

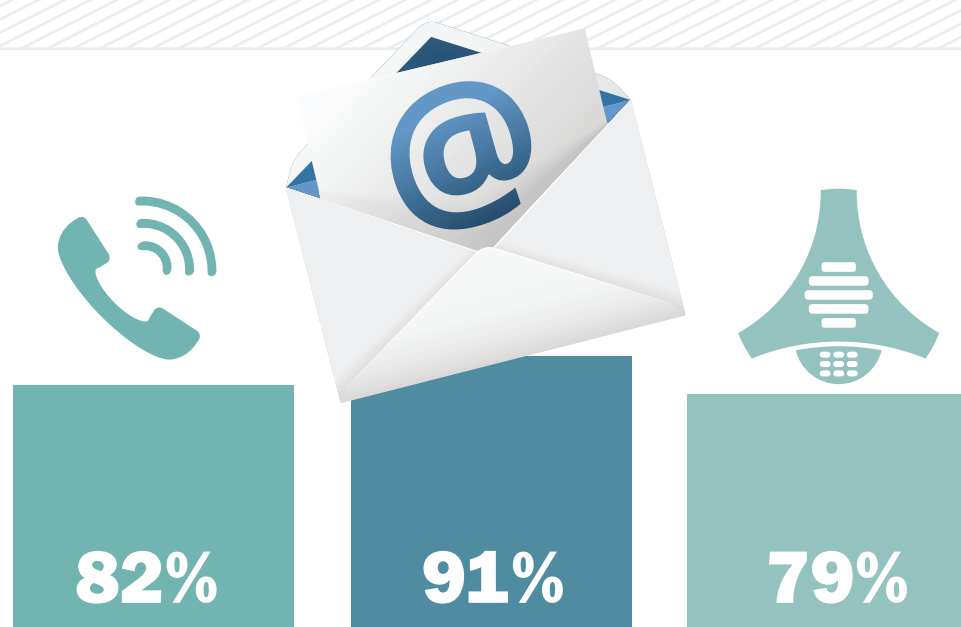
2017 State of Enterprise Communications

learned that team collaboration is poised to pop, while cloud, Internet of Things (IoT), and speech technologies are coming on strong. Within the organization, corporate management direction is the most important factor, while budget represents the biggest challenge to moving forward. ○

THE BASICS

When asked to rate the importance of technologies to their organizations today, respondents indicated that Email is significantly more important and Audioconferencing almost as important as Telephony.

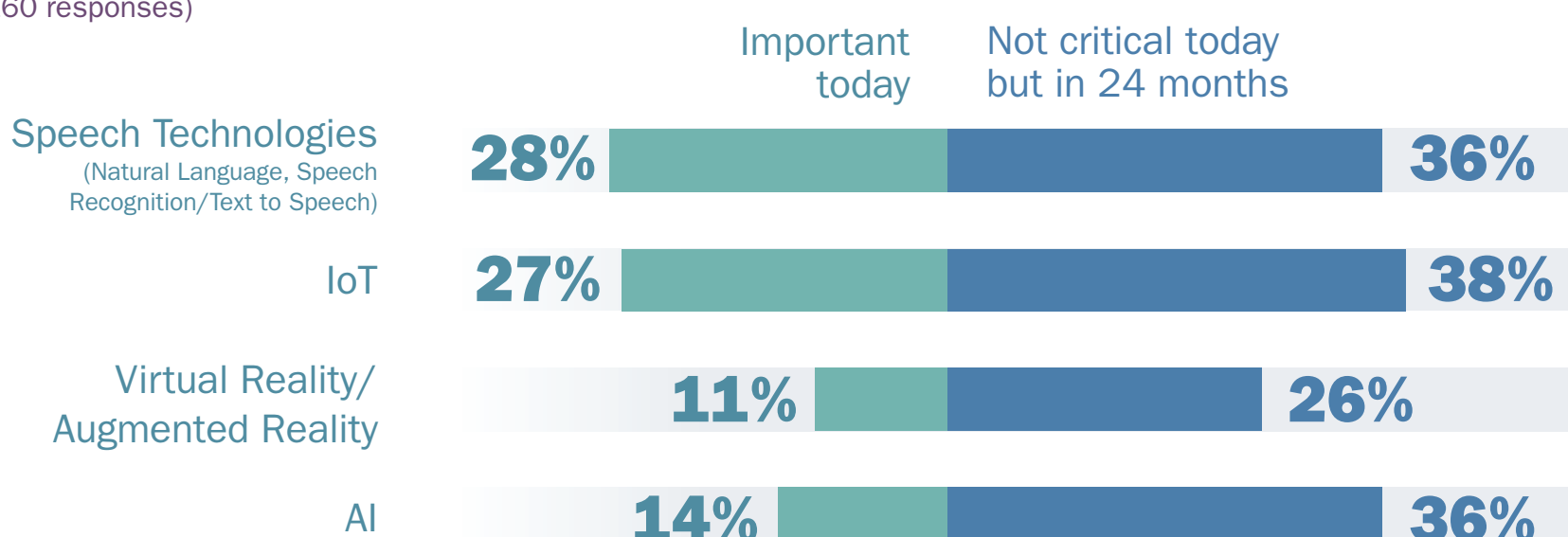
(164 responses)



EMERGING TECHNOLOGIES

IoT and Speech Technologies are about equal in terms of perceived importance today and within 24 months (more than 60% total say each will be critical to their organizations within 24 months). About half say Artificial Intelligence (AI) is either critical today, or will be within 24 months, while in contrast, more than half say that Virtual Reality and Artificial Intelligence (AI) will be at least 24 months away from importance, if ever

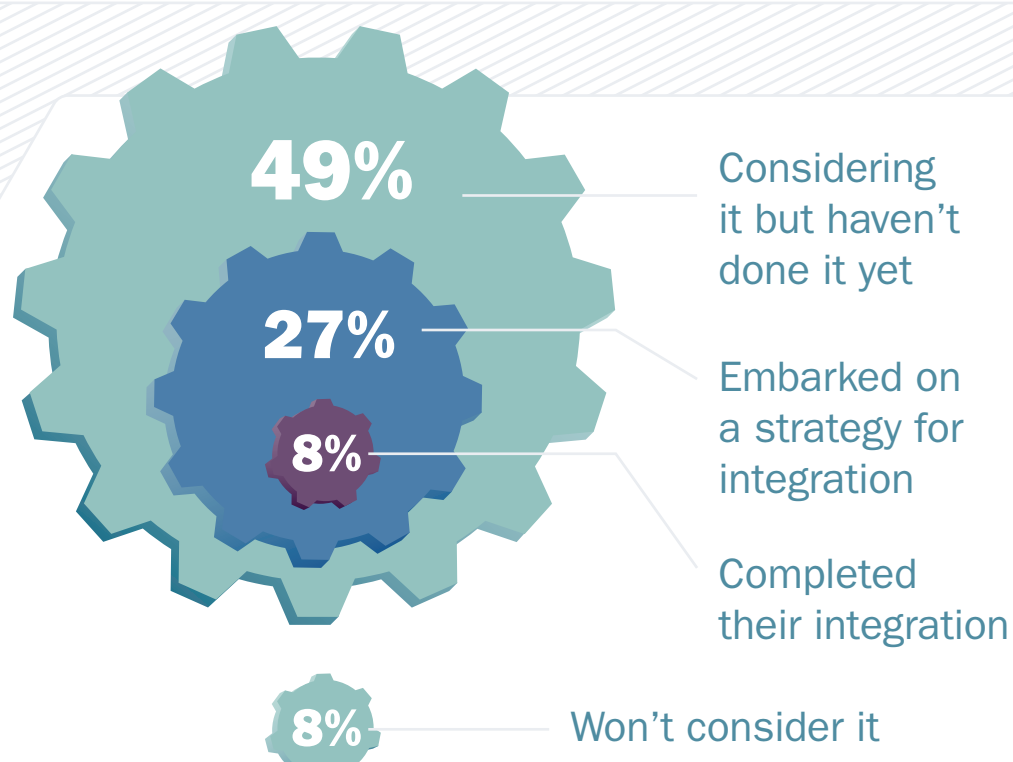
(160 responses)



INTEGRATED COMMUNICATIONS

When it comes to integrating communications and vertical business apps, only a small fraction of respondents said they won't consider doing so.

(156 responses)



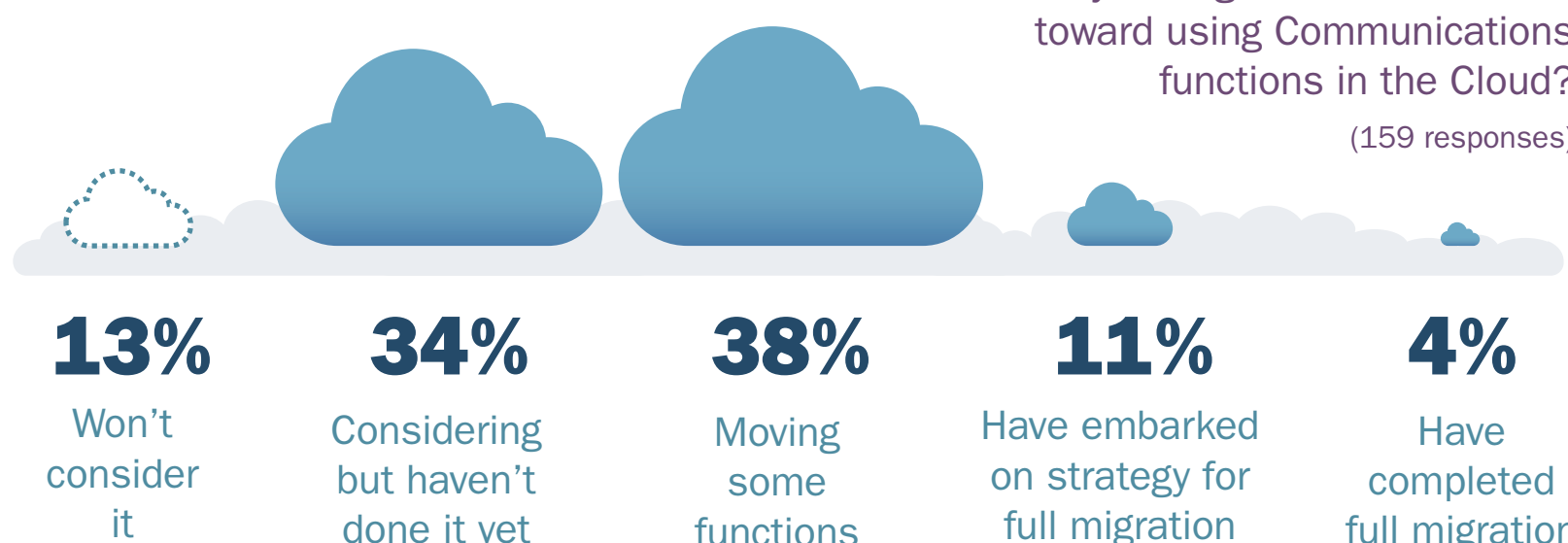
CLOUD ROLLING IN?

More than half (53%) have at least begun moving some Communications functions to the Cloud. Just 13% won't consider it.



What is your organization's attitude toward using Communications functions in the Cloud?

(159 responses)

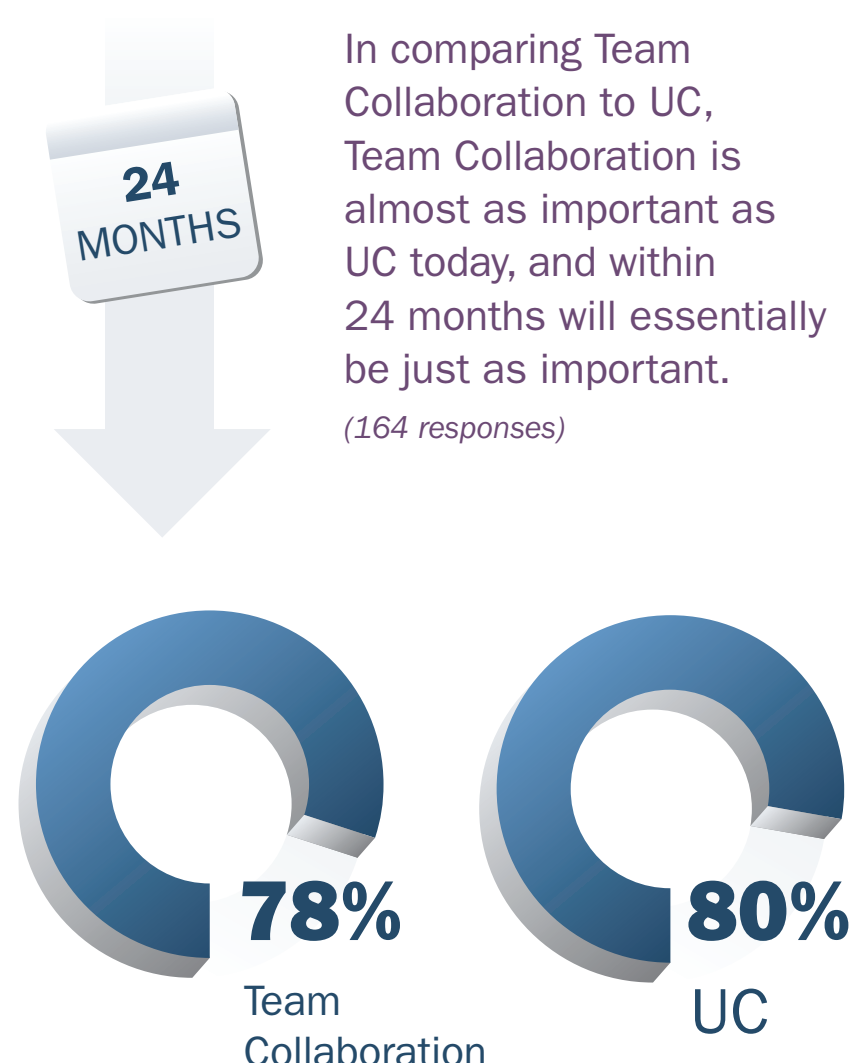


TEAM COLLABORATION RISING



In comparing Team Collaboration to UC, Team Collaboration is almost as important as UC today, and within 24 months will essentially be just as important.

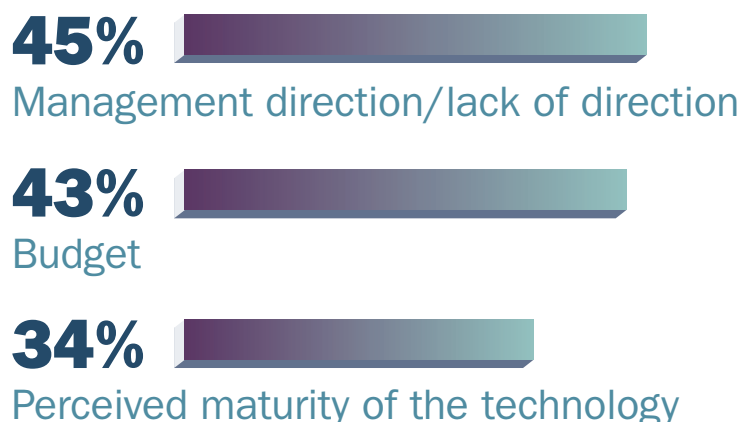
(164 responses)



ORGANIZATIONAL FACTORS

Management Direction or lack thereof is more important than Budget in driving the pace of communications technology strategy

(Top 3 answers; multiple answers allowed / 174 responses)



However, Budget still ranks as the #1 challenge to moving forward with communications technologies ("choose top 2 challenges" / 155 responses)

