

Unified Communications as a Service (UCaaS)

According to Gartner, by 2017, approximately 48% of IT planners expect the cloud to be their primary deployment model for U.C. functionality.



Why do you need it?

Unified Communications offers organizations a cohesive system of communication. It enables employees to better connect with one another, remote offices, and customers, while giving management a better understanding of communication expenditures. Unified communications as a hosted, managed or usage-based solution delivers the added bonus of provider-supported maintenance, customer care, and technical support.



What are the benefits?

- Secure and streamlined communication
- Flexibility and scalability
- Enhanced responsiveness
- Improved workflow and project management
- Effortless reporting
- Reduced upfront capital expenditure (CAPEX) on equipment and software
- Managed updates and security patches
- Built-in support



Services that make up UCaaS

- Email
- Shared calendars
- Business applications portal/intranet integration
- Presence
- Find me, follow me
- Instant messaging/chat clients
- P2P file sharing
- Desktop telephony
- Web and video conferencing
- Mobile IP
- Web RTC (Real Time Communication)



Potential Challenges and Considerations

Some companies are hesitant to move to the cloud and prefer to keep solutions on-prem for several reasons, including security, data and disaster recovery, and business continuity.

With Unified Communications as a Service, as with all cloud-based solutions, the provider takes on the task of updating software. With UCaaS, your internal IT team doesn't have to manage time consuming updates or security patches. As in-house systems reach end of life, cloud-based solutions adapt with better and more enforced security and privacy policies. In the event of a disaster, UCaaS allows employees to stay in touch with whatever devices are available. Disaster Recovery is often one of the biggest reasons to look at a cloud UC solution.



The bottom line

There is no denying the importance of communication convergence. Many businesses are transitioning to cost efficient, end-to-end, single provider solutions and overall, less vendors to manage.

We offer UCaaS through these service providers:

To get a full list of recommended providers, contact us today!

Contact Info Here:
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