

What's Driving Trends in UCaaS

AVAYA
CLOUD OFFICE®
by RingCentral

65%

Cloud adoption is on the rise: nearly 65% of organizations are using cloud services.



Most organizations have more than just calling in their cloud licenses. 57% also have meetings, and 52% have team collaboration.

Top Cloud Adoption Drivers



47%
Cost Savings



46%
Better Scale



28%
More Available Features



24%
Rapid Delivery of New Features

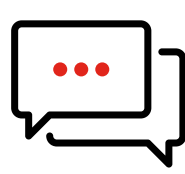


23%
Remote Worker Support

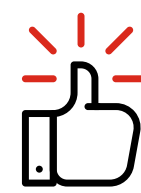
Team Collaboration Apps



Reduce Meetings Required by 23%



Reduce Emails by 12%



Improve Productivity by 13%

In a 40-hour work week, team collaboration is saving employees an average of 5.3 hours.

UCaaS adoption is highest among SMB (up to 2,500 employees)

All statistics from Nemertes The Shift to Cloud Report, Q4 2019

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