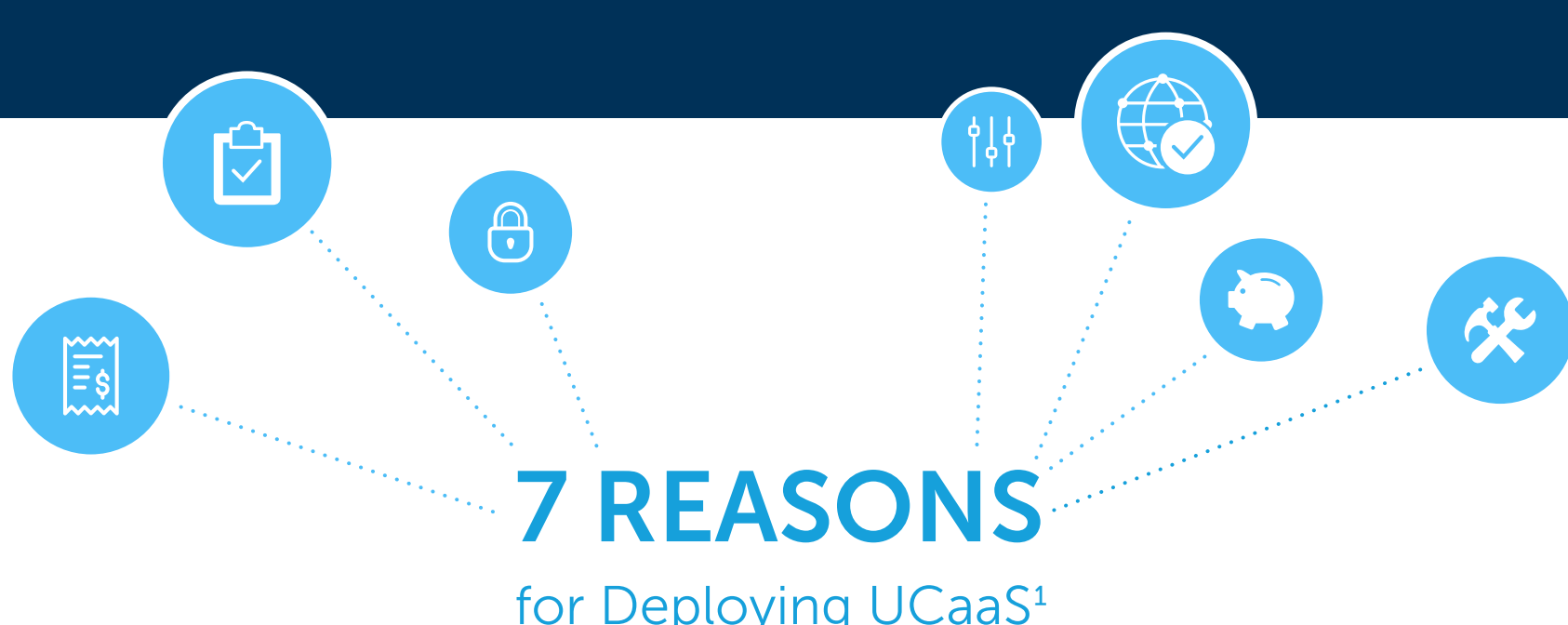


UNIFIED COMMUNICATIONS

7 Reasons to Deploy UCaaS

Businesses worldwide are embracing Unified Communications as a Service (UCaaS) as a means of improving productivity and, ultimately, the bottom line. Recent research from IDC has found that while many businesses often cite cost savings as the biggest benefit, the reasons for deploying UCaaS go far beyond that.



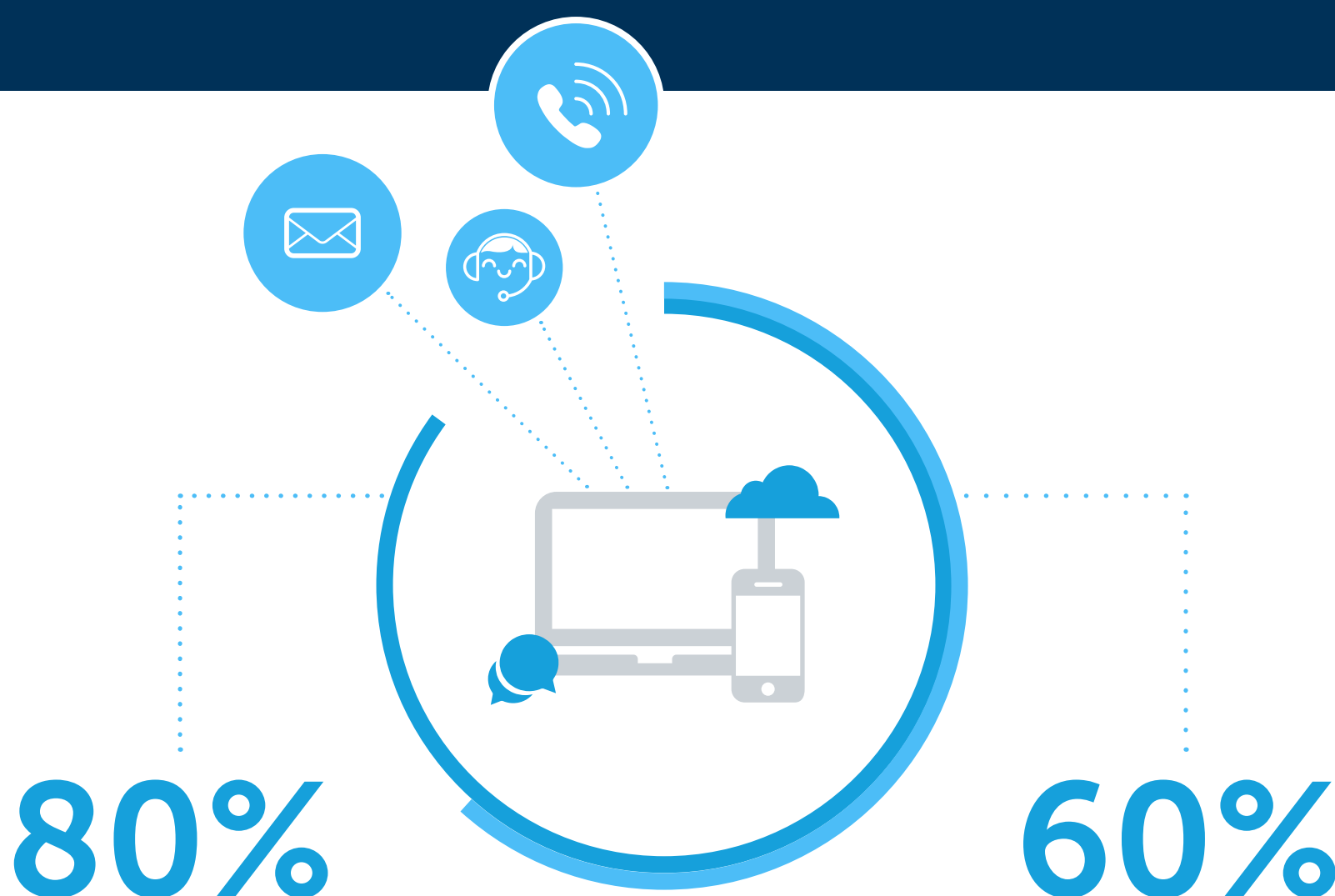
- 1 | Lower TCO
- 2 | Ease of Management
- 3 | Security & Reliability
- 4 | Scalability
- 5 | Reduce IT Workloads
- 6 | Shift from CapEx to OpEx
- 7 | Eliminates Need for Maintenance & Upgrades

ALMOST 1/3

of worldwide unified communications and collaboration (UC&C) was made up of collaborative apps²



As a result, UCaaS adoption is growing...



MORE THAN 1/3

picked **cost savings from outsourcing management and maintenance** as the most compelling benefit of UCaaS¹



UC&C ADOPTION: A TREND WORLDWIDE

Forecasted Growth Underscores the Demand

\$35B

Forecasted **worldwide UC&C revenue** by 2019²

\$20.1B

Forecasted revenue of the **collaborative apps** market by 2020²

23.8%

Expected **CAGR** for total worldwide mobile UC&C revenue for 2015-2019³

Looking to Improve Your Numbers?

UC&C solutions tools can improve employee productivity, the customer experience and your bottom line. Contact the UC&C experts at ShoreTel to learn more.

¹ IDC's U.S. Enterprise Communications Survey, 2016

² IDC Worldwide UC&C Forecast 2015-2019, IDC#US40201615, November 2015

³ IDC Worldwide Mobile Unified Communications and Collaboration (UC&C) 2016-2020 Forecast (Doc #USA41705316, September 2016)