

Enterprise Voice, Video & Unified Communication Intelligence Service

Global, in-depth coverage of business communications equipment, software, and services deployed by SMBs and enterprises

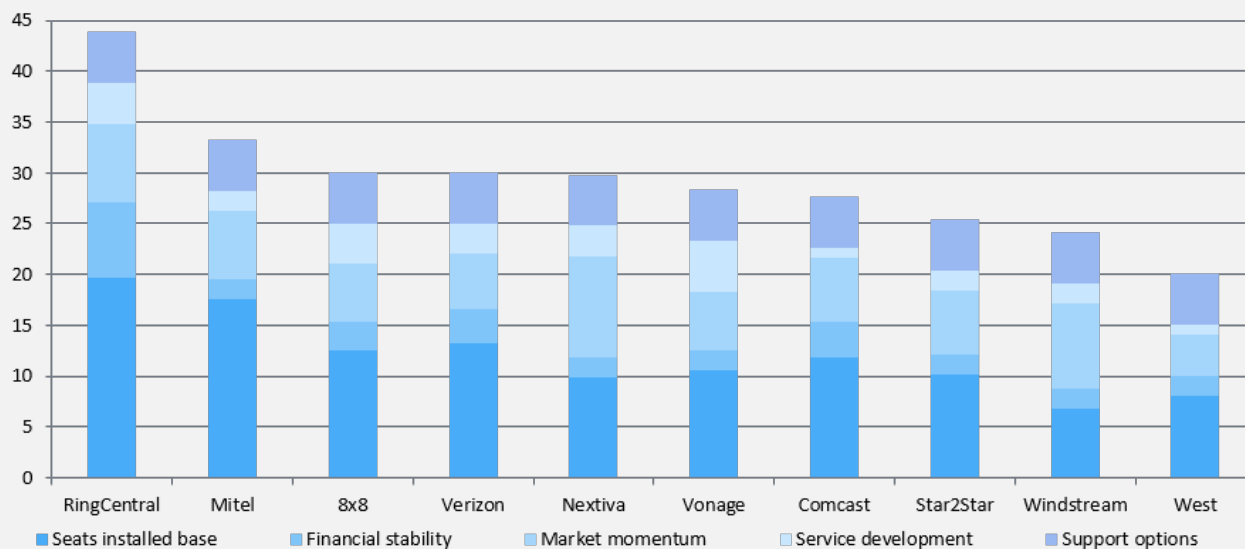
KEY QUESTIONS ADDRESSED

- What are the forecasts for enterprise voice, video, and unified communication equipment and services for the next five years?
- What are the relevant industry trends?
- What is the competitive landscape?

DELIVERABLES

- **Market trackers (3)** - Worldwide and regional market size and share information, historic and forecasted through 2024. Delivered quarterly in Excel and accompanied by written PDF analysis.
- **Market reports (4)** - Detailed examination of market and technical trends. Delivered annually or biannually in Excel and accompanied by written PDF analysis.
- **Surveys (2)** - In-depth interviews with technology buyers about their purchasing plans, drivers, challenges, etc.
- **Scorecards (2)** - Profiles and evaluations of the top revenue producers based on concrete data and metrics.
- **Market insights** - Analyst commentary on market shifts, technology and regional developments, vendors, events, and more.
- **Briefings** - Quarterly scheduled briefings with analysts on research highlights from all aspects of the market.
- **Analyst access** - For prompt responses to urgent and unique questions.

North America UCaaS Leaders 2019



Source: Omdia

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Market Trackers

Enterprise Unified Communication & Voice Equipment

Forecasts, analysis, and trends for premises-based PBX/KTS systems, IP phones, and unified communication

DETAILS

Frequency: Quarterly

Measures

- Vendor market shares
- Revenues
- Licenses
- Units

Regions

- Worldwide
- North America (US and Canada)
- Europe, the Middle East, Africa (EMEA)
- Asia Pacific (including Japan and Australia)
- Caribbean and Latin America (including Mexico)

COVERAGE

- PBX (TDM PBX, hybrid PBX, pure IP PBX)
- IP phone (deskphones, softphones)
- Unified communication (UC platforms, unified messaging)

Enterprise SBCs & VoIP Gateways

Forecasts, analysis, and trends for enterprise session border controllers (SBCs) and voice over IP (VoIP) gateways by system size

DETAILS

Frequency: Quarterly

Measures

- Vendor market shares
- Revenues
- Sessions
- Ports

Regions

- Worldwide
- North America (US and Canada)
- Europe, the Middle East, Africa (EMEA)
- Asia Pacific (including Japan and Australia)
- Caribbean and Latin America (including Mexico)

COVERAGE

- Enterprise SBCs
- Enterprise VoIP gateways

Market Trackers & Market Reports

Enterprise Telepresence & Video Conferencing Equipment Market Tracker

Forecasts, analysis, and trends for dedicated video conferencing systems

DETAILS

Frequency: Quarterly

Measures

- Vendor market shares
- Revenues
- Units

Regions

- Worldwide
- North America (US and Canada)
- Europe, the Middle East, Africa (EMEA)
- Asia Pacific (including Japan and Australia)
- Caribbean and Latin America (including Mexico)

COVERAGE

- Infrastructure (MCUs, other)
- Endpoints (immersive telepresence, room, desktop, software)
- Peripherals (conference cameras)

UC as a Service Market Report

Forecasts, analysis, and trends for the unified communications-as-a-service (UCaaS) market

DETAILS

Frequency: Annual

Measures

- Revenues
- Seats

Regions

- Worldwide
- North America (US and Canada)
- Europe, the Middle East, Africa (EMEA)
- Asia Pacific (including Japan and Australia)
- Caribbean and Latin America (including Mexico)

COVERAGE

UC-as-a-service services

Market Reports

Collaborative Meeting Services

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

DETAILS

Frequency: Biannual

Measures

- Market shares
- Revenues

Regions

- Worldwide
- North America (US and Canada)
- Europe, the Middle East, Africa (EMEA)
- Asia Pacific (including Japan and Australia)
- Caribbean and Latin America (including Mexico)

COVERAGE

- Cloud video conferencing services
- Web conferencing services

SIP Trunking Services

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

DETAILS

Frequency: Annual

Measures

- Revenues
- Trunks

Regions

- Worldwide
- North America (US and Canada)
- Europe, the Middle East, Africa (EMEA)
- Asia Pacific (including Japan and Australia)
- Caribbean and Latin America (including Mexico)

COVERAGE

SIP trunking services

Market Reports & Surveys

Business VoIP & Unified Comm. (UC) Services Market Report

Forecasts, analysis, and trends for business VoIP and UC services

DETAILS

Frequency: Annual

Measures

- Market shares
- Revenues
- Seats
- Subscribers
- Trunks

Regions

- Worldwide
- North America (US and Canada)
- Europe, the Middle East, Africa (EMEA)
- Asia Pacific (including Japan and Australia)
- Caribbean and Latin America (including Mexico)

COVERAGE

- Business VoIP services
 - SIP trunking
 - UCaaS
 - Managed IP PBX/UC

SIP Trunking & eSBC Strategies North American Enterprise Survey

Assesses the plans of enterprises that use SIP trunking services and eSBCs

DETAILS

Frequency: Annual

Interviews with ~175 North American enterprises about SIP trunking and eSBC buying trends, deployment drivers and models, expenditures, capacity, interconnections, extensions, service providers installed and under evaluation, and more

Surveys & Scorecards

Unified Comm. (UC) Strategies & Vendor Leadership N.A. Enterprise Survey

Assesses the plans of enterprises using UC; includes enterprise ratings of UC vendors

DETAILS

Frequency: Annual

Interviews with ~175 North American enterprises about UC deployment drivers and barriers, implementations, applications, cloud UC plans, cloud service provider selection criteria, and their ratings of vendors on key vendor selection criteria

UC as a Service (UCaaS) Scorecard - North America

Profiles, analyzes, and ranks leading UCaaS providers in the US and Canada

DETAILS

Frequency: Annual

Profiles, analyzes, and ranks the leading UCaaS providers in the US and Canada based on measurable data, including installed base of lines or seats, financial stability, market strategy, service development, and support options

Scorecards

SIP Trunking Service Provider

Profiles, analyzes, and ranks leading SIP trunking service providers in the US and Canada

DETAILS

Frequency: Annual

Profiles, analyzes, and ranks the leading SIP trunking service providers in the US and Canada based on measurable data, including installed base of lines/trunks, financial stability, market strategy, service development, and support options

Related research

- [Cloud & Colocation](#)
- [Enterprise Networks](#)
- [Service Provider VoIP & IMS](#)

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