



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

July 2024: Complimentary Abstract / Table of Contents

Provider Compendium
Digital Workplace



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- ▶ Oracle Services
- ▶ Outsourcing Excellence
- ▶ Payer and Provider Business Process
- ▶ Payer and Provider Information Technology
- ▶ Price Genius – AMS Solution and Pricing Tool
- ▶ Pricing Analytics as a Service
- ▶ Process Intelligence
- ▶ Process Orchestration
- ▶ Procurement and Supply Chain
- ▶ Recruitment
- ▶ Retail and CPG IT Services
- ▶ Retirement Technologies
- ▶ Revenue Cycle Management
- ▶ Rewards and Recognition
- ▶ SAP Services
- ▶ Service Optimization Technologies
- ▶ Software Product Engineering Services
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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, Proventeq, 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 Proventeq, 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

Provider 1 profile (page 1 of 3)

Overview

UCC vision

Provider 1 UCC vision is dedicated to providing tailored solutions centered around Microsoft Teams for general telephony. It focuses on cultivating profound expertise in both solutions through subject matter experts and proprietary solutions developed to enhance the native experience. With a commitment to being a leader in both applications, it aims to leverage its deep expertise combined with its proprietary applications integrated within its dedicated network, to achieve a leading position in Microsoft Teams.

Overall UCC specialist services revenue (2023)

<US\$2 million	US\$2-10 million	US\$10-50 million	>US\$50 million
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Adoption by industry

- BFSI
- Electronics, hi-tech and technology
- Energy and utilities
- Others

Adoption by service

- Communication services
- Meeting services

Adoption by buyer

- Small (annual rev <US\$100 million)

Adoption by geography

- North America

Provider 1 profile (page 2 of 3)

Key capabilities and investments

Key capabilities (proprietary solutions/IP/products)

Solution/IP	Capability/offering details
Solution 1	This solution offers an integrated Teams experience to improve and modernize communications with clients and employees. It aligns SMS and MMS features with communication styles and lets users to connect with anyone via text from business phone number from a single operable dashboard of Microsoft Teams.
Solution 2	This solution enables inbound SMS to a Teams channel.
Solution 3	This is an in-house solution, which is a single module for cross-application number management.
Solution 4	This solution is used to enhance user and call queue analytics.
Solution 5	This solution is used to enable always-on call recording for users.

Investments

Investment name	Details
Investments	
Talent development	

Provider 1 profile (page 3 of 3)

Partnerships

Partnerships

Partner name	Details
Partner 1	Leverages its partnership with XYZ to provide UCaaS capabilities
Partner 2	Leverages its partnership with XYZ to provide carrier services
Partner 3	Leverages its partnership with XYZ to use its cloud contact center application to integrate all communications channel and calls flows
Partner 4	Leverages its partnership with XYZ to provide carrier services
Partner 5	Leverages its partnership with XYZ to help enterprises bring its voice services into Teams through operator connect, enabling calls to anyone-anywhere, over the PSTN
Partner 6	Leverages its partnership with XYZ to provide carrier services
Partner 7	Leverages its partnership with XYZ to provide carrier services

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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 AI Platforms for IT Management PEAK Matrix® Assessment 2024			Q3 2024
Conversational AI 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
Digital Workplace Services for Mid-market Enterprises PEAK Matrix® Assessment 2024			Q3 2024

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