



## 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

## 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

## Research Coverage

Market Trackers and Reports	Measures	Coverage
<b>Enterprise Unified Communication &amp; Voice Equipment Market Tracker</b> (quarterly)	Vendor market shares Revenues Licenses Lines Units	TDM PBX (hybrid PBX, pure IP PBX) IP phone (deskphones, softphones) Unified communications (UC platforms, unified messaging)
<b>Enterprise Session Border Controllers &amp; VoIP Gateways Market Tracker</b> (quarterly)	Vendor market shares Revenues Sessions Ports	Enterprise SBCs by system size Enterprise VoIP gateways
<b>Enterprise Telepresence &amp; Videoconferencing Equipment Market Tracker</b> (quarterly)	Vendor market shares Revenues Units	Infrastructure (MCUs, other) Endpoints (immersive telepresence, room, desktop, software)
<b>UC as a Service Market Report</b> (annual)	Revenues Seats	UC-as-a-service services
<b>Collaborative Meeting Services Market Report</b> (biannual)	Market shares Revenues	Cloud video conferencing services Web conferencing services
<b>SIP Trunking Services Market Report</b> (annual)	Revenues Trunks	SIP trunking services
<b>VoIP &amp; Unified Communication Services &amp; Subscribers Market Report</b> (annual)	Market shares Revenues Seats Subscribers Trunks	Residential/SOHO VoIP services Business VoIP services - IP connectivity (VoIP VPN/IP access, SIP trunking, IP integrated access) - UCaaS - Managed IP PBX/UC
Other Deliverables	Details	
<b>SIP Trunking &amp; eSBC Strategies: North American Enterprise Survey</b> (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.	
<b>Unified Communication Strategies &amp; Vendor Leadership: N. American Enterprise Survey</b> (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.	
<b>UC as a Service (UCaaS) Scorecard - North America</b> (annual)	Profiles, analyzes, and ranks the leading unified communications-as-a-service 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.	
<b>SIP Trunking Service Provider Scorecard</b> (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.	

## Research Coverage (continued)

Regions	Sample Companies (see abstracts for full lists)	
Worldwide North America (US and Canada) Europe, the Middle East, Africa (EMEA) Asia Pacific (including Japan and Australia) Caribbean and Latin America (including Mexico)	8x8 Alcatel-Lucent Enterprise BlueJeans AT&T Avaya Comcast CenturyLink Cisco Fuze Logitech LogMeIn Microsoft	Mitel Polycom NEC RingCentral ShoreTel Unify Verizon Vonage West Zoom

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