

There.
But always here.

Why now's the time to embrace Unified Communications & Collaboration

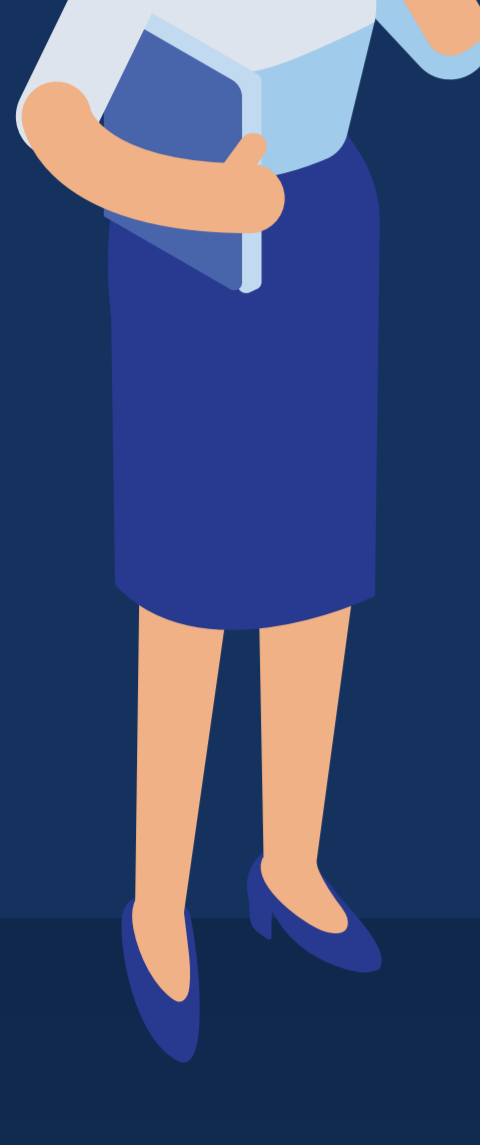
The modern business environment is more competitive than ever before. In order to stand out, businesses rely on their IT teams to provide the capabilities required to support excellent customer and employee experiences, while also promoting growth and security.

One of the most effective ways to boost these areas is with a Unified Communications & Collaboration (UC&C) system.

Here's why you need it.

1 Interoperability is a major benefit for IT

Disparate systems will slow you down. There's no denying it. If the systems aren't seamlessly compatible with each other, transferring any useful data or knowledge from one program to another can be arduous.



3 hours per week

lost per mobile worker not using UC&C

And disparate systems can often be overwhelming

69% while **24%**

of businesses use unencrypted SMS text messages to communicate¹

of IT professionals see staff being overwhelmed by number of available comms options¹

One easy-to-use option that does it all is the answer



One system



One data store



One customer record

2 Lower operating costs are a plus

Multiple systems are not only less efficient, they're costing you more money. It's time to rethink that.

Modern cloud UC&C increases flexibility and reduces infrastructure requirements

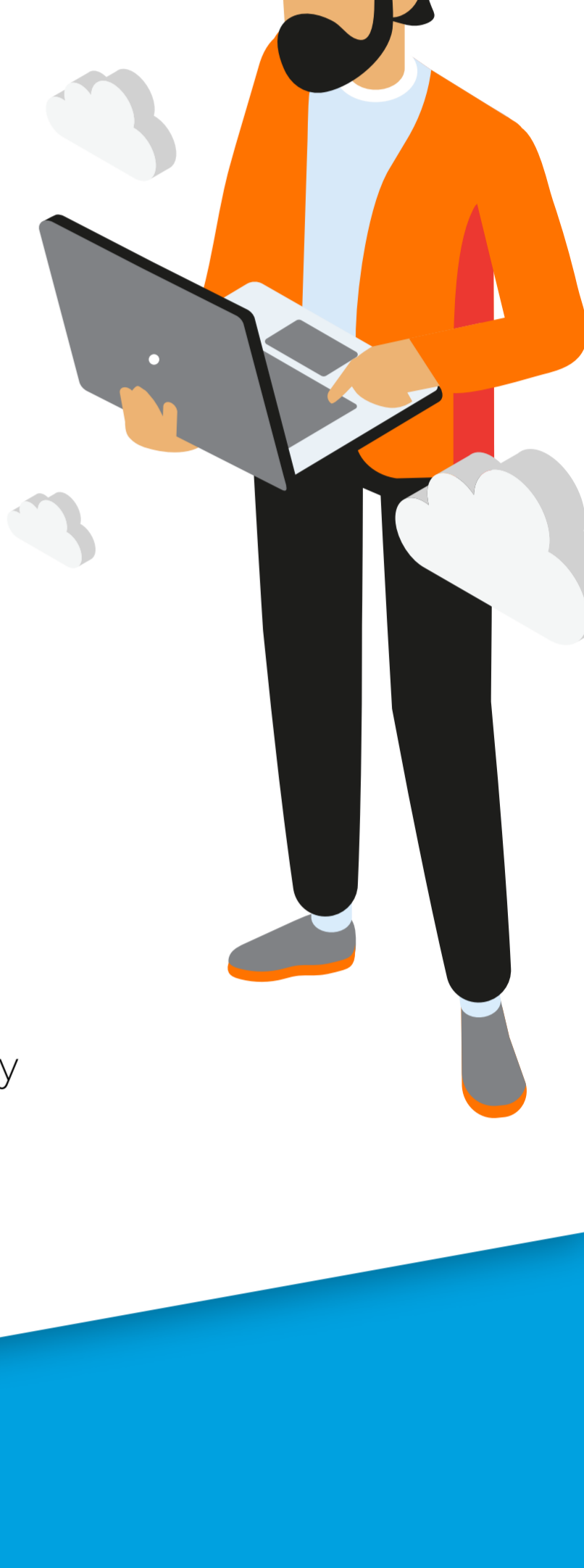
65% of IT professionals say that deploying UC&C through the cloud made deployment more cost effective²

That's why **25%** of organizations use UC&C services within a private cloud³

and **26%** implement UC&C as a service⁴

Highlighting the changing nature of software consumption

With cloud UC&C, you can change your requirements and capacity whenever you need to. No waiting around, no upfront investment.

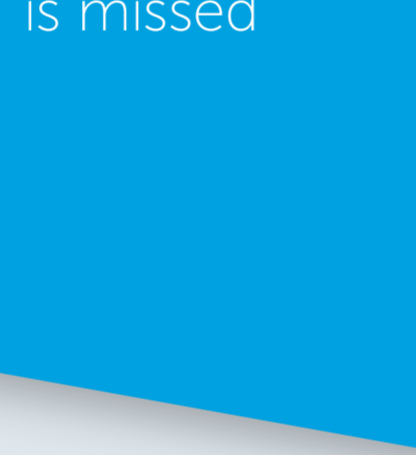


3 Innovation is crucial to a better business future

Promoting an environment that fosters innovation is the best way for businesses to differentiate themselves for the future. Here's how UC&C helps.



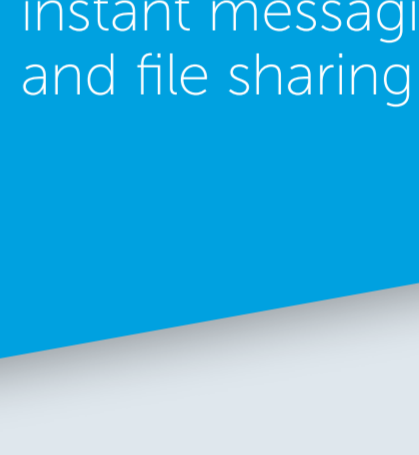
One connected team, working together



One area for communication, so no idea is missed



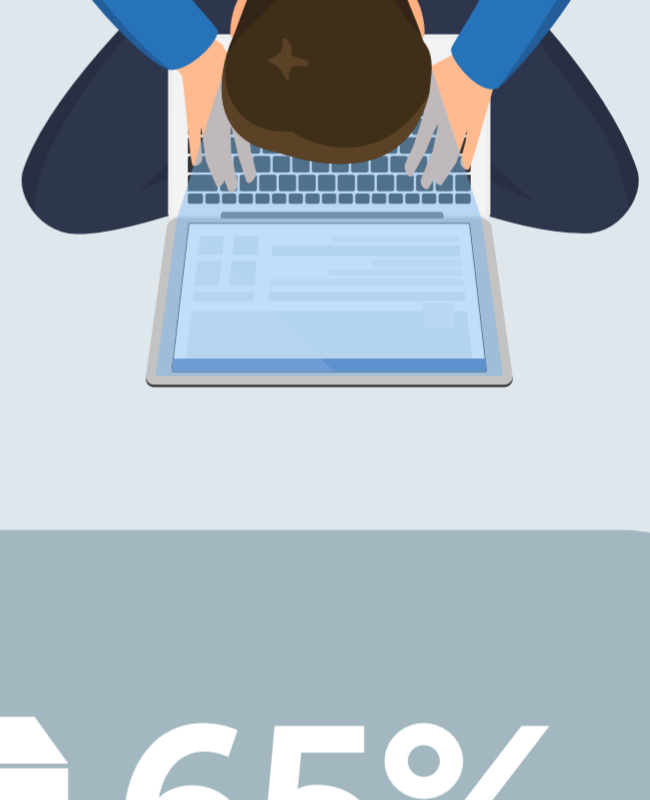
Zero delays, enabling real-time collaboration



Multiple options for users; from VoIP phones to instant messaging and file sharing

4 Working relationships make a real difference

If your staff are siloed, with no idea what other people or departments are doing, your results will suffer. The benefits of collaboration are already well known, UC&C can stop you falling behind.



82% of enterprises

&



65% of SMBs

already use business chat apps⁴

While... **24 million** licences for collaboration software are used globally⁵

One platform for everyone can make all the difference

5 Productivity boosts are always valuable

Better productivity needs little justification. Improving productivity means greater efficiency, better results and lower costs.

70% of workers in the US are not engaged at work⁶

Leading to **\$550 billion** in lost productivity⁷

But providing a more flexible employee experience (EX) can save businesses

\$2,000 per employee⁷

In fact **93%**

of businesses with a unified communications solution report a productivity boost⁸

With communication a major barrier to flexible working, UC&C can help make better productivity a reality.

6 Customer experience is everything

Good customer experience (CX) is the difference between winning loyal customers and struggling to win customers at all. It's therefore no surprise that:

2 out of 3 businesses now compete on CX⁹

Up **36%** from 10 years ago⁵

And customers demand it



86% of people will pay more for a better customer experience⁴

In some cases, they'll pay up to **20% more**⁴

That's why **77%** of businesses believe a UC&C solution will improve their CX⁹



Find out how a Unified Communications & Collaboration system can transform your business today.

Download our guide

on the benefits of Unified Communications & Collaboration today

References

- <https://www.spiceworks.com/marketing/reports/workplace-communications/>
- <https://www.itworld.com/article/2729787/unified-communications--now-mobile-and-in-the-cloud.html>
- <https://www.uctoday.com/unified-communications/unified-communications-statistics/>
- <https://www.pwc.com/us/en/advisory-services/publications/consumer-intelligence-series/pwc-consumer-intelligence-series-customer-experience.pdf>
- <https://mzacconsultants.com/2019/07/10/team-collaboration-paid-user-base-doubles-to-24-million-user-licenses-in-2018/>
- <https://www.martechadvisor.com/articles/ux-and-cro/user-experience-is-key-to-uc-success/>
- <https://www.gsb.stanford.edu/insights/researchers-flexibility-may-be-key-increased-productivity>
- <https://www.mittechsystems.co.uk/latest-technology/8-ways-unified-communications-increase-workplace-productivity/>
- <https://www.uctoday.com/unified-communications/unified-communications-101/>