

Unified Communication and Collaboration (UCC) Specialist Services – Provider Compendium 2024

July 2024: Complimentary Abstract / Table of Contents



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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. 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.

The full report includes the profiles of the following 10 leading service providers: AT&T, BT Group, Infosys, Lumen Technologies, Microland, NTT DATA, Orange Business, Proventeg, Synoptek, and Tata Communications.

Scope of this report

Geography: Global

Industry: 10 leading UCC specialist

service providers

Services: UCC specialist services

Overview and abbreviated summary of key messages

In this report, we present the assessment and detailed profiles of 10 UCC specialist service providers.

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 an ongoing analysis of the UCC services market.

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

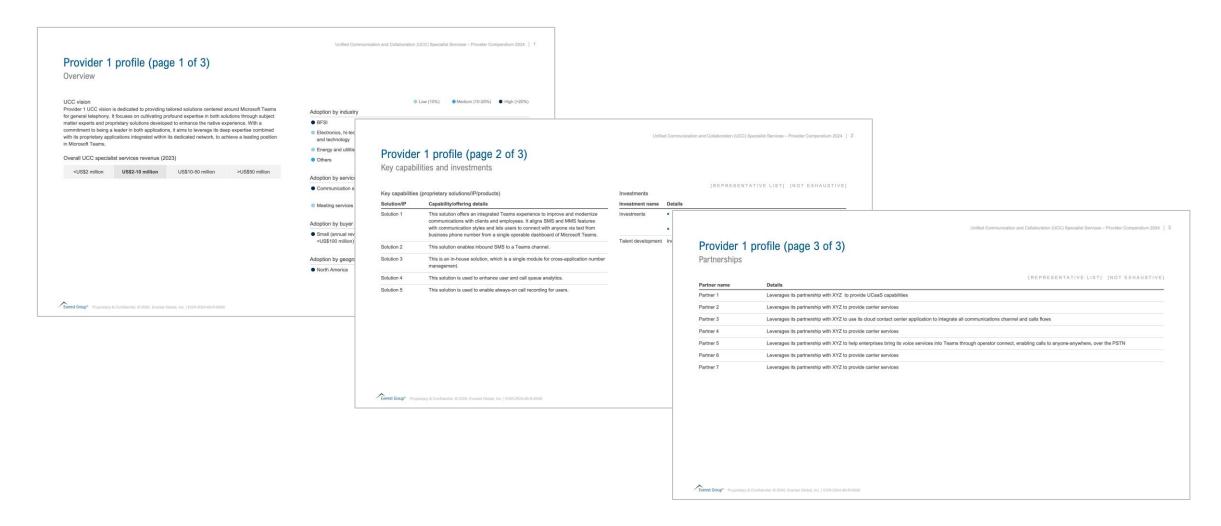
Unified Communication and Collaboration (UCC) service provider capability

- UCC service providers are classified into Leaders, Major Contenders, and Aspirants on a capability-market-impact matrix
- Featured players include Infosys, NTT DATA, and Tata Communications, AT&T, BT Group, Lumen Technologies, Orange Business, and Proventeg, 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

The Unified Communication and Collaboration (UCC) Specialist Services – Provider Compendium 2024 has 10 provider profiles



Research calendar

Digital Workplace

	Published Current release Planned
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
Contextualizing Your Workplace	March 2024
Digital Workplace State of the Market: Trust Loss in the More-with-Less Era	March 2024
Enterprise Playbook to Adopting Copilots	April 2024
Unified Communication and Collaboration (UCC) Specialist Services – Provider Compendium 2024	July 2024
Conversational Al Platforms for IT Management PEAK Matrix® Assessment 2024	Q3 2024
Conversational Al Platforms for IT Management – Provider Compendium 2024	Q3 2024
Digital Workplace Services PEAK Matrix® Assessment 2024 – North America	Q3 2024
Digital Workplace Services PEAK Matrix® Assessment 2024 – Europe	Q3 2024
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