Six Things SMBs Must Know **About Collaboration**

Cloud, Hybrid, And Premises-Based Deployments Spell The Future Of Collaboration

Small and medium-size businesses (SMBs) are actively expanding use of unified communication (UC) technologies

Have implemented unified 19% communications

42% Are expanding or upgrading their implementation

Are planning to implement in 36% the next 12 months



SMBs with a mature approach to UC drive business goals:



operational efficiency 73%

Improving

Better secure



66%

revenue



expectations

What's driving UC investments?

Reduce costs 57%

information/data 45%

Collaborate with clients, business partners, 42%

suppliers Improve collaboration

42% across offices/remote office locations Promote a more flexible

41% work environment

reliability of the

of the client

Lack of resources

59%

31%

24%

of organizations deploy UC on-premises or

Performance and

Top 5 UC deployment challenges*:

in a hybrid environment.

technology **Complex configuration** 29%

27% **Compatibility issues** with business apps

Pushback from end 23% users

Deployment models continue to shift

35% of current on-premises deployments will shift to cloud



of current cloud deployments 23% will shift to hybrid configurations.

or hybrid.



17% of current hybrid deployments will shift to the cloud.

Methodology

In this study, Forrester conducted an online survey of 606 IT and business

EMEA, APAC, and Brazil.

decision-makers in companies with 20 to 999 employees in North America,

Base: 606 IT and business decision-makers at small and medium-size businesses within North America, EMEA, APAC, and Brazil

*Base: 359 IT and business decision-makers with hybrid or on-premises UC

deployments Source: A study conducted by Forrester Consulting on behalf of Cisco, January

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