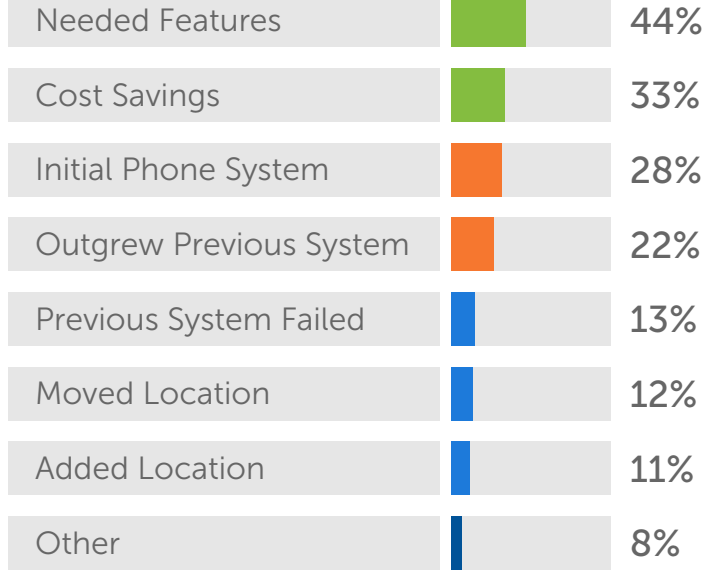


STATE OF SMB PHONE SYSTEM MARKET

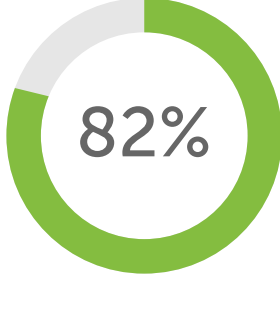
Why do businesses get a new phone system?



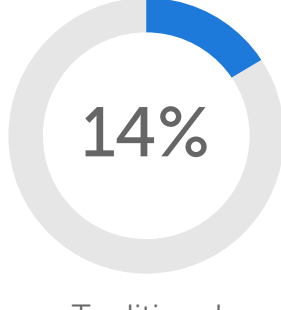
They want more features & capabilities!

Businesses want Unified Communications

To get needed features & capabilities, most SMBs choose Unified Communications (UC).



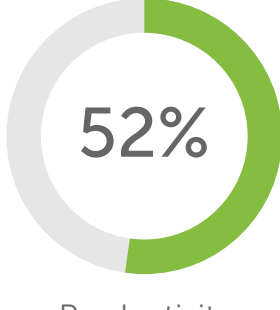
UC System



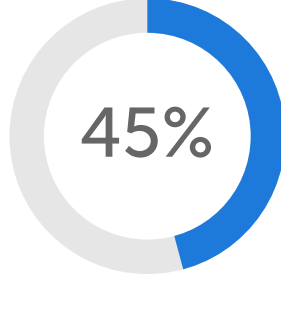
Traditional Phone System

Traditional phone systems are going away!

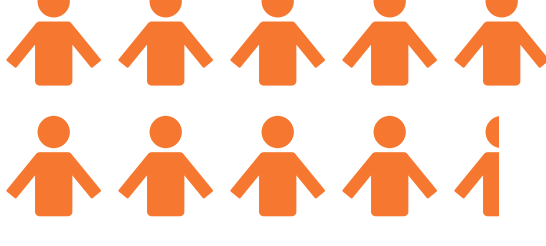
Why are SMBs choosing Unified Communications?



Productivity Gains



Efficiency



93% of UC buyers see at least some benefit realized post-deployment.

Which features are SMBs looking for?

These UC features are considered most useful to SMBs for boosting productivity & efficiency.



Mobility



Presence Information



Collaboration



Video



Unified Messaging



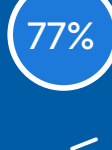
Data Sharing



Calendaring



IM / Chat



Speech Recognition

The Eastern Management Group: Unified Communications Productivity Analysis, Small Business, 2019

To read the full report, visit:

info.sangoma.com/eastern-management-report

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