



## **IDC MarketScape Provides an Assessment of Worldwide Unified Communications and Collaboration Vendors for 2019**

**FRAMINGHAM, Mass. July 12, 2019** – International Data Corporation ([IDC](#)) today published a new vendor assessment for 2019 featuring nine vendors in the worldwide unified communications and collaboration (UC&C) market. The [IDC MarketScape](#) report positions four vendors (Avaya, Cisco, Microsoft, and Mitel) as "Leaders" in the UC&C market for 2019 in addition to five vendors positioned as "Major Players" (Alcatel-Lucent Enterprise, Google, Huawei, NEC, and Unify).

"Decisions are past due for many organizations that have not yet migrated their legacy voice platforms (i.e., analog, digital, TDM) to new IP telephony, VoIP, or UC&C solutions. Organizations should have already planned for this fundamental shift in business communications," according to [Rich Costello](#), senior research analyst, [Unified Communications & Collaboration](#) /Enterprise Communications Infrastructure at IDC. "This IDC MarketScape can assist in the UC&C vendor selection process. Executives, IT staff, and line-of-business personnel can leverage this research to help in developing a short list of suppliers for their UC&C deployment projects."

Recent IDC forecast data highlights that the worldwide UC&C market is expected to increase to \$48.3 billion in 2023, representing a 7.1% compound annual growth rate (CAGR) for the 2019-2023 period. IDC is seeing interest in unified communications and collaboration solutions among customers across all business segments now, including enterprise-size organizations. This interest is being driven by a combination of advances in technology, applications, and deployment choices.

This IDC research presents critical success factors for the global UC&C market, in the short term and long term, along with illustrating how technology suppliers fair against those success factors. The visual graphic, vendor profiles, buyer guidance, and related research in this IDC MarketScape can provide insight to help executive, IT staff, and line-of-business (LoB) personnel develop a short list of potential vendors for their UC&C deployment project(s).

The report, [IDC MarketScape: Worldwide Unified Communications and Collaboration 2019 Vendor Analysis](#) (Doc #US45331319), presents a vendor assessment of the unified communications and collaboration market through the IDC MarketScape model. Buyer input was used to generate this research, including feedback from participating vendors' customers.

This assessment discusses both quantitative and qualitative characteristics that explain a vendor's success in this market. With a focus on the worldwide UC&C market, the evaluation is based on a comprehensive and rigorous framework that assesses vendors relative to the criteria and one another and highlights the factors expected to be the most influential for success in the market in both the short term and the long term.

### **About IDC MarketScape**

[IDC MarketScape](#) vendor analysis model is designed to provide an overview of the competitive fitness of IT, telecommunications, or industry-specific suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market.

IDC MarketScape provides a clear framework in which the product and service offerings, capabilities and strategies, and current and future market success factors of IT, telecommunications, or industry-specific vendors can be meaningfully compared. The framework also provides technology buyers with a transparent foundation to allow companies to independently compare the strengths and weaknesses of current and prospective vendors.

For more information about IDC MarketScape, please contact Karen Moser at [kmoser@idc.com](mailto:kmoser@idc.com).

### **About IDC**

International Data Corporation (IDC) is the premier global provider of market intelligence, advisory services, and events for the information technology, telecommunications, and consumer technology markets. With more than 1,100 analysts worldwide, IDC offers global, regional, and local expertise on technology and industry opportunities and trends in over 110 countries. IDC's analysis and insight helps IT professionals, business executives, and the investment community to make fact-based technology decisions and to achieve their key business objectives. Founded in 1964, IDC is a wholly-owned subsidiary of International Data Group ([IDG](#)), the world's leading media, data and marketing services company. To learn more about IDC, please visit [www.idc.com](http://www.idc.com). Follow IDC on Twitter at [@IDC](#) and [LinkedIn](#).

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IDC is the premier global provider of market intelligence, advisory services, and events for the information technology and telecommunications industries. IDC helps IT professionals, business executives, and the investment community make fact-based decisions on technology purchases and business strategy. Over 775 IDC analysts in 50 countries provide global, regional, and local expertise on technology and industry opportunities and trends. For more than 40 years, IDC has provided strategic insights to help our clients achieve their key business objectives. IDC is a subsidiary of IDG, the world's leading technology media, research, and events company. You can learn more about IDC by visiting <http://www.idc.com/>.

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