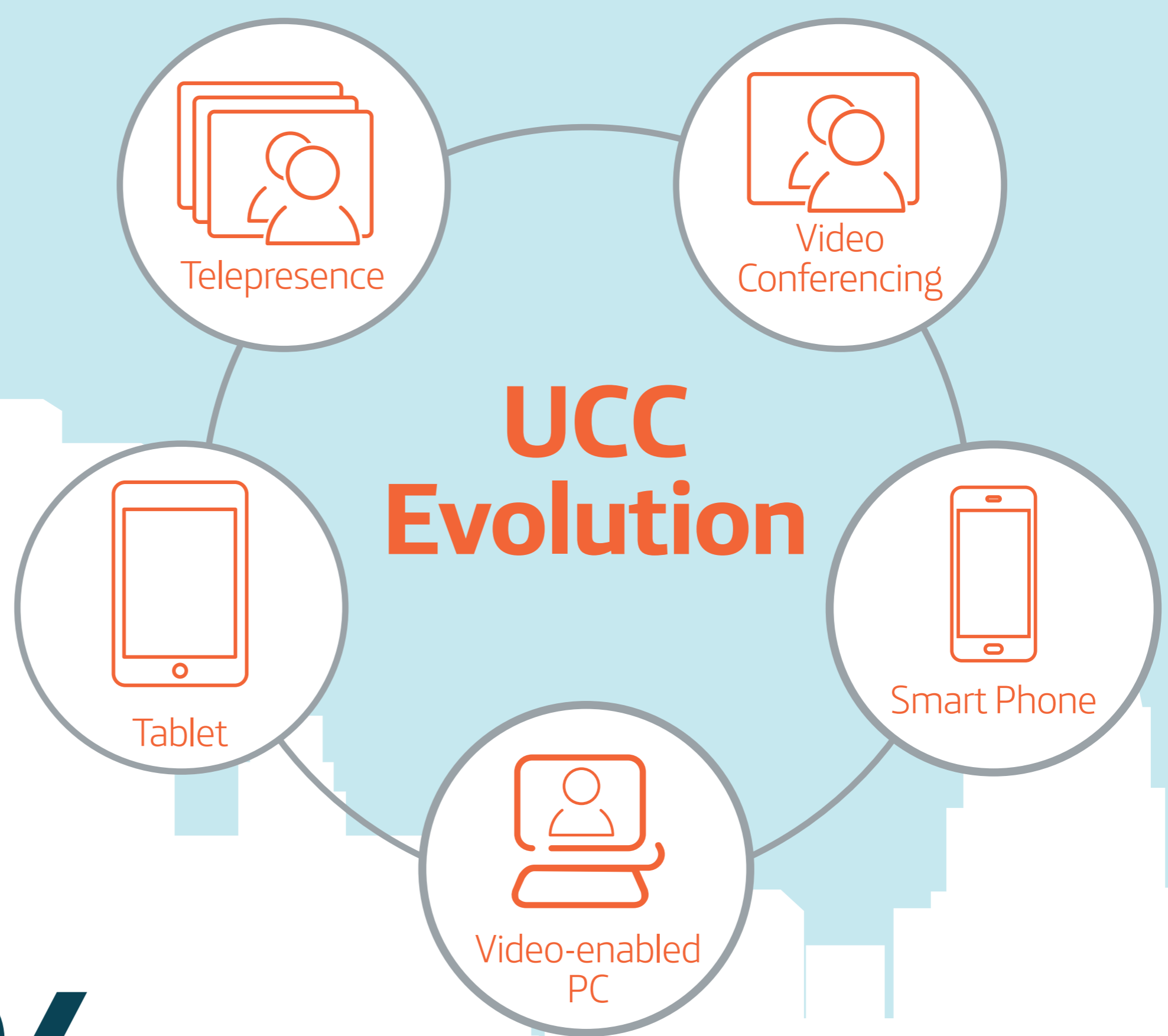


Unified Communications and Collaboration Trends 2018

A better workplace experience_



> In 2018, the emphasis will shift to UC becoming **unified collaboration**, rather than unified communication¹_



73%

 of the **app generation**

expect to use the very latest technologies at work*

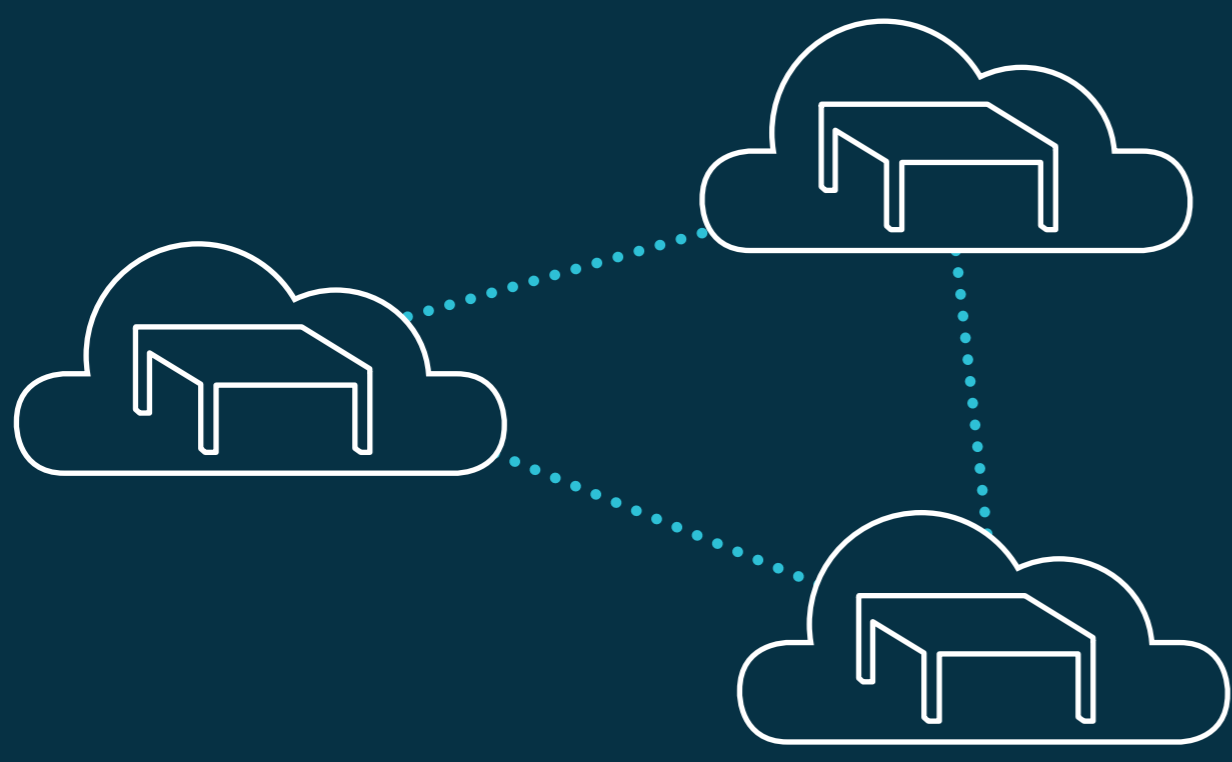
1. www.fuze.com



> 2018 will see continued growth in video deployment_

Lower costs

for hardware and IP connectivity, combined with the availability of cloud based Virtual Meeting Rooms (VMRs)



means **video** is becoming a prevalent communications medium for small businesses²

UCaaS market in EMEA is expected to be worth

\$1.15 bn

 by 2020²

2. www.everyinvestor.co.uk

Voice and video communications will increasingly be **one-to-many**, rather than one-to-one.



Conference calls now represent up to **40%** of all voice traffic in the enterprise³



Call Recording Compliance will take centre stage through 2018³

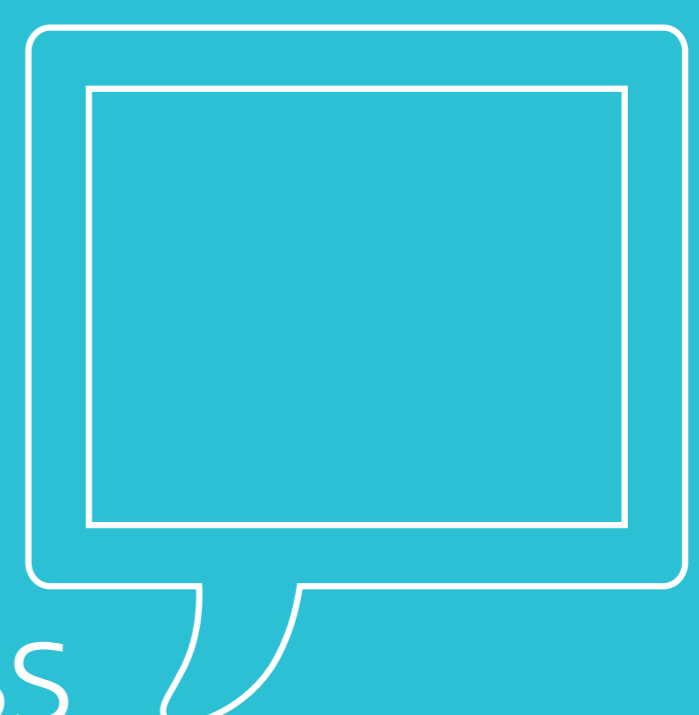
3. www.unified-communications.tmcnet.com

20%

 predicted growth in UCaaS shipments in 2018 for midsize and large enterprises⁴

First generation of business voice assistants

will be put through their paces in 2018 by early adopter enterprises⁴



4. www.itproportal.com