

Global UCC Market with Focus on UCaaS: Size, Trends & Forecasts (2019-2023)

February 2019



Global UCC Market : Coverage

Executive Summary and Scope

Introduction/Market Overview

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Dynamics

Competitive Landscape

Company Profiling

Global UCC Market : Coverage

Scope of the Report

Attributes	Details
Title	Global UCC Market with Focus on UCaaS: Size, Trends & Forecasts (2019-2023)
Coverage	Global
Market Influencing Variables	Growth Drivers, Challenges, Market Trends
Forecast Period of Market	2019-2023
Competition in the Market	Fragmented
Key Players	8x8, Avaya, NEC Corporation and NICE inContact

Global UCC Market

Executive Summary

UCC or unified communication and collaboration is the service which delivers multiple communication methods. Such as Business phone system, Voicemail, Instant message, Chat, Fax, Conference call bridge, Video conferencing, IVR and more. Unified communication and collaboration is also capable of integrating e-mail, web applications, social media, and business tools on cloud.

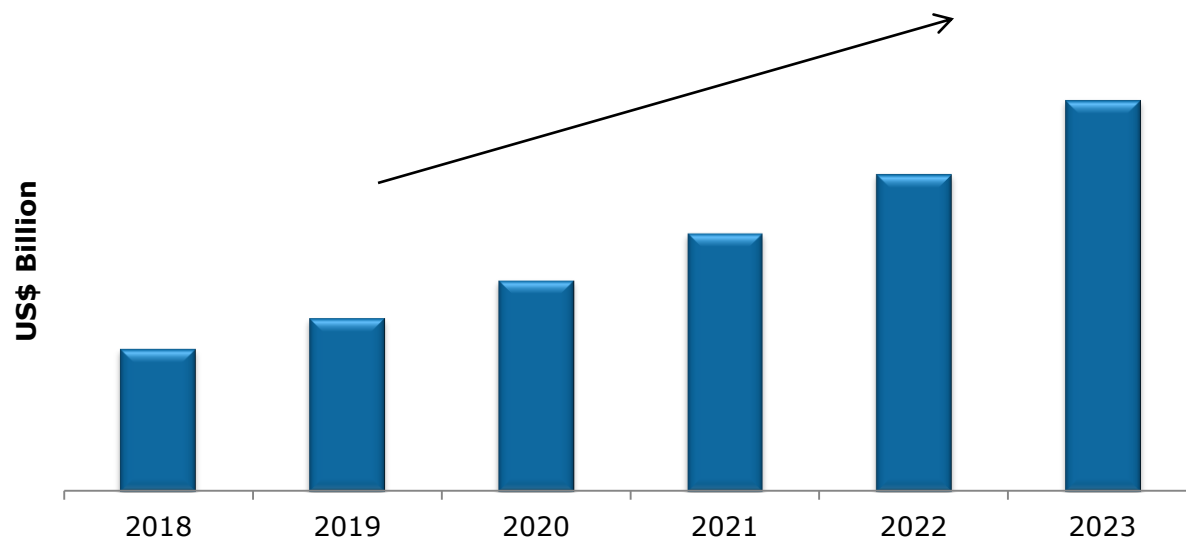
UCC is composed of many benefits such as improved work quality, faster services, enhanced employee flexibility, reduced expenditure, etc. On the basis of services, UCC is categorized into three services: UCaaS, CCaaS, and CPaaS. Unified Communications as a Service (UCaaS) is responsible for cloud based delivery of voice chats, emails, chats, etc. It can be either subscribed or free. Whereas, Contact Center as a Service (CCaaS) offer customer service solutions and Communications Platform as a Service (CPaaS) provide API's and software tools for developers to add real-time cloud.

Few of the top UCC system are cloud based UC, video UC, webRTC, mobile UC, lync, etc. Some major advantages of applying UCC for communication system are greater flexibility, tech-savvy, beneficial for remote or working from home employees and easy for new trainees.

The global UCC market with focus on UCaaS is expected to increase at high growth rates during the forecasted period (2019-2023). The global UCC market with focus on UCaaS is supported by various growth drivers, such as growth in enterprise customers, growing penetration of smartphones and large scale investment, favorable changes to accounting standards, etc. Yet, the market faces certain challenges, such as, hyper converged network, high competition, etc. Few new market trends are also provided such as, tight integration between CCaaS and CRM , new product launch, etc.

UCC Market : Global Analysis

Global UCC Market by Value; 2018-2023



CAGRs

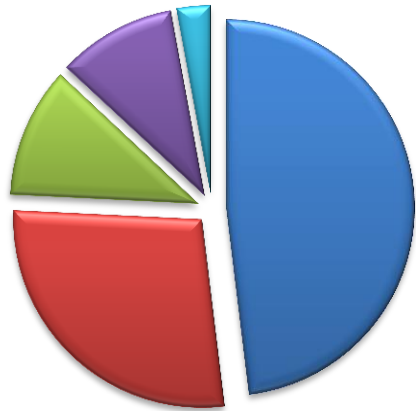
2019-2023

xx%

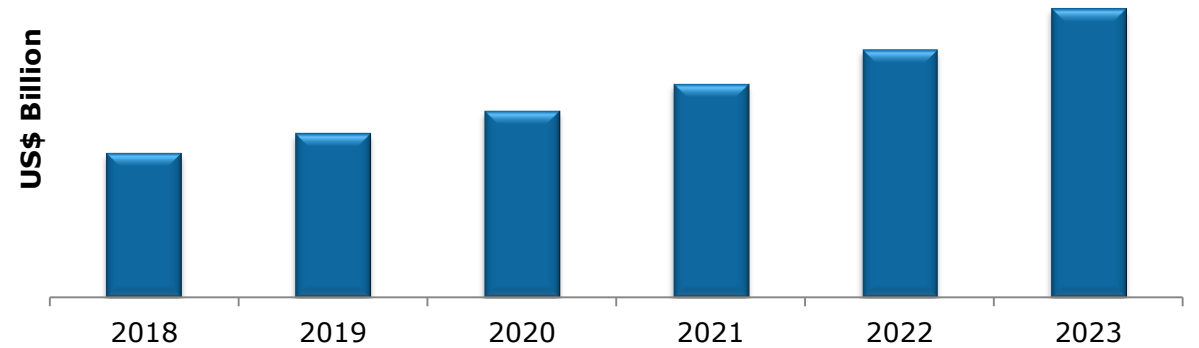
The global UCC market value was US\$... billion in 2018. The global UCC market is anticipated to rise up to US\$... billion by 2023 as compared to US\$...billion in 2019, representing a CAGR of% over the years 2019 to 2023.

Global UCC Market : Application Analysis

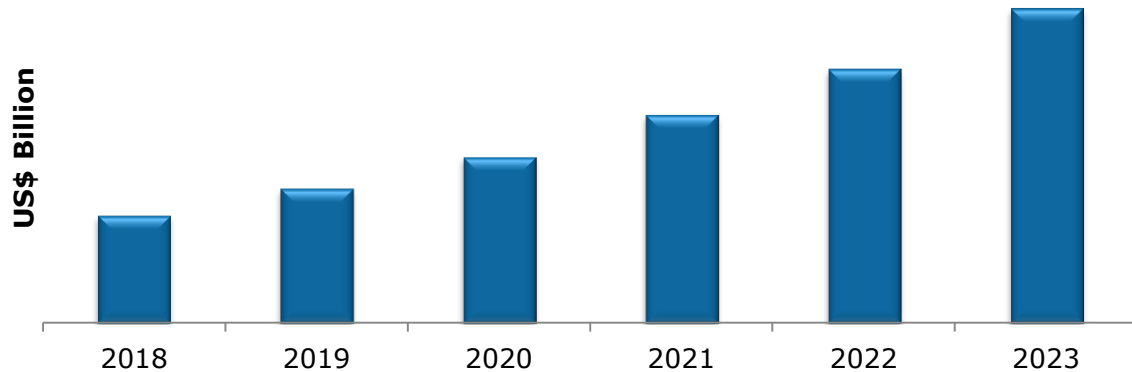
Global UCC Market by Application; 2018



Global UCC IT & Telecom Market by Value; 2018-2023



Global UCC BFSI Market by Value; 2018-2023



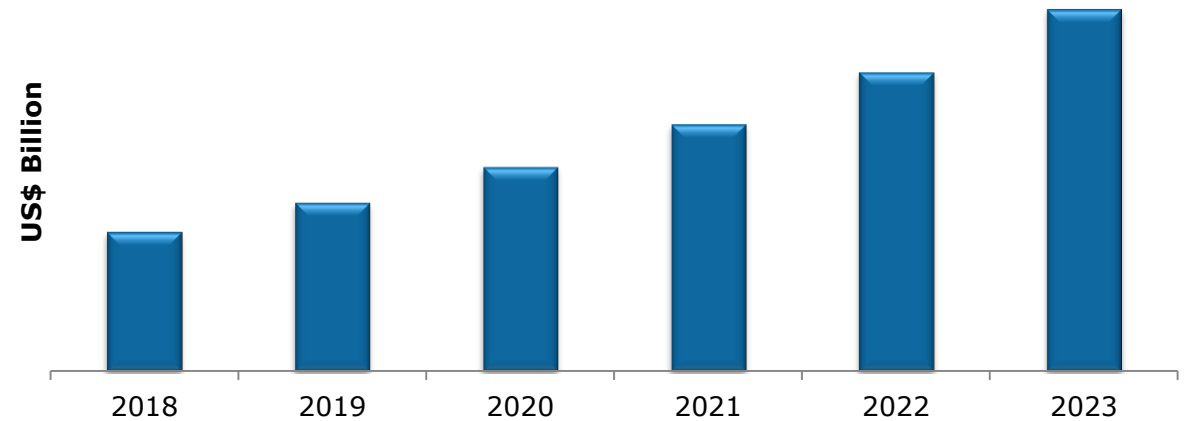
Product	CAGRs
IT & Telecom	xx%
BFSI	xx%
Public Sector	xx%
Retail	xx%
Others	xx%

Global UCC Market : Segment Analysis

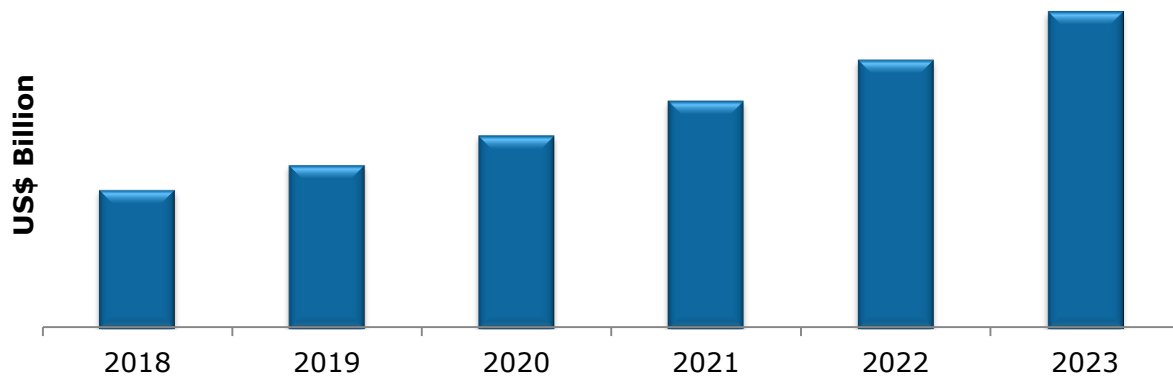
Global UCC Market by Segment; 2018



Global CCaaS Market by Value; 2018-2023

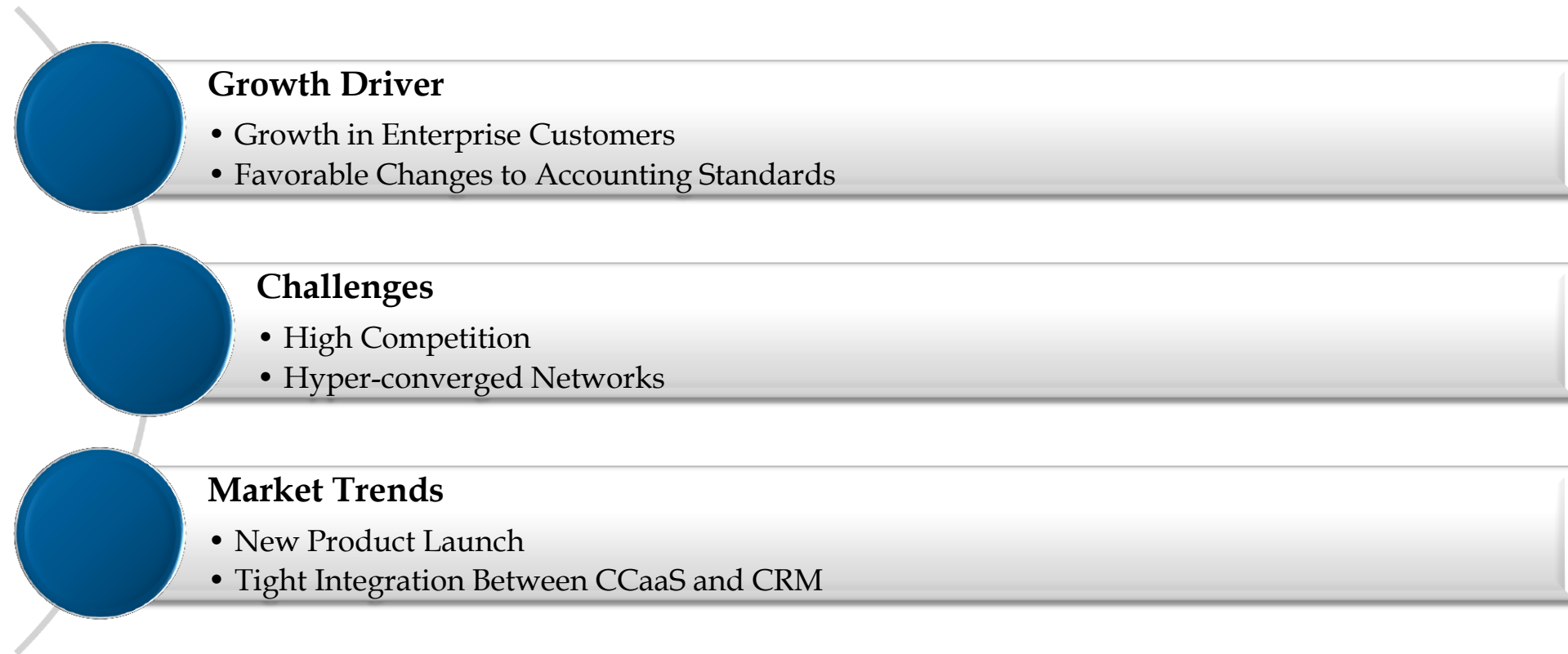


Global UCaaS Market by Value; 2018-2023



Region	CAGR
	2019-2023
UCaaS	xx%
CCaaS	xx%
CPaaS	xx%

Global UCC Market : Dynamics



Global UCC Market : Competitive Landscape

Players Profiled

- 8x8
- Avaya
- NEC Corporation
- NICE inContact