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Unified Communications as a Service (UCaaS) in a Nutshell



The Surge in UCaaS Adoption

UCaaS is about providing businesses top-tier communications technology without the hassle of setting up or maintaining the infrastructure. In the last few years, it has seen massive adoption – for good reason.

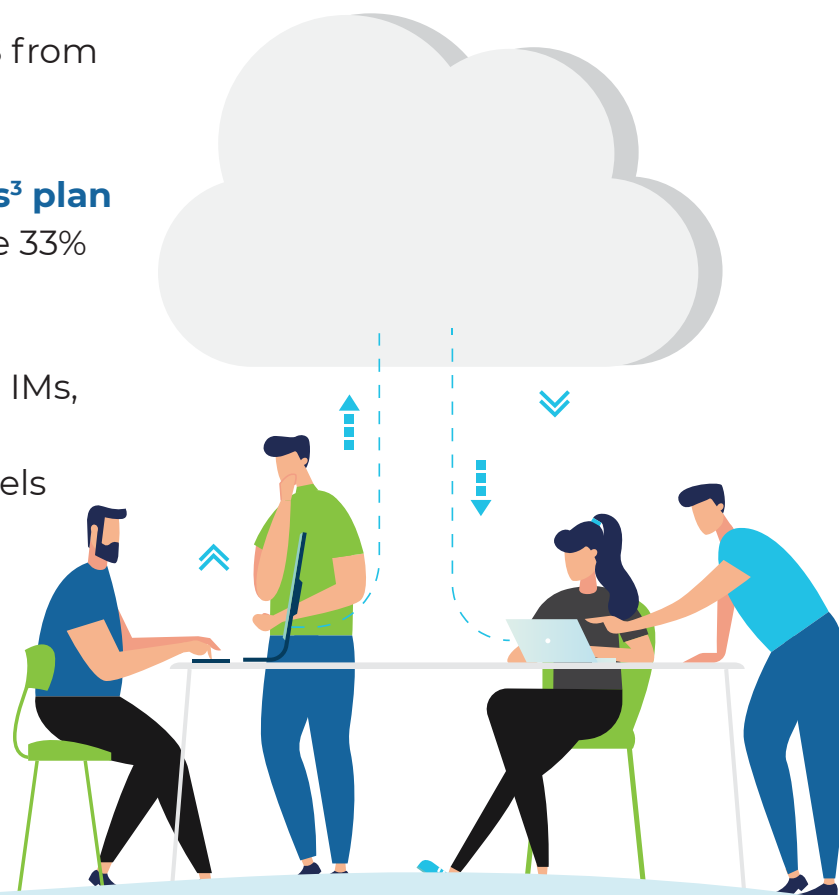
- Customer **interest in UCaaS spiked 86%**¹ amidst the COVID-19 pandemic.
- **42% of companies**² are making the switch to cloud and UCaaS from traditional systems.
- A survey from Frost and Sullivan shows that **38% of businesses**³ **plan to move their communication technology to the cloud**, while 33% have already switched to the cloud.

UCaaS brings all major communication modes such as telephony, IMs, emails, and video conferencing under a single banner. It helps businesses connect with their customers through multiple channels and improves overall productivity. Read on to discover what opportunities for growth businesses witness with UCaaS.

1. <https://www.computerweekly.com/news/252486292/Unified-communications-experiencing-fastest-growth-ever-in-the-midst-of-Covid-19>

2. <https://getvoip.com/blog/2020/07/10/state-of-uc-2020/>

3. <https://www.frost.com/frost-perspectives/baby-its-cold-outside-but-the-ucaas-market-is-hot/>



Pre-UCaaS Meant **Inefficiency Run Rampant**

- According to a survey done by RingCentral, **70% of respondents¹ mention communication inefficiency** as a barrier to productivity.
- The same research says that employees have to **switch between 10 apps an hour** to handle customers on all fronts.
- **Companies lose \$42.6 million each year** in lost productivity² because of inefficient communications.

Not having the right methods of communication can hurt your business. With UCaaS, employees have access to a faster and more intuitive way to connect with customers and each other.

1. <https://www.uctoday.com/unified-communications/unified-communications-statistics/>

2. <https://www.holmesreport.com/latest/article/the-cost-of-poor-communications>



UCaaS Costs Less in the Long Run

Cost savings when switching to UCaaS from legacy phone systems come in more ways than one.

- UCaaS comes with a monthly flat rate instead of charging based on minutes.
- The upfront costs are significantly lower since you don't need to purchase infrastructure.
- Since the service provider takes care of managing the technology, you no longer invest in hardware or software upgrades.



No Barriers to Communication – **Ready for Remote Work Models**

With remote work on the verge of becoming the norm for most businesses, traditional lines of communication no longer provide the necessary connected environment for employees. UCaaS, however, leverages the cloud to enable effective and efficient communication anytime, anywhere.

With UCaaS,

- You can set up remote work environments for employees without investing in additional hardware.
- Your employees have access to advanced features and communications tech across all their devices, allowing them to be more productive and happier in their jobs.
- Your employees can host on-demand video meetings, share documents, and improve project visibility while working in a remote environment.



Take Productivity **to the Next Level**

UCaaS allows employees to be more productive as the system brings multiple communication channels into one system, eliminating the need to switch between apps.

- Another study showed **87% of remote team members feel much more connected** with video conferencing.
- With access to effective collaboration tools, your teams remain engaged and productive.
- With fewer apps and streams to manage, employees can focus on what matters the most.



Empower Your Employees to Do More

UCaaS is bringing a tremendous uptick in employee productivity for organizations globally. A study¹ conducted by Evolve IP shows that with UCaaS:

72%
of users
experienced
higher
productivity.

91%
of the
respondents
experienced
better
collaboration.

88%
of respondents
were better at
problem-
solving.

1. <https://www.uctoday.com/unified-communications/ucaas/ucaas-statistics-the-future-of-remote-work/>

Scalability and Flexibility at the Heart of UCaaS



With UCaaS, you see flexibility by building on top of existing apps for a better user experience.



Add or remove users anytime.



Pay only for the services you use.



Scale the UCaaS stack across your organization as you grow.

UCaaS Is the Present and the Future of Enterprise Communications

UCaaS is now more popular than ever. The chances are that your competitors are already making a move and reaping the benefits of UCaaS.

- Worldwide UC Market¹ **grew by 29.2%** YoY in Q4 of 2020 and 24.9% throughout 2020.
- On-premise communication deployments in 2021 can be about **57% more expensive² than UCaaS** deployments.
- **74% of business CFOs³** say that cloud will play a significant role in their company's transformations.

1. <https://www.idc.com/getdoc.jsp?containerId=prUS47572421>

2. <https://www.impactmybiz.com/blog/8-reasons-your-business-needs-a-ucaas-platform/>

3. <https://www.uctoday.com/unified-communications/ucaas/ucaas-statistics-the-future-of-remote-work/>



Why Firefly?

Firefly has connections with esteemed UCaaS providers including RingCentral, 8×8, and Vonage, in addition to a prominent partnership with AT&T. We can introduce video conferencing and tie it into UCaaS with WebEx, Zoom, and Microsoft Teams.

We also offer:



Workflow
Management –
Project Management
/ Screen Sharing



Communication –
Chat / File Sharing /
Messaging



Contact Center as a
Service – Call Center
Management

With Firefly, you don't just get advanced communication technology, you get an expert who actively listens to your needs and wants and tailors a solution accordingly.

Let's **Get in Touch!**

At Firefly, we strive to make communication and collaboration easier for businesses. With a cutting-edge UCaaS system, you can service more customers, achieve higher employee productivity, and reduce your communications costs.

Partnering with industry leaders, we are on the bleeding edge of cloud communication methods. **Connect with our experts** to know more about how to unlock more effective communication for your business.



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