

M247 Trends

Exploring key trends within Unified Communications

With remote working growing at unprecedented levels and the adoption of Unified Communications (UC) solutions surging, we take a look at most anticipated trends predicted this year.



Unified Communications as a Service **UCaaS** and Teams



70% of the world works remotely at least one day a week

Source: www.prnewswire.com

40% of new enterprise telephony purchases will be based on cloud office suites like Microsoft 365 and Google's G-Suite.



29%
UCaaS
annual growth



40%
based on cloud
by 2022

By 2021 **80%** internet traffic will be video meetings

Cisco Annual Internet Report (2018–2023) White Paper

Communications Platform as a Service **CPaaS**

CPaaS is best defined as delivering SMS, voice, video and security via APIs.

According to Gartner, CPaaS provides communication and security APIs to enable true omni-channel customer journeys



40% CPaaS
annual growth

Video Conferencing as a Service **VCaaS**



Only **25%** of meetings will be held in person by 2024

Gartner's Magic Quadrant predicts that by 2024, the number of meetings held in person will fall to just 25%, with video becoming the preferred method.

VCaaS makes video conferencing easy with cloud-based services allowing for on-demand provisioning and budgeting, enhancing support and security and cost saving.



Microsoft Teams
users in 2019
20 million

44 million
in 2020

Contact Centre as a Service **CCaaS**

With CCaaS integrating with newer forms of communication businesses can engage with their customers whether they're reaching out via email, phone or instant messaging.



By 2022 **50%** of contact centres will be using CCaaS

Contact our team today to find out more

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