

Unified Communications 2007

Top Line Results



A total of 160 senior communications professionals working for the UK's larger companies and corporations took part in the telephone survey during June and July 2007 to produce the Unified Communications 2007 Report.

Key Results

- 8 in 10 organisations have converged core and local area networks but workforce mobility is limited with deskbound workforces the norm
- A half of all companies have implemented voice, data and video across their converged infrastructure
- 9 in 10 were aware of Unified Communications (UC) and had a good understanding of the term
- Two thirds of organisations planned to implement at least one element of UC
- Main benefits were increased efficiency, reduced costs and real-time collaboration while the main challenges were skills, security and technology maturity
- One quarter of organisations had plans for a FMC solution and saw the benefits as better inter-company communication
- The main business challenge was business reorganisation while the ICT function was focused on upgrading and integrating communications across the business
- The best organisations to deliver UC solutions were seen to be Fixed Operators and Systems Integrators
- More information needed on technology & infrastructure, cost / quality and practical applications

CMA is the single most important user organisation influencing the UK business communications market:

Key Findings: Profile

- 36% of respondents were from organisations of more than 10,000 employees
- 39% were from organisations which had 50+ sites in the UK
- 79% of organisations have centralised ICT functions
- Workforce mobility is limited with 70% having predominantly deskbound workforces
- 83% have implemented a converged core network
- 82% have implemented a converged LAN infrastructure
- 71% have implemented voice and data across the converged infrastructure
- 50% have implemented video across the converged infrastructure
- 23% have started to converge mobile users onto the converged infrastructure

CMA members report:

Key Findings: Awareness - 90% were aware of the term Unified Communications of which, 92% had at least a 'good' understanding of the term, 33% had an excellent understanding

Key Findings: Deployment plans - 63% of organisations plan to deploy an element of Unified Communications: i.e. Unified Conferencing = 47%, Unified Instant Messaging = 41%, Unified Collaboration = 36%, Unified Presence = 24% and 34% have no plans with the main reason being that there was no business demand

Key Findings: Main benefits - The single most important benefit was seen as reduced cost/cost saving (24%); in aggregate increased efficiency was mentioned by 51% as a main benefit

Key Findings: Main challenges - A lack of skills (17%), costs (14%) and security (11%) were cited as the main challenges when implementing a UC solution

The full Unified Communications Report was published in October 2007. For enquiries please contact: Glenn Powell or Rebecca English Tel: 01372 361234, Email: cma@thecma.com

About CMA:

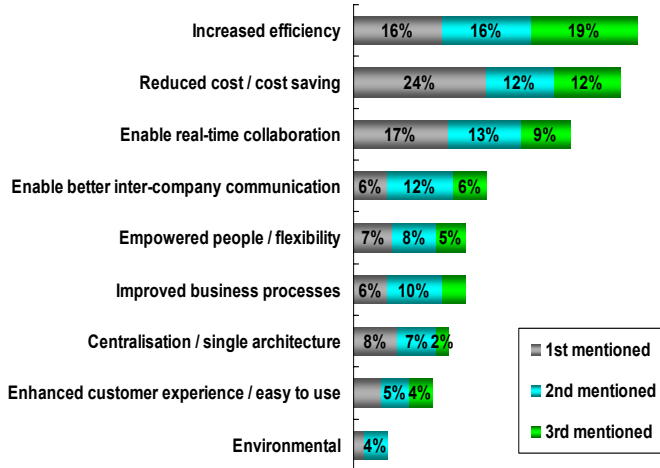
CMA, Communications Management Association, is the UK's premier business communications user association. It represents individuals who have responsibility for or manage private communications systems in commerce, industry and the public sector. CMA is a registered charity and a Company Limited by Guarantee. Its individual members are drawn from the ranks of the top businesses and corporations across UK public and private sectors. More information can be found at <http://www.thecma.com>

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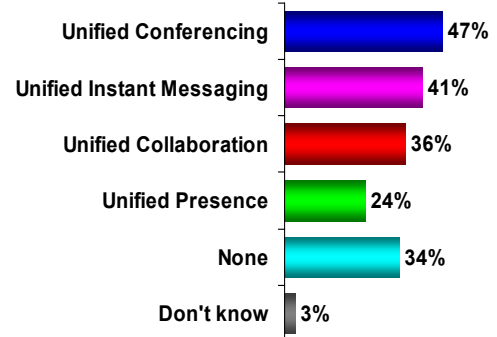
Sample Charts



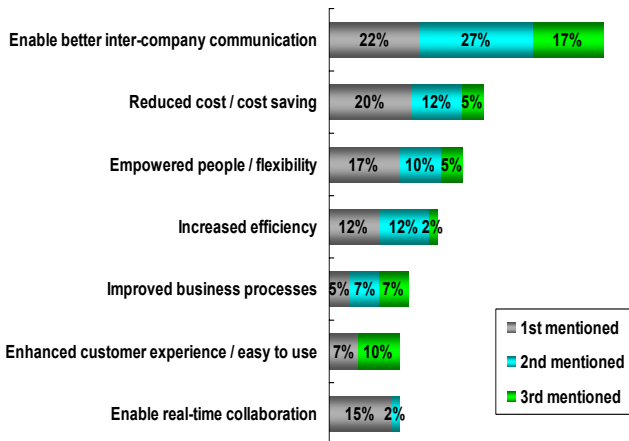
Main benefits of Unified Communications



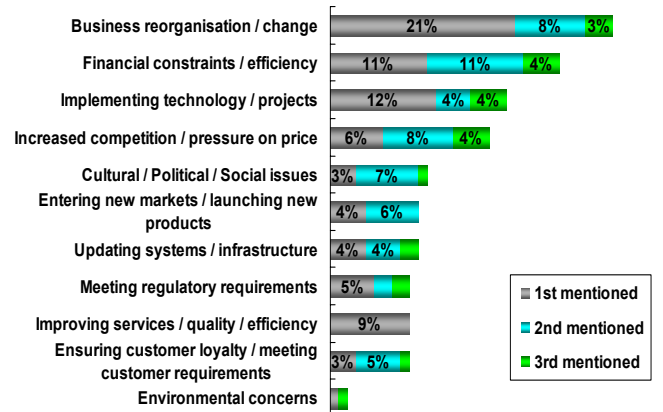
Deployment plans



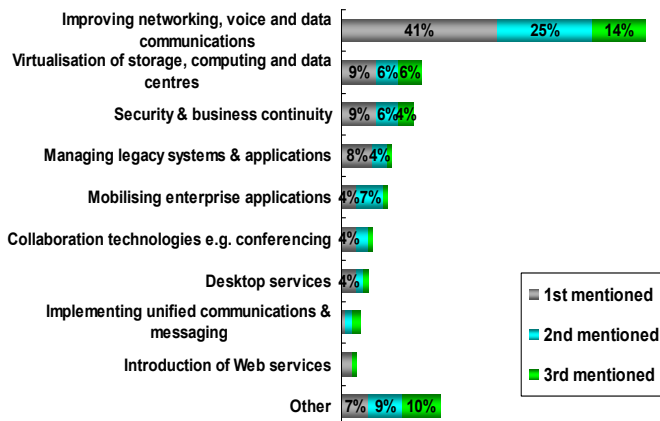
Benefits of Fixed Mobile Convergence



Main challenges facing organisations



Main technological focus areas



Information required on UC and FMC

