Unified Communication & Collaboration (UCC) Specialist Services PEAK Matrix® Assessment 2024

March 2024: Complimentary Abstract / Table of Contents

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- ▶ Rewards and Recognition
- ▶ SAP Services
- ▶ Service Optimization Technologies
- ▶ Software Product Engineering Services
- ▶ Supply Chain Management (SCM) Services
- ▶ Sustainability Technology and Services
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- ▶ Technology Skills and Talent
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Introduction

As more and more enterprises have realized that the hybrid workplace model is here to stay, the demand for efficient communication and collaboration services within organizations remains steady. This increased demand spans all regions and industries and is expected to maintain its strong growth trajectory in 2024, as enterprises strive to adapt to the ever-evolving UCC landscape. Further, the market is experiencing a proliferation of innovative offerings centered around artificial intelligence, generative AI, immersive solutions, and integrated security, acting as accelerators for growth.

With enterprises seeking providers that can enable effective UCC services and guide them through the trinity of Employee Experience (EX), productivity, and cost optimization, the necessity for UCC services specialist providers has been underscored. These specialists are gradually becoming integral to broader digital workplace services engagements, either independently or in collaboration with other service providers and technology providers, owing to their unique value proposition and focused expertise.

In this research, we present an assessment and detailed profiles of 10 UCC specialist service providers featured on UCC Services Specialists PEAK Matrix® Assessment 2024. The assessment is based on Everest Group's annual RFI process conducted over Q4 2023 and Q1 2024, interactions with leading UCC specialist services providers, client reference checks, and ongoing analysis of the UCC services market.
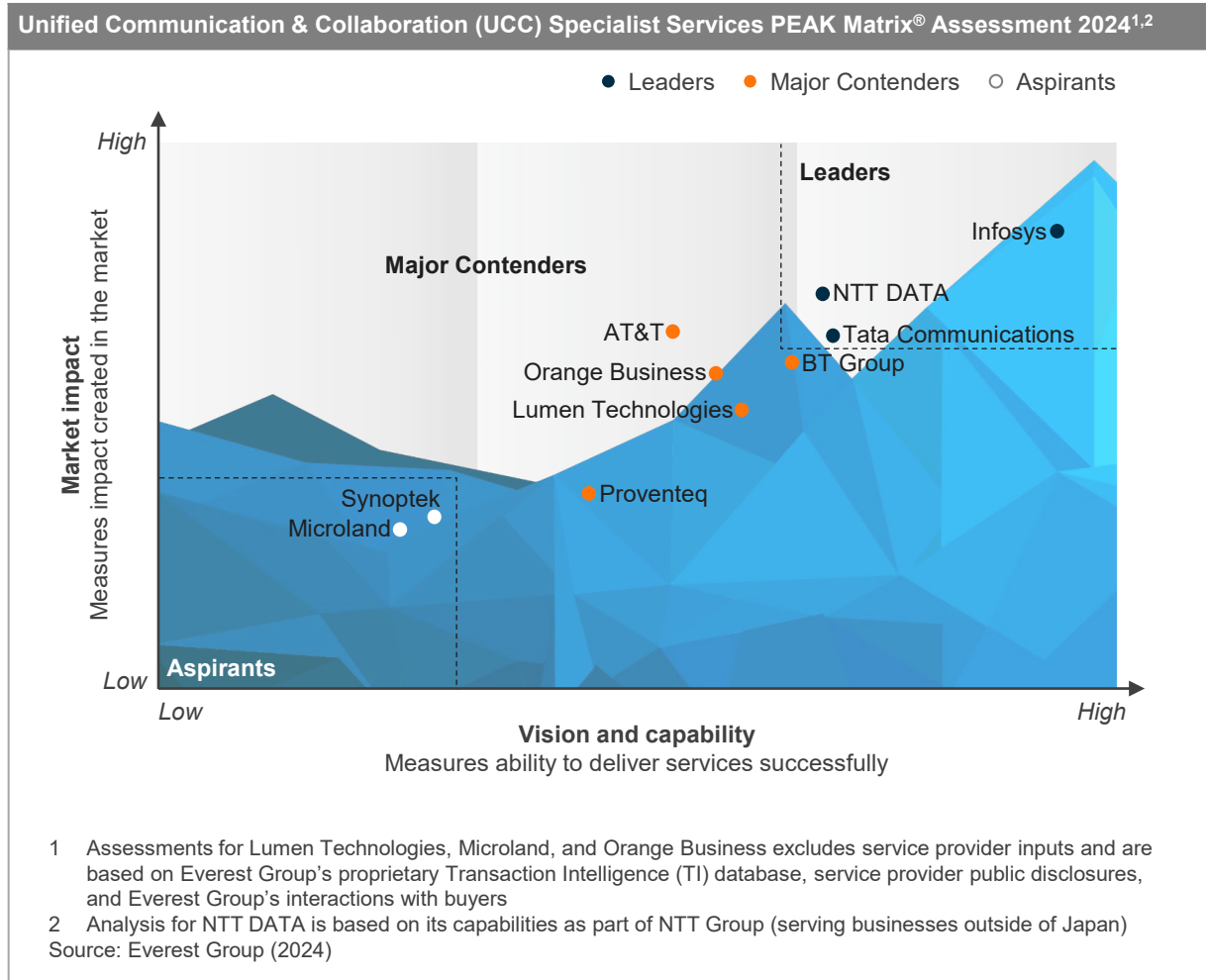
This report includes the profiles of the following 10 leading service providers featured on the UCC specialist services PEAK Matrix:

- **Leaders:** Infosys, NTT DATA, and Tata Communications
- **Major Contenders:** AT&T, BT Group, Lumen Technologies, Orange Business, and Proventeq
- **Aspirants:** Microland and Synoptek

Scope of this report

Geography
Global

Providers
10 leading UCC specialist service providers

Services
UCC specialist services

Overview and abbreviated summary of key messages

In this report, we present an assessment and detailed profiles of 10 UCC specialist service providers featured on UCC Services Specialists PEAK Matrix® Assessment 2024. The assessment is based on Everest Group's annual RFI process conducted over Q4 2023 and Q1 2024, interactions with leading UCC specialist services providers, client reference checks, and ongoing analysis of the UCC services market.

Some of the findings in this report, among others, are:

Everest Group Unified Communication & Collaboration (UCC) Specialist Services PEAK Matrix® Assessment	**This report includes the profiles of the following 10 leading service providers featured on the UCC specialist services PEAK Matrix:** ● **Leaders:** Infosys, NTT DATA, and Tata Communications ● **Major Contenders:** AT&T, BT Group, Lumen Technologies, Orange Business, and Proventeq ● **Aspirants:** Microland and Synoptek
Service provider characteristics	● Leaders continue to differentiate themselves within the UCC market by maintaining an end-to-end UCC services portfolio, long-term vision, strategic investments in competencies and capability development (internal IP/tools), and involvement in partner launch programs and collaborative offerings. They are also engaging with both marquee and niche partners through joint go-to-market initiatives and solution co-creation ● Major Contenders portray depth in UCC services implementation and operations capabilities. However, they showcase limited capabilities in complex end-to-end transformation and have segmented expertise across UCC services segments ● Aspirants are approaching the market with a higher focus on certain portfolio segments of UCC services, rather than offering a balanced portfolio

This study offers four distinct chapters providing a deep dive into key aspects of UCC specialist services market; below are three charts to illustrate the depth of the report

Unified Communication & Collaboration (UCC) Specialist Services PEAK Matrix® Assessment 2024[1,2]

Illustrative example

- Leaders
- Major Contenders
- Aspirants

Leaders

- Infosys
- NTT DATA
- Tata Communications
- BT Group

Major Contenders

- AT&T
- Orange Business
- Lumen Technologies
- Proventeq

Aspirants

- Synoptek
- Microland

Market impact (y-axis): Measures impact created in the market — Low to High

Vision and capability (x-axis): Measures ability to deliver services successfully — Low to High

Capability assessment

Illustrative example

Measure of capability: Low ◔ / High ●

Providers	Market impact				Vision & capability				
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
Provider 1									
Provider 2									
Provider 3									
Provider 4									
Provider 5									
Provider 6									
Provider 7									
Provider 8									
Provider 9									

Everest Group's remarks on providers

Illustrative example

Measure of capability: Low ◔ / High ●

Market impact				Vision & capability				
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall

Strengths

- Provider 1's focused and dedicated efforts on end-user adoption and overall change management services resonate effectively with enterprises
- Provider 1 provides a comprehensive portfolio of UCC services, along with tailored offerings, to meet the needs of clients across diverse scales and sizes

Limitations

- Enterprises seeking mature industry-contextual and verticalized solutions or use cases, may not find Provider 1 to be a suitable partner
- Provider 1 should focus on making its portfolio future-ready, as currently, it is heavily skewed toward traditional legacy segments such as telephony

1 Assessments for Lumen Technologies, Microland, and Orange Business excludes service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with buyers

2 Analysis for NTT DATA is based on its capabilities as part of NTT Group (serving businesses outside of Japan)

Source: Everest Group (2024)

Research calendar
Digital Workplace

Reports title	Release date
Digital Workplace Services PEAK Matrix® Assessment 2023 – North America	September 2023
Digital Workplace Services PEAK Matrix® Assessment 2023 – Europe	September 2023
Shifting Gears: Embracing Experience Level Agreements (XLAs) for Experience Excellence	December 2023
Digital Workplace Enterprise Pulse 2024: Top five service providers across North America and Europe delivering superior value	February 2024
Unified Communication & Collaboration (UCC) Specialist Services Peak Matrix® Assessment 2024	**March 2024**
Digital Workplace State of the Market: Trust Loss in the More-with-Less Era	Q1 2024
Unified Communication & Collaboration (UCC) Specialist Services – Provider Compendium 2024	Q2 2024
Conversational AI Platforms for IT Management PEAK Matrix® Assessment 2024	Q2 2024
Conversational AI Platforms for IT Management – Provider Compendium 2024	Q2 2024
Conversational AI Platforms for IT Management State of The Market 2024	Q2 2024
Specialized Workplace Transformations Report	Q2 2024
Digital Workplace Services PEAK Matrix® Assessment 2024 – North America	Q3 2024
Digital Workplace Services PEAK Matrix® Assessment 2024 – Europe	Q3 2024
Digital Workplace Services for Mid-market Enterprises PEAK Matrix® Assessment	Q3 2024
Digital Workplace Services – Provider Compendium 2024	Q3 2024

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