (USD Million)
Table 50 Travel and Hospitality: Market Size, By Organization Size, 2014-2021 (USD Million)
Table 51 Travel and Hospitality: Market Size, By Region, 2014-2021 (USD Million)
Table 52 Other Industries: Market Size, By Component, 2014-2021 (USD Million)
Table 53 Other Industries: Market Size, By Organization Size, 2014-2021 (USD Million)
Table 54 Other Industries: Market Size, By Region, 2014-2021 (USD Million)
Table 55 Unified Communication as A Service Market Size, By Component, 2014-2021 (USD Million)
Table 56 Unified Communication as A Service Market Size, By Organization Size, 2014-2021 (USD Million)
Table 57 Unified Communication as A Service Market Size, By Region, 2014-2021 (USD Million)
Table 58 Europe: Market Size, By Component, 2014-2021 (USD Million)
Table 59 Europe: Market Size, By Organization Size, 2014-2021 (USD Million)
Table 60 Europe: Market Size, By Region, 2014-2021 (USD Million)
Table 58 Europe: Market Size, By Organization Size, 2014-2021 (USD Million)
Table 59 Europe: Market Size, By Industry, 2014-2021 (USD Million)
Table 60 Asia-Pacific: Market Size, By Component, 2014-2021 (USD Million)
Table 61 Asia-Pacific: Market Size, By Organization Size, 2014-2021 (USD Million)
Table 62 Asia-Pacific: Market Size, By Industry, 2014-2021 (USD Million)
Table 63 Middle East and Africa: Market Size, By Component, 2014-2021 (USD Million)
Table 64 Middle East and Africa: Market Size, By Organization Size, 2014-2021 (USD Million)
Table 65 Middle East and Africa: Market Size, By Industry, 2014-2021 (USD Million)
Table 66 Latin America: Market Size, By Component, 2014-2021 (USD Million)
Table 67 Latin America: Market Size, By Organization Size, 2014-2021 (USD Million)
Table 68 Latin America: Market Size, By Industry, 2014-2021 (USD Million)
Table 69 New Product Launches, 2013-2016
Table 70 Partnerships, Agreements, and Collaborations, 2013-2016
Table 71 Mergers and Acquisitions, 2012-2016

List of Figures

Figure 1 Global Unified Communication as A Service Market: Research Design
Figure 2 Market Size Estimation Methodology: Bottom-Up Approach
Figure 3 Market Size Estimation Methodology: Top-Down Approach
Figure 4 Break Down of Primary Interviews: By Company Type, Designation, and Region
Figure 5 Data Triangulation
Figure 6 Components Snapshot (2016-2021): Market for Collaboration Platforms & Application to Grow at the Highest CAGR
Figure 7 Organization Size Snapshot (2016-2021): Small Businesses Segment is Expected to Grow at the Highest CAGR in the Next Five Years
Figure 8 Industry Snapshot (2016-2021): Travel & Hospitality Segment is Expected to Grow at the Highest CAGR in the Next Five Years
Figure 9 Geography Snapshot (2016-2021): APAC is Expected to Grow at the Highest CAGR in the Next Five Years
Figure 10 North America is Expected to Hold the Largest Market Share in 2016
Figure 11 Rise in Adoption of Cloud-Based Unified Communication as A Service is the Key Driving Factor
Figure 12 Telephony, Conferencing, and Unified Messaging are the Top Three Components Expected to Gain the Highest Traction in Terms of Market Size
Figure 13 North America Holds the Largest Share in the Unified Communication as A Service Market (2016)
Figure 14 BFSI Industry Will Continue to Dominate the Market in 2021
Figure 15 Asia-Pacific to Grow at the Highest CAGR as Compared to Other Regions
Figure 16 Regional Life Cycle - Mea is Expected to Be in the Introductory Phase in 2015
Figure 17 Evolution of UCaaS Market
Figure 18 Unified Communication as A Service Market Segmentation
Figure 19 Market Dynamics of Market
Figure 20 Value Chain Analysis
Figure 21 Ecosystem
Figure 22 Top Vendors Ecosystem
Figure 23 Telephony is Expected is Expected to Hold the Largest Market During the Forecast Period (2016-2021)
Figure 24 Unified Communication as A Service Market Size, By Organization Size
Figure 25 Enterprises Segment is Expected to Lead Among Organization Size During the Forecast Period
Figure 26 Small Businesses Segment is Expected to Show Considerable Growth in Asia-Pacific During Forecast Period (2016 - 2021)
Figure 27 Medium Businesses Segment is Expected to Show Considerable Growth in Asia-Pacific During Forecast Period (2016 - 2021)
Figure 28 Enterprises Segment is Expected to Show Considerable Growth in Asia-Pacific During Forecast Period (2016 - 2021)
Figure 29 Large Enterprises Segment is Expected to Show Considerable Growth in Asia-Pacific During Forecast Period (2016 - 2021)
Figure 30 Unified Communication as A Service Market, By Industry
Figure 31 Consumer Goods & Retail, BFSI, and Logistics & Transportation are the Top Three Industry to Show Considerable Growth During the Forecast Period
Figure 32 Asia-Pacific Region is Expected to Exhibit the Highest Growth Rate in the Market During the Forecast Period
Figure 33 Regional Snapshot: Asia-Pacific is Emerging as the New Hotspot
Figure 34 Regional Snapshot (2015-2021): Asia-Pacific is an Attractive Destination for the Overall Unified
Communication as A Service Market
Figure 35 North America Market Snapshot
Figure 36 Asia-Pacific Market Snapshot
Figure 37 Asia-Pacific is the Fastest-Growing Region in the Market
Figure 38 Companies Adopted New Product Launch as the Key Growth Strategy Between 2013 and 2016
Figure 39 Market Evaluation Framework
Figure 40 Battle for Market Share: New Product Launches and Partnerships Were the Key Strategies
Figure 41 Geographic Revenue Mix of Top 5 Market Players
Figure 42 Cisco Systems, Inc.: Company Snapshot
Figure 43 Cisco Systems, Inc.: SWOT Analysis
Figure 44 Computer Sciences Corporation: Company Snapshot
Figure 45 CSC: SWOT Analysis
Figure 46 BT Group: Company Snapshot
Figure 47 BT Group: SWOT Analysis
Figure 48 8x8, Inc.: Company Snapshot
Figure 49 8x8, Inc.: SWOT Analysis
Figure 50 West Corporation: Company Snapshot
Figure 51 West Corporation: SWOT Analysis
Figure 52 Microsoft Corporation: Company Snapshot
Figure 53 Microsoft Corporation: SWOT Analysis
Figure 54 Verizon Communications: Company Snapshot
Figure 55 Polycom, Inc.: Company Snapshot
Figure 56 Polycom, Inc.: SWOT Analysis

Ordering:

Order Online - http://www.researchandmarkets.com/reports/3819381/

Order by Fax - using the form below

Order by Post - print the order form below and send to

Research and Markets,
Guinness Centre,
Taylors Lane,
Dublin 8,
Ireland.
Fax Order Form
To place an order via fax simply print this form, fill in the information below and fax the completed form to 646-607-1907 (from USA) or +353-1-481-1716 (from Rest of World). If you have any questions please visit http://www.researchandmarkets.com/contact/

Order Information
Please verify that the product information is correct and select the format(s) you require.

Product Name: Unified Communication as a Service (UCaaS) Market by Component (Telephony, Unified Messaging, Conferencing), Organization Size (Small, Medium, and Large), Industry (BFSI, Telecom & IT, Consumer Goods & Retail), and Region - Global Forecast to 2021

Web Address: http://www.researchandmarkets.com/reports/3819381/
Office Code: SCH35B63

Product Formats
Please select the product formats and quantity you require:

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electronic (PDF) - Single User:</td>
<td>USD 7150</td>
</tr>
<tr>
<td>Electronic (PDF) - 1 - 5 Users:</td>
<td>USD 8500</td>
</tr>
<tr>
<td>Electronic (PDF) - Site License:</td>
<td>USD 9650</td>
</tr>
<tr>
<td>Electronic (PDF) - Enterprisewide:</td>
<td>USD 11000</td>
</tr>
</tbody>
</table>

Contact Information
Please enter all the information below in BLOCK CAPITALS

<table>
<thead>
<tr>
<th>Title:</th>
<th>Mr</th>
<th>Mrs</th>
<th>Dr</th>
<th>Miss</th>
<th>Ms</th>
<th>Prof</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Last Name:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email Address: *</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Job Title:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Organisation:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Address:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>City:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Postal / Zip Code:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Country:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone Number:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fax Number:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Please refrain from using free email accounts when ordering (e.g. Yahoo, Hotmail, AOL)
Payment Information

Please indicate the payment method you would like to use by selecting the appropriate box.

☐ Pay by credit card: You will receive an email with a link to a secure webpage to enter your credit card details.

☐ Pay by check: Please post the check, accompanied by this form, to:
Research and Markets,
Guinness Center,
Taylors Lane,
Dublin 8,
Ireland.

☐ Pay by wire transfer: Please transfer funds to:
Account number 833 130 83
Sort code 98-53-30
Swift code ULSBIE2D
IBAN number IE78ULSB98533083313083
Bank Address Ulster Bank,
27-35 Main Street,
Blackrock,
Co. Dublin,
Ireland.

If you have a Marketing Code please enter it below:

Marketing Code: ____________________

Please note that by ordering from Research and Markets you are agreeing to our Terms and Conditions at http://www.researchandmarkets.com/info/terms.asp

Please fax this form to:
(646) 607-1907 or (646) 964-6609 - From USA
+353-1-481-1716 or +353-1-653-1571 - From Rest of World