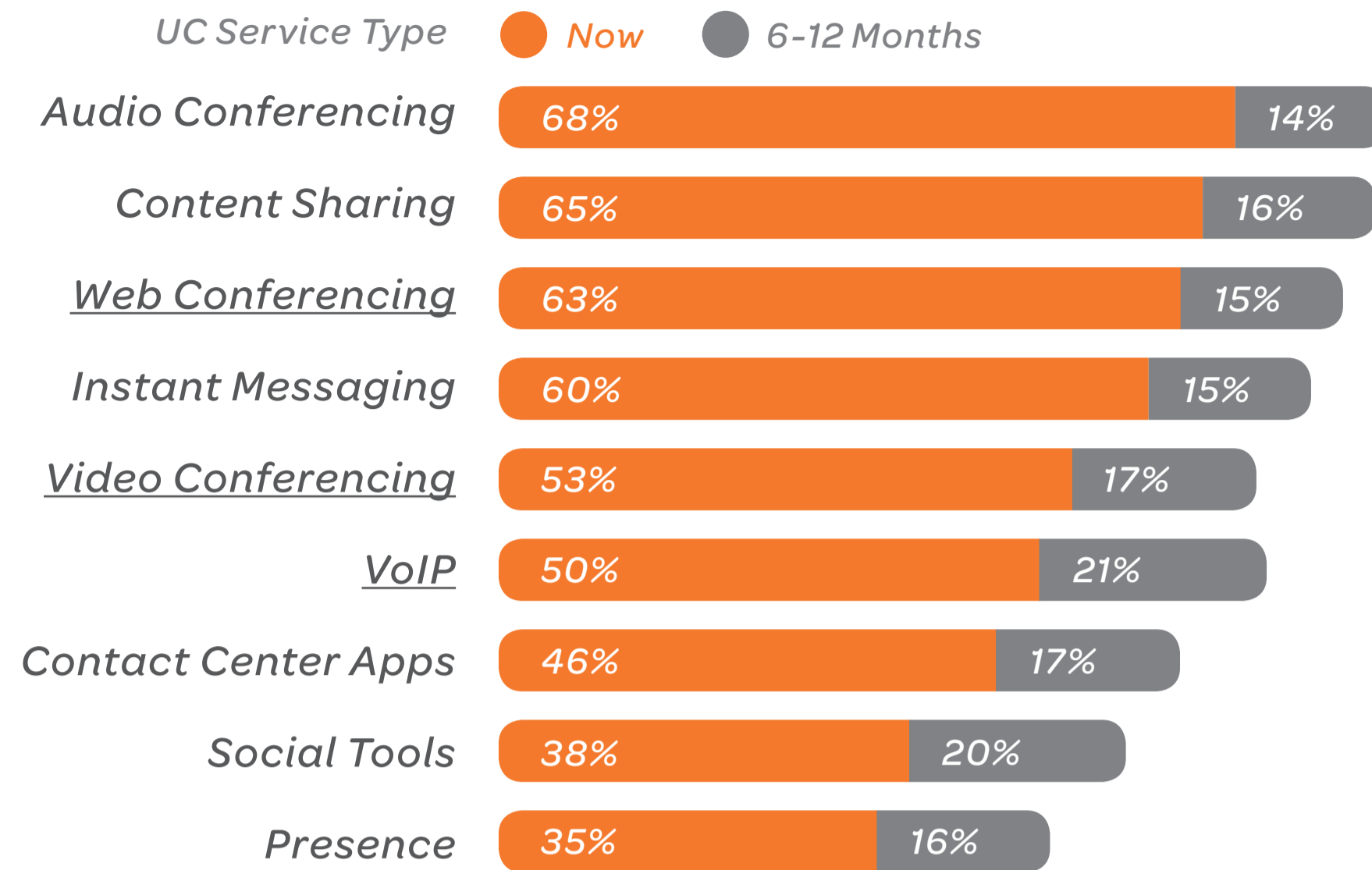


AT&T Global Unified Communications & Collaboration Survey

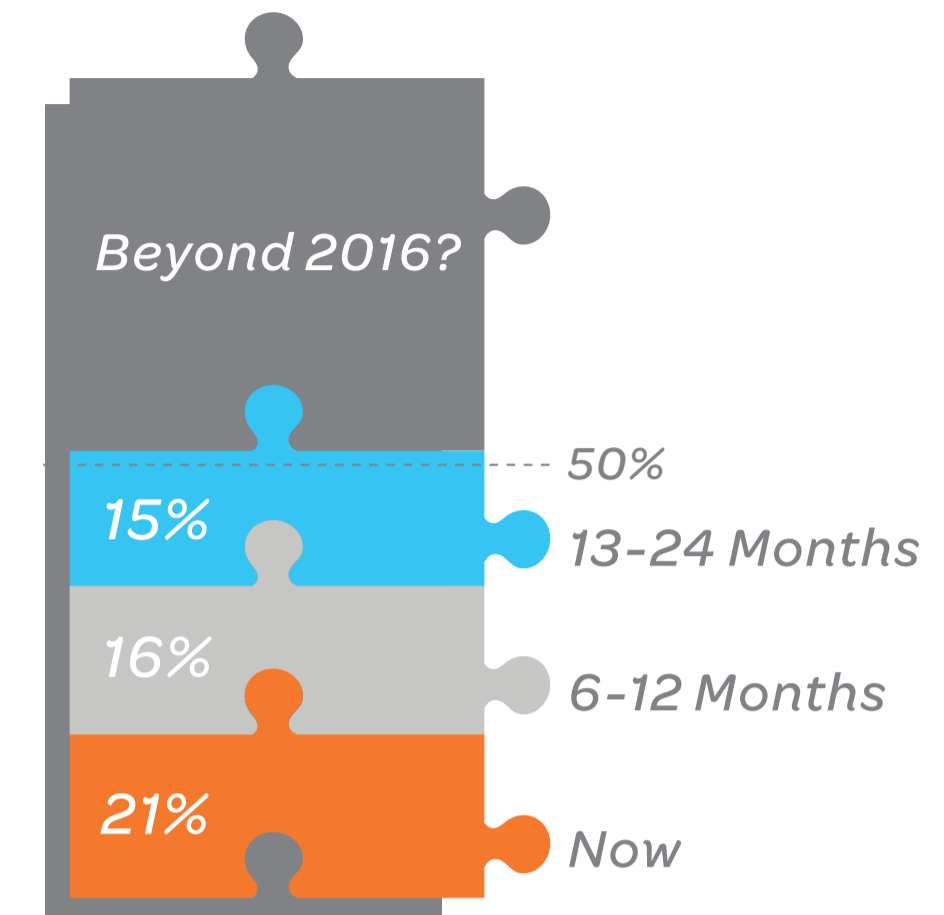
On behalf of AT&T, IDG surveyed over 1,000 company leaders on UC and collaboration. The study assessed the technology's role as an enabler for performance and innovation, to support business priorities, the current level of maturity and future demand drivers.

Share this with your peers  

Maturity Levels

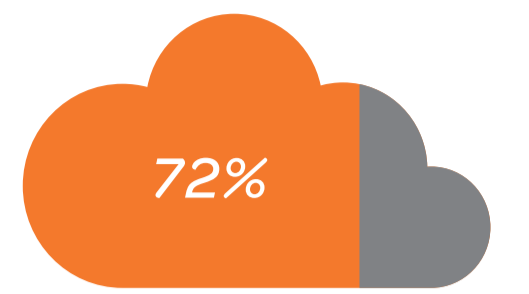


Fully Integrated UC



Over 50% of organizations expect to fully integrate UC by 2016.

Cloud Based UC

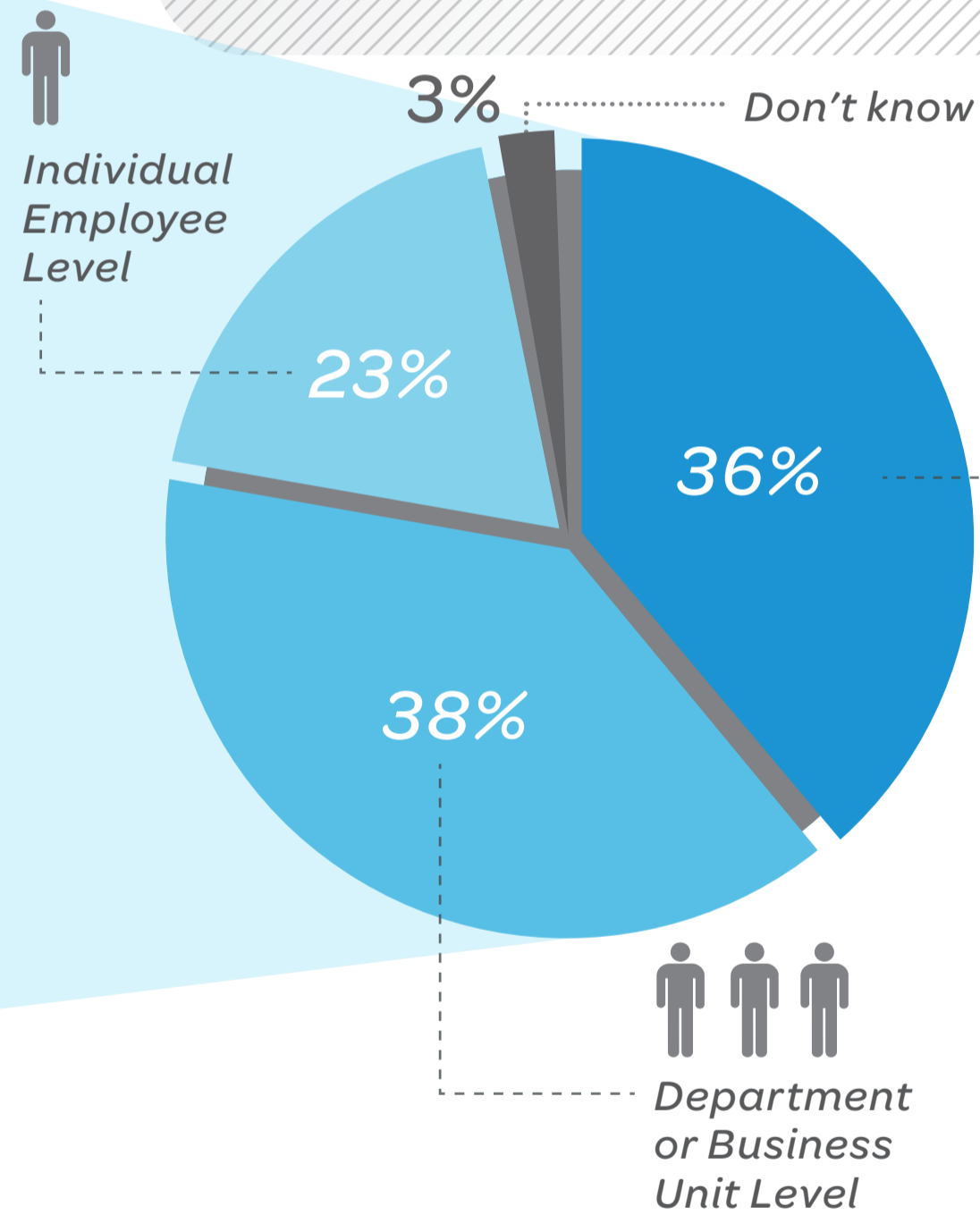


Organizations who have deployed at least one UC/collaboration application in the cloud.

Business Priorities

Personal Enterprise

- A significant % of employees are using personal tools and/or inexpensive web applications sometimes without IT knowledge or support.
- The majority of collaboration tools and applications are at the departmental or business unit level. In Brazil, however, tools are more likely to be used at the individual level.
- And yet organizational wide operational efficiency is one of the most sought after outcomes when measuring success of IT projects.



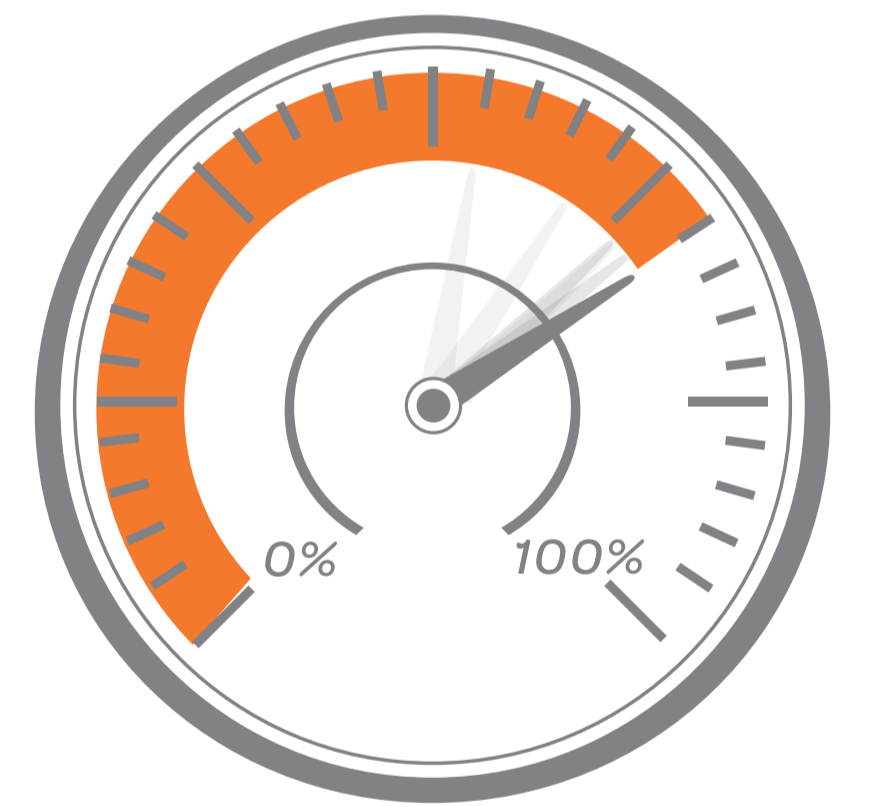
Organizational Level



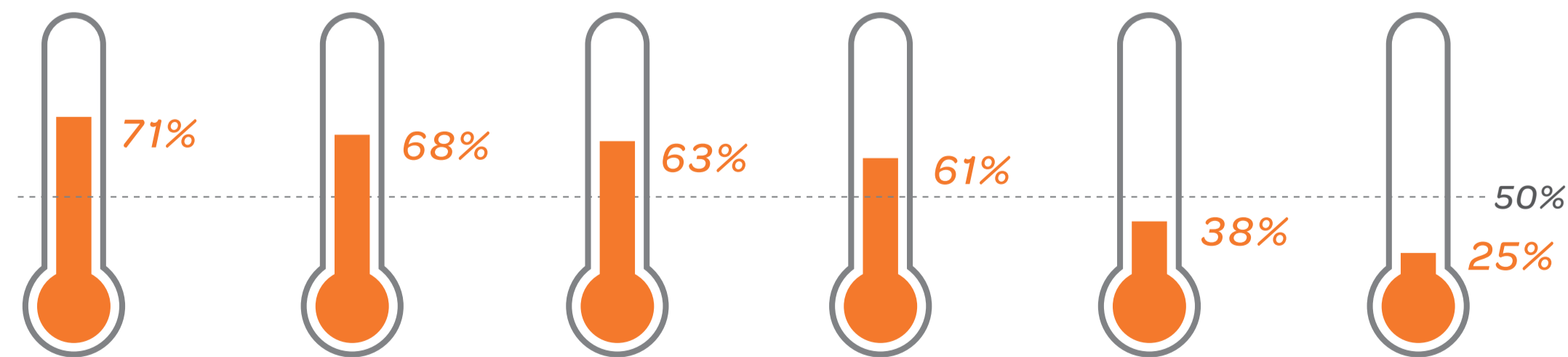
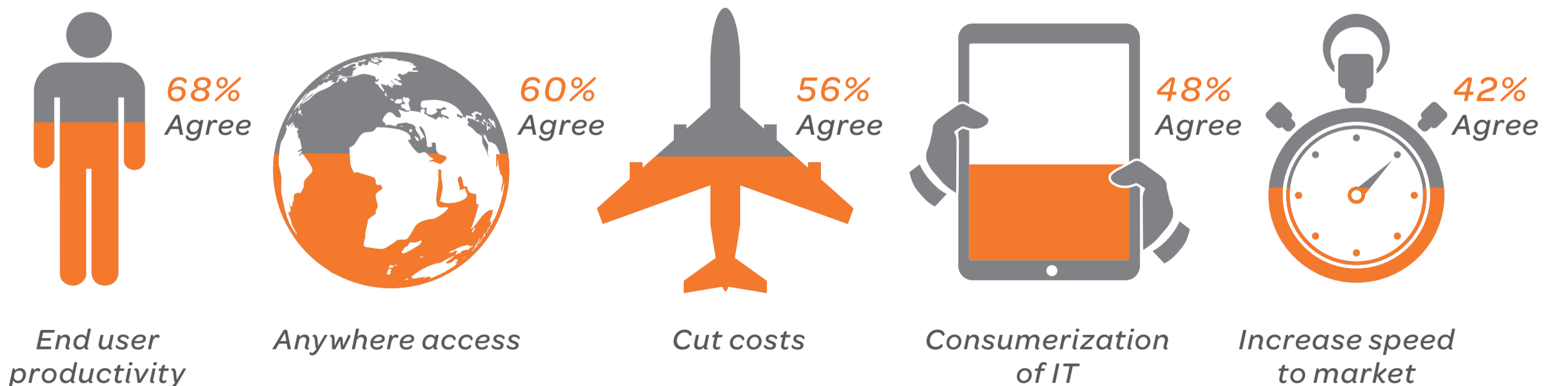
Department or Business Unit Level

Future Demand

Just under 50% consider their organizations to be highly effective in using technology to enable collaboration, indicating room for improvement. Yet 75% expect an increase in demand to support collaboration with technology over the next 12 months.



Top drivers behind the expected increase in UC demand.



Enabling innovation with technology | Improving workflows & processes | Empowering knowledge workers | Supporting organizational change | Internal collaboration | External collaboration

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