

User Plans for Integrated Collaboration Services with Unified Communications

Point9 User Group CSP/UC Survey

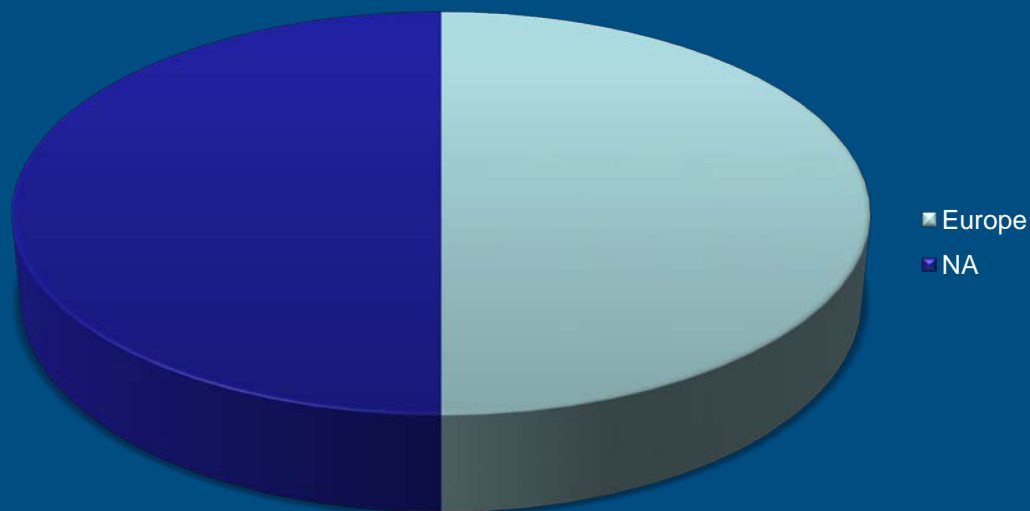
- What CSP & UC solutions are Enterprises using today and what are their plans for tomorrow?
- Survey of European and NA Point9 members
- Conducted March 2010
- 44 Respondents
- Here are the results

Demographics



Point9 User Group CSP/UC Survey

Respondents Location



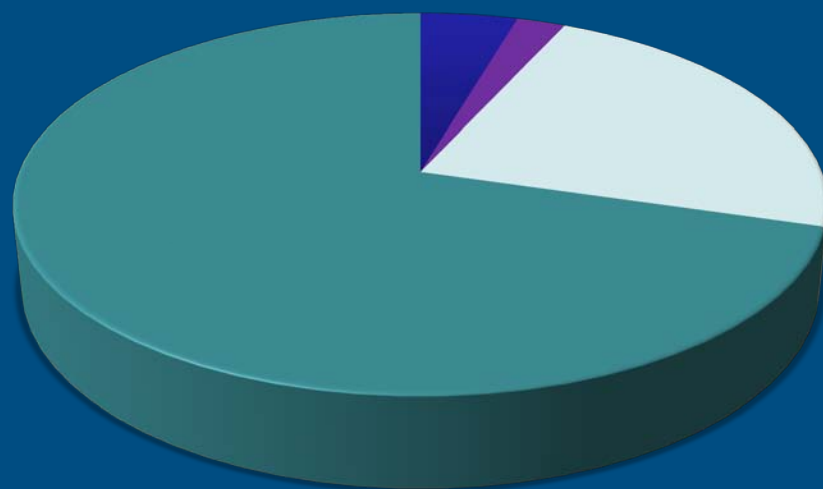
44 Respondents

– 22 NA

– 22 EU

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Size of Enterprise



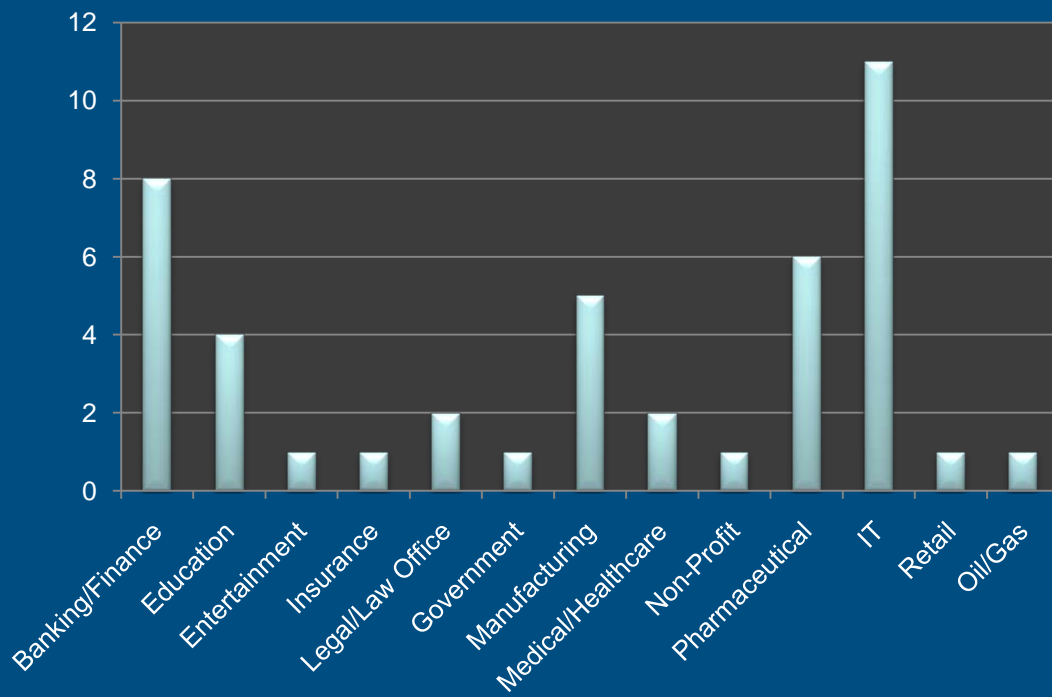
- <250
- 250-1,000
- 1-10,000
- >10,000

70% in enterprises > 10,000 staff

- 23%: 1,000-10,000
- <7%: <1,000

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Verticals



Predominant Verticals:

- IT: 25%
- Banking/Finance: 18%
- Pharmaceutical: 14%
- Manufacturing: 11%

Results

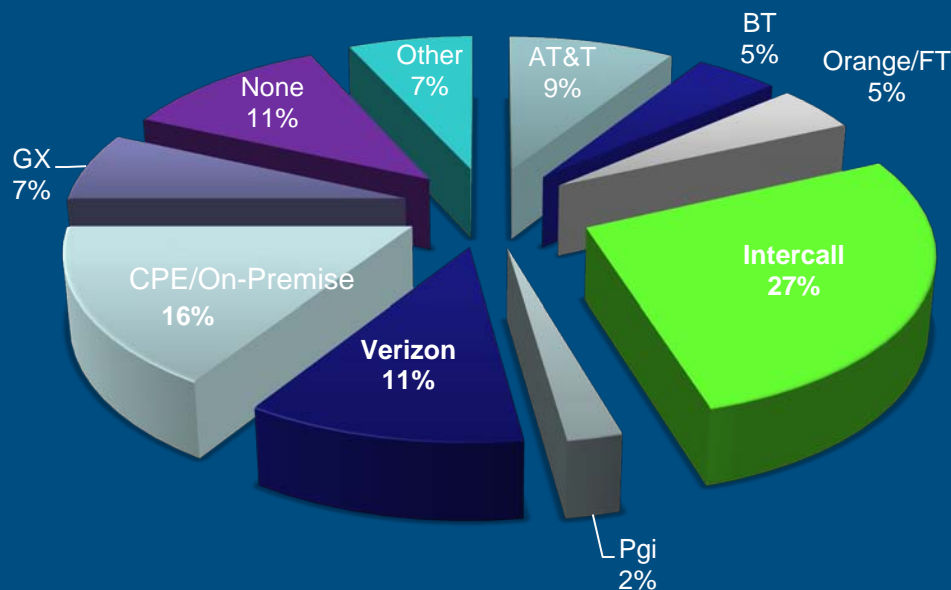


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Results: Q1

Who is your current CSP provider?

Current CSP Provider



The 'Big' Three:

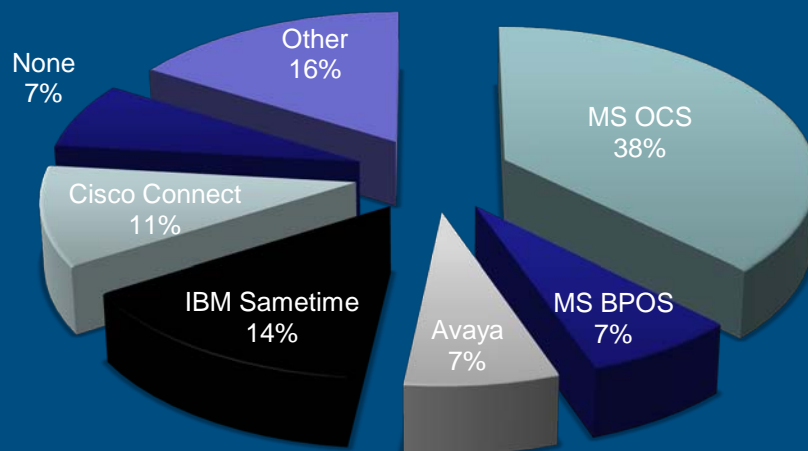
1. Intercall (27%)
2. CPE/On-Premise (16%) + 'None' (11%)
3. Verizon (11%)

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Results: Q2

'Is your organisation currently using or planning to use (in the next 12 months) any of the following UC services?'

Current UC Provider



45% of Enterprises use MS

'Other' includes:-

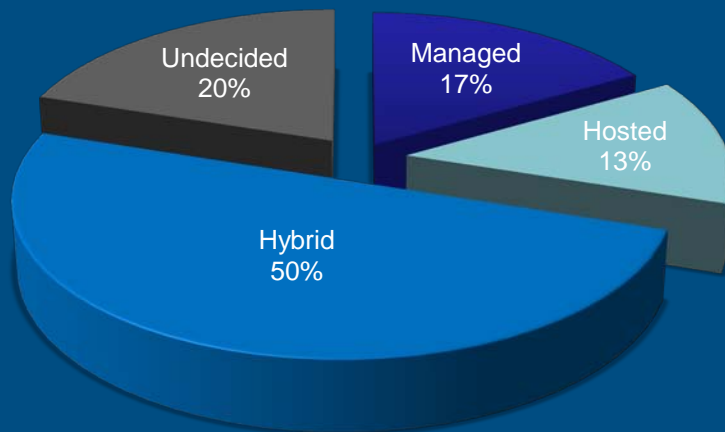
- WebEx
- Nortel
- Google
- Adobe

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Results: Q3

'If you are currently using or planning to use UC solutions from a vendor, are they/will they be on-premise (CPE), managed, hosted or hybrid?'

Managed, Hosted, CPE or Hybrid?



NO Enterprises indicated they are using/will use a CPE-only solution

Respondents additional comments:

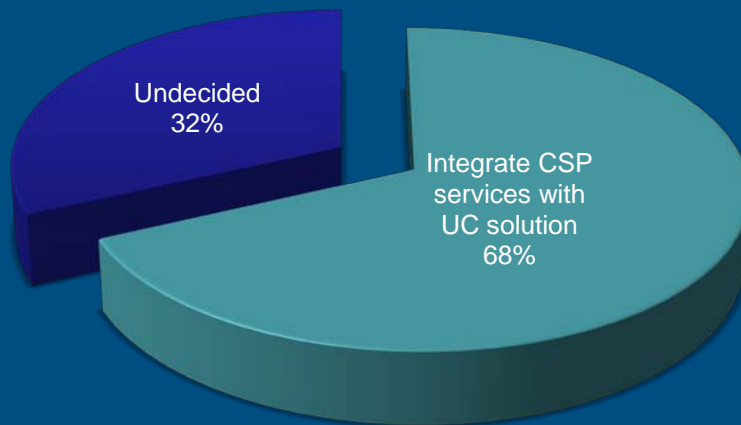
1. 'Internal :OCS
External: Arkadin (audio) + WebEx'
2. *CPE is the current direction. Could easily swing to hosted in the next 6-12 months as we proceed'*
3. *Strongly dependent on the results of ongoing investigations. Not yet decided.*

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Results: Q4

'My organisation intends to integrate our existing CSP Services with our UC solution?'

CSP/UC - Integration or stand-alone?



Respondents additional comments:

- 1. The present voice conf solution is more cost efficient (TCO including call-in/call-out costs) for our use. Many users use voice only over a mobile, often and unpredictably. Two systems also provides additional redundancy plus another channel for peer-to-peer support in case of any issues.'*
- 2. We are looking for an integrated solution, combining existing HD video conferencing, Telepresence and OCS. Our goal is to combine a multi-vendor infrastructure, namely Polycom, Tandberg, Cisco and Microsoft. Our current Desktop Video system will most likely be replaced.*
- 3. We may go to RFP to find a vendor that can provide stronger integration.*
- 4. Our goal is to use the best of breed method to decide which components make up or solution set. This will depend on integration capabilities of solutions.*
- 5. We plan to integrate our SCOPIA Desktop solution with OCS.*

Conclusions

- MS & IBM continue to dominate the UC space
 - and this is unlikely to change
- 50% or more of respondents state they will implement a mix of managed, CPE based and hosted UC solutions
- No respondent believes they will have disparate CSP and UC solution sets
 - 68% clearly see integration as their future
 - 32% are undecided
- Enterprises looking to evaluate UC solutions find it easy to do this using hosted services. Quick to pilot and no CapEx. This may lead to the implemented solution being CPE/Managed
- The survey clearly indicates that the major enterprise intends to integrate their CSP services with their current or future UC solutions. Get in the game now or lose out!



Thank You



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