Post COVID look at collab tools usage and spend

Research conducted among 1,000+ high-level business and technology executives to better understand enterprise perception of security and privacy considerations in the evaluation of collaboration solutions.

Post COVID impact on vendor rankings

Post COVID look at collab tools usage and spend

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The most important UC&C Features*

Top 5 Most Important UC&C Features’ today in Enterprise Collaboration

61%

74%

Said they only trust collab providers that are proactive and transparent regarding security issues or threats to private data

88%

93%

Importance of trust in Collaboration Providers

Since COVID both ENT & SMB are more likely to decide what collab tools employees use...

56%

44%

Let their teams choose the collaboration tool of their choice

Over 12 months in Enterprise Collaboration

Cisco Webex

Microsoft Teams

Cisco Jabber

Microsoft Teams

53%

58%

58%

52%

49%

49%

43%

40%

39%

Which of these vendors would you consider the TOP MOST* security conscious?

How strongly do you agree the following UC&C vendors provide true end-to-end encryption of unified messaging services?

PRE-COVID

POST-COVID

Zoom

Slack

Logitech

Poly

BlueJeans

Fuze

Cisco Webex

Microsoft Teams

IBM Cloud

Zoom

Slack

Logitech

Poly

BlueJeans

Fuze

Cisco Webex

Microsoft Teams

IBM Cloud

**Top 5 Most Important UC&C Features’ today in Enterprise Collaboration**

- Security of Data
- Interoperability with other systems
- Security of Data
- User Experience & Friendliness
- Privacy Considerations

**Most Security Conscious Rankings**

Tier 1 Vendors

- 75% Ranked below
- 75% Average ranking

Tier 2 Vendors

- 16% Average ranking
- 4.5% or more for 9 Vendors

*choice of 14 features

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