DELIVERABLES

- Market trackers (3)
  Worldwide and regional market size and share information; historic and forecasted through 2022

- Market reports (4)
  Detailed examination of market and technical trends

- 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 (~12)
  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

TECHNOLOGY INTELLIGENCE SERVICE

Enterprise Voice, Video & Unified Communication

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

Market trackers and market reports – Delivered in Excel and accompanied by written PDF analysis:

- **Enterprise Unified Communication & Voice Equipment Market Tracker** – Forecasts, analysis, and trends for PBX/KTS systems, IP phones, and unified communications
- **Enterprise Session Border Controllers (SBC) and VoIP Gateways Market Tracker** – Forecasts, analysis, and trends for enterprise SBCs and VoIP gateways by system size
- **Enterprise Telepresence & Videoconferencing Equipment Market Tracker** – Forecasts, analysis, and trends for dedicated videoconferencing systems
- **UC as a Service Market Report** – Forecasts, analysis, and trends for the hosted PBX and UC services market
- **Collaborative Meetings Services Market Report** – Forecasts, analysis, and trends for cloud video conferencing and web conferencing services
- **SIP Trunking Services Market Report** – Forecasts, analysis, and trends for SIP trunking services
- **VoIP & Unified Communication Services & Subscribers Market Report** – Forecasts, analysis, and trends for residential and business VoIP and UC services

Surveys – Delivered in PDF:

- **SIP Trunking & eSBC Strategies Survey** – Assesses the plans of enterprises that use SIP trunking services and SBCs
- **Unified Communication Strategies & Vendor Leadership Survey** – Assesses the plans of enterprises using UC; includes enterprise ratings of UC vendors

Scorecards – Delivered in PDF:

- **UC as a Service (UCaaS) Scorecard** – Profiles, analyzes, and ranks leading unified communications-as-a-service providers in the US and Canada
- **SIP Trunking Service Provider Scorecard** – Profiles, analyzes, and ranks leading SIP trunking service providers in the US and Canada
### Research Coverage

<table>
<thead>
<tr>
<th>Market Trackers and Reports</th>
<th>Measures</th>
<th>Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Enterprise Unified Communication &amp; Voice Equipment Market Tracker</strong> (quarterly)</td>
<td>Vendor market shares, Revenues, Licenses, Lines, Units</td>
<td>TDM PBX (hybrid PBX, pure IP PBX) IP phone (deskphones, softphones) Unified communications (UC platforms, unified messaging)</td>
</tr>
<tr>
<td><strong>Enterprise Session Border Controllers &amp; VoIP Gateways Market Tracker</strong> (quarterly)</td>
<td>Vendor market shares, Revenues, Sessions, Ports</td>
<td>Enterprise SBCs by system size Enterprise VoIP gateways</td>
</tr>
<tr>
<td><strong>Enterprise Telepresence &amp; Videoconferencing Equipment Market Tracker</strong> (quarterly)</td>
<td>Vendor market shares, Revenues, Units</td>
<td>Infrastructure (MCUs, other) Endpoints (immersive telepresence, room, desktop, software)</td>
</tr>
<tr>
<td><strong>UC as a Service Market Report</strong> (annual)</td>
<td>Revenues, Seats</td>
<td>UC-as-a-service services</td>
</tr>
<tr>
<td><strong>Collaborative Meeting Services Market Report</strong> (biannual)</td>
<td>Market shares, Revenues</td>
<td>Cloud video conferencing services Web conferencing services</td>
</tr>
<tr>
<td><strong>SIP Trunking Services Market Report</strong> (annual)</td>
<td>Revenues, Trunks</td>
<td>SIP trunking services</td>
</tr>
<tr>
<td><strong>VoIP &amp; Unified Communication Services &amp; Subscribers Market Report</strong> (annual)</td>
<td>Market shares, Revenues, Seats, Subscribers, Trunks</td>
<td>Residential/SOHO VoIP services Business VoIP services - IP connectivity (VoIP VPN/IP access, SIP trunking, IP integrated access) - UCaaS - Managed IP PBX/UC</td>
</tr>
</tbody>
</table>

### Other Deliverables

<table>
<thead>
<tr>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SIP Trunking &amp; eSBC Strategies: North American Enterprise Survey</strong> (annual)</td>
</tr>
<tr>
<td><strong>Unified Communication Strategies &amp; Vendor Leadership: N. American Enterprise Survey</strong> (annual)</td>
</tr>
<tr>
<td><strong>UC as a Service (UCaaS) Scorecard - North America</strong> (annual)</td>
</tr>
<tr>
<td><strong>SIP Trunking Service Provider Scorecard</strong> (annual)</td>
</tr>
</tbody>
</table>
### 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)

### Sample Companies (see abstracts for full lists)

<table>
<thead>
<tr>
<th>Regions</th>
<th>Sample Companies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Worldwide</td>
<td>8x8, Alcatel-Lucent, Enterprise, BlueJeans, AT&amp;T, Avaya, Comcast, CenturyLink, Cisco, Fuze, Logitech, LogMeIn, Microsoft, Mitel, Polycom, NEC, RingCentral, ShoreTel, Unify, Verizon, Vonage, West, Zoom</td>
</tr>
</tbody>
</table>

### Related Intelligence Services

- Cloud Enterprise Services
- Enterprise Networks
- Service Provider VoIP & IMS

For more information [technology.ihs.com](http://technology.ihs.com)

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**About IHS Markit**

IHS Markit (NYSE: INFO) is a world leader in critical information, analytics and expertise to forge solutions for the major industries and markets that drive economies worldwide. The company delivers next-generation information, analytics and solutions to customers in business, finance and government, improving their operational efficiency and providing deep insights that lead to well-informed, confident decisions. IHS Markit has more than 50,000 business and government customers, including 80 percent of the Fortune Global 500 and the world’s leading financial institutions. Headquartered in London, IHS Markit is committed to sustainable, profitable growth.