

Global Team Collaboration Market: Size and Forecast with Impact Analysis of Covid-19 (2020-2024)

June 2020



Global Team Collaboration Market Coverage

Executive Summary and Scope

Introduction/Market Overview

Global Market Analysis

Regional Analysis

Impact of Covid-19

Competitive Landscape

Company Profiles

Global Team Collaboration Market

Scope of the Report

Attributes	Details
Title	Global Team Collaboration Market: Size and Forecast with Impact Analysis of Covid-19 (2020-2024)
Coverage	Global and Regional
Regional Coverage	North America
Forecast Period of Market	2020-2024
Competition in the Market	Fragmented
Key Players	8x8 Inc., Avaya, NEC Corporation and NICE inContact

Global Team Collaboration Market

Executive Summary

UCC or unified communication and collaboration is the service which delivers multiple communication methods. Such as Business phone system, Voicemail, Instant message, Chat, Fax, Conference call bridge, Video conferencing, IVR and more. Unified communication and collaboration is also capable of integrating e-mail, web applications, social media, and business tools on cloud. Seamless connection of global business locations alongside enabling effective team-collaboration are crucial benefits of UCC tools for organizations. For this reason, UCC is the backbone of team collaboration.

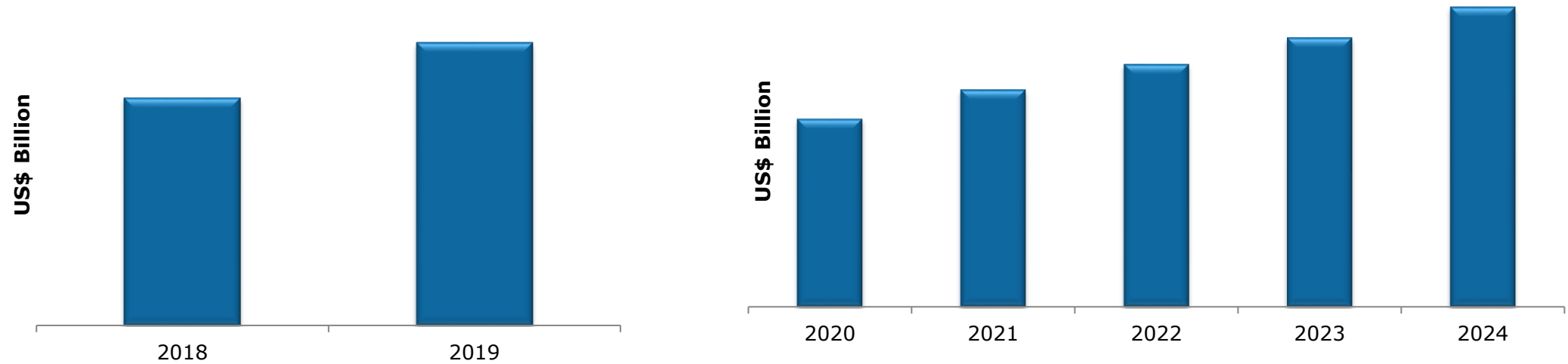
UCC is composed of many benefits such as improved work quality, faster services, enhanced employee flexibility, reduced expenditure, etc. On the basis of services, UCC is categorized into three services: UCaaS, CCaaS, and CPaaS. Unified Communications as a Service (UCaaS) is responsible for cloud based delivery of voice chats, emails, chats, etc. It can be either subscribed or free. Whereas, Contact Center as a Service (CCaaS) offer customer service solutions and Communications Platform as a Service (CPaaS) provide API's and software tools for developers to add real-time cloud.

Few of the top UCC system are cloud based UC, video UC, webRTC, mobile UC, lync, etc. Some major advantages of applying UCC for communication system are greater flexibility, tech-savvy, beneficial for remote or working from home employees and easy for new trainees.

The global team collaboration market is expected to increase at high growth rates during the forecasted period (2020-2024). The market is supported by various growth drivers, such as growth in enterprise customers, growing penetration of smartphones and large scale investment, favorable changes to accounting standards, etc. Yet, the market faces certain challenges, such as, hyper converged network, high competition, etc. Few new market trends are also provided such as, tight integration between CCaaS and CRM , new product launch, etc. Covid-19 is acting as a tailwind for the industry. The surging trend of remote working due to stay at home orders is catalyzing the growth of the team collaboration market. The market is witnessing spike in usage of various UCC tools. Slack, Zoom and Microsoft Teams are becoming all the more important for enterprises for achieving effective communication and collaboration.

Global Team Collaboration Market Analysis

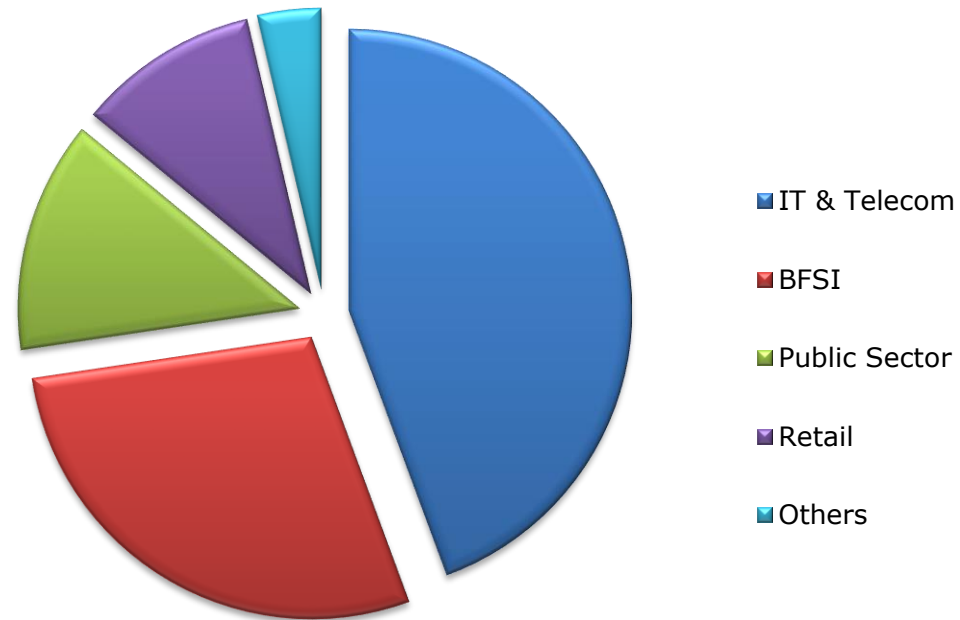
Global Team Collaboration Market by Value



CAGRs	
2020-2024	xx%

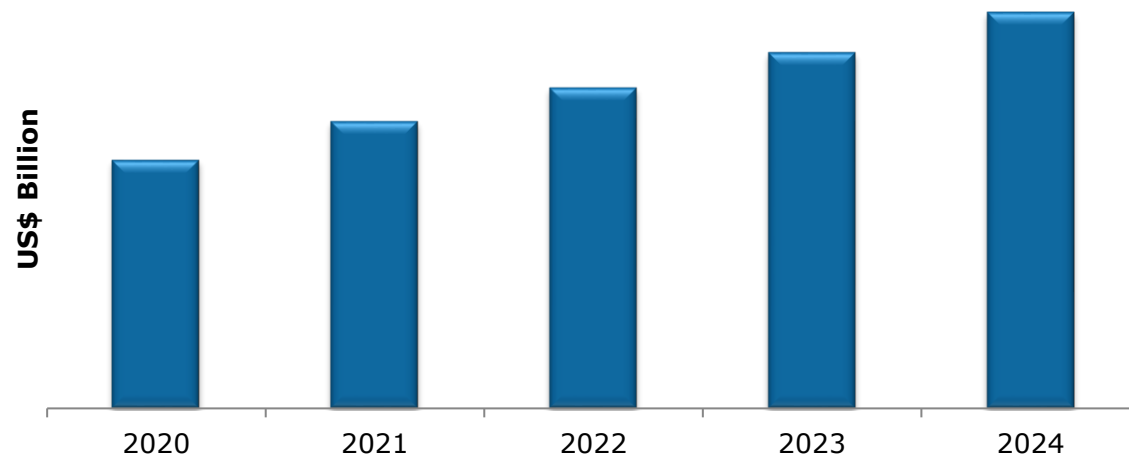
Global Team Collaboration Market Application Analysis

**Global Team Collaboration Market by Application; 2019
(Percentage,%)**

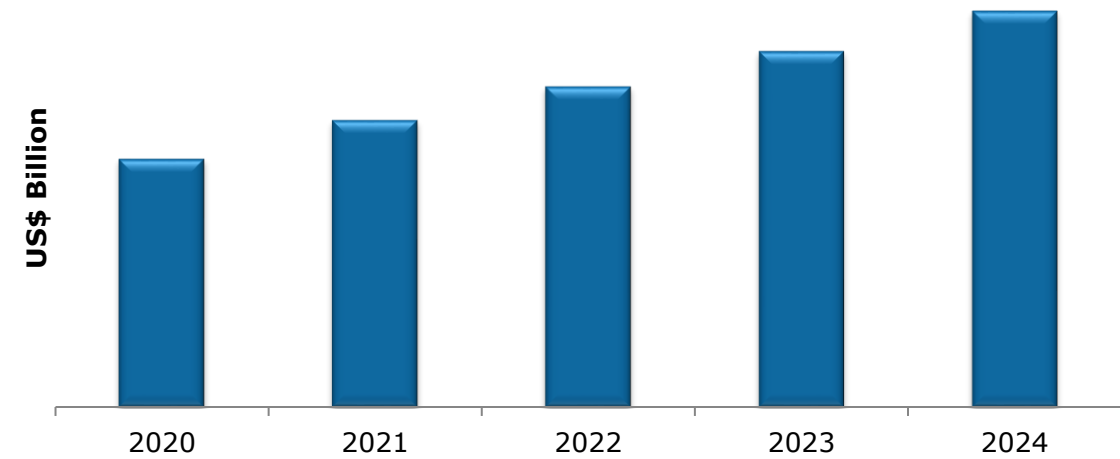


Global Team Collaboration Market Application Market Analysis

Global Team Collaboration IT & Telecom Market by Value



Global Team Collaboration BFSI Market by Value

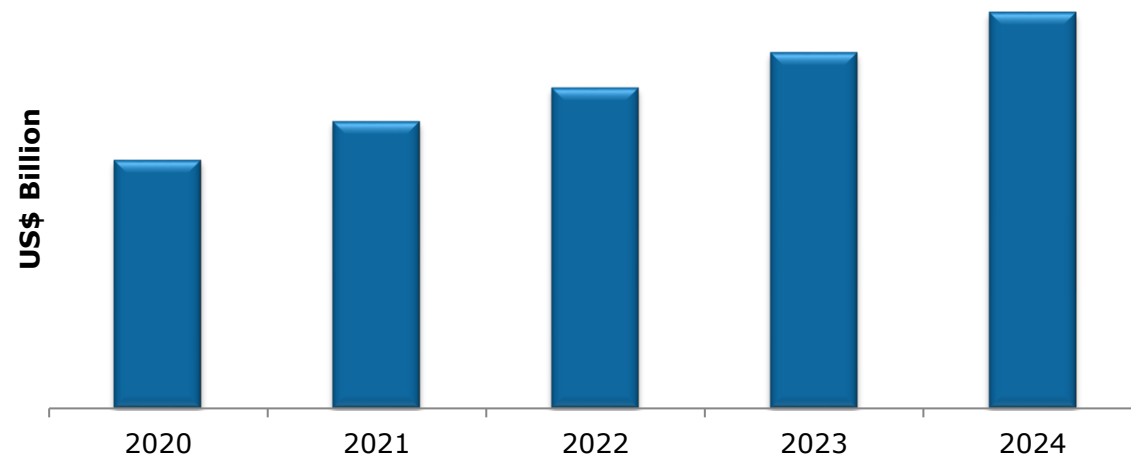


CAGRs

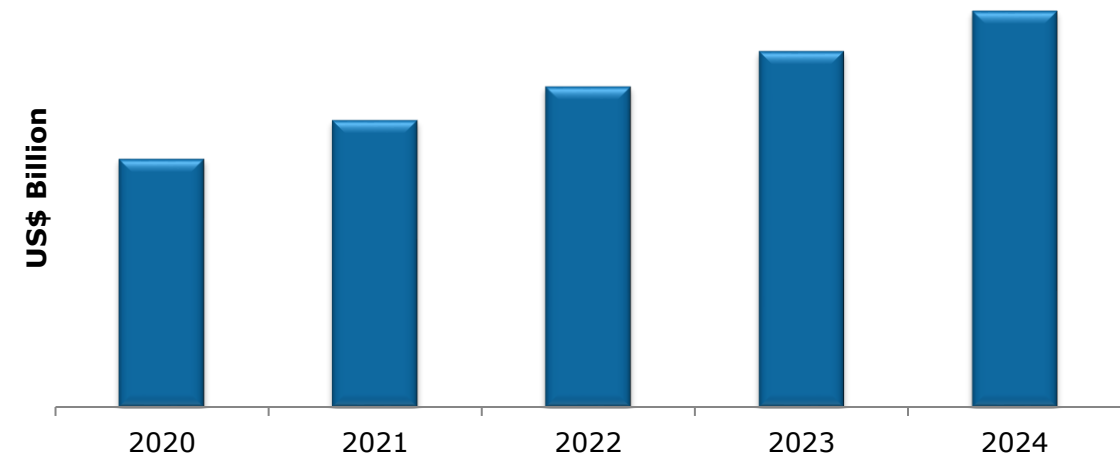
2020-2024	xx%
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Global Team Collaboration Market Application Market Analysis

Global Team Collaboration Public Sector Market by Value



Global Team Collaboration Retail Market by Value

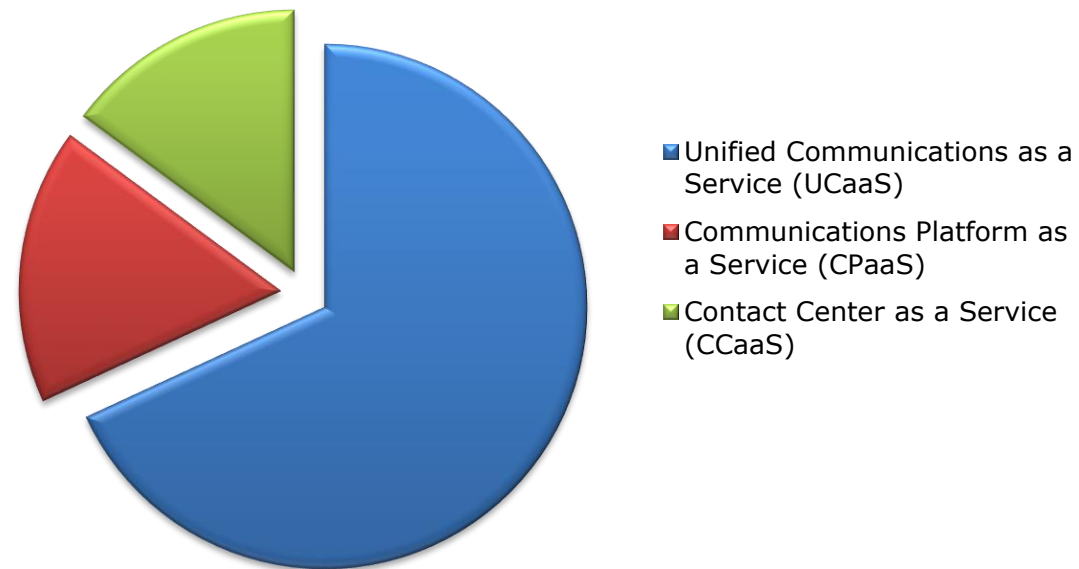


CAGRs

2020-2024	xx%
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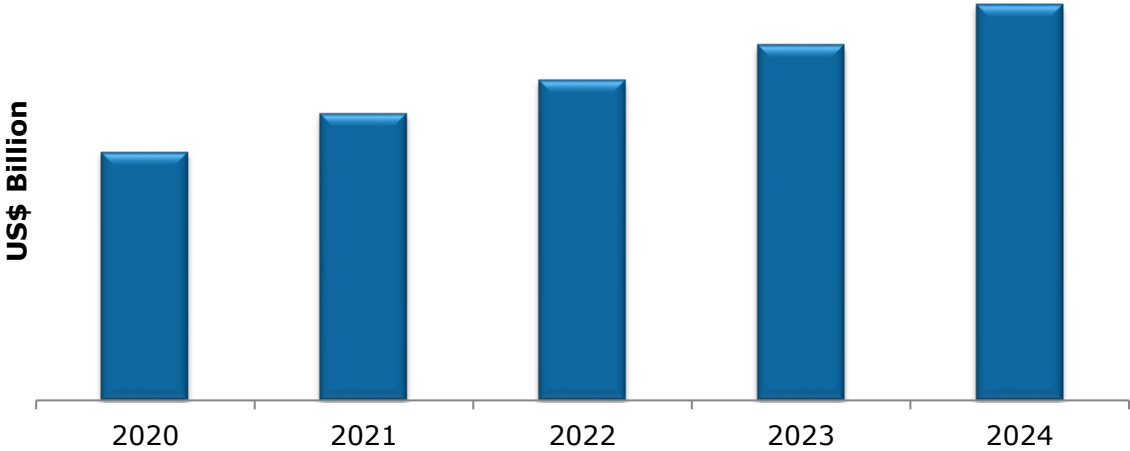
Global Team Collaboration Market Service Type Analysis

**Global Team Collaboration Market by Type of Service;
2019 (Percentage,%)**

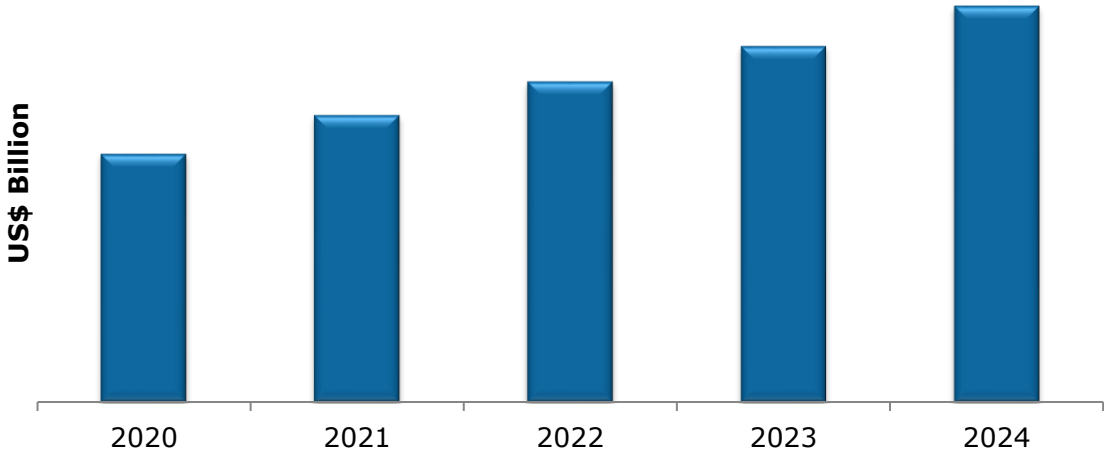


Global Team Collaboration Market Type of Service Analysis

Global CCaaS Market by Value



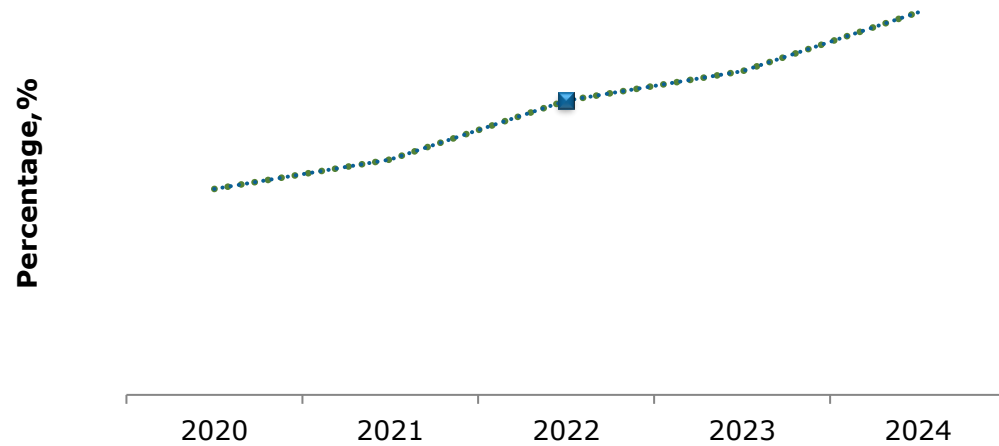
Global UCaaS Market by Value



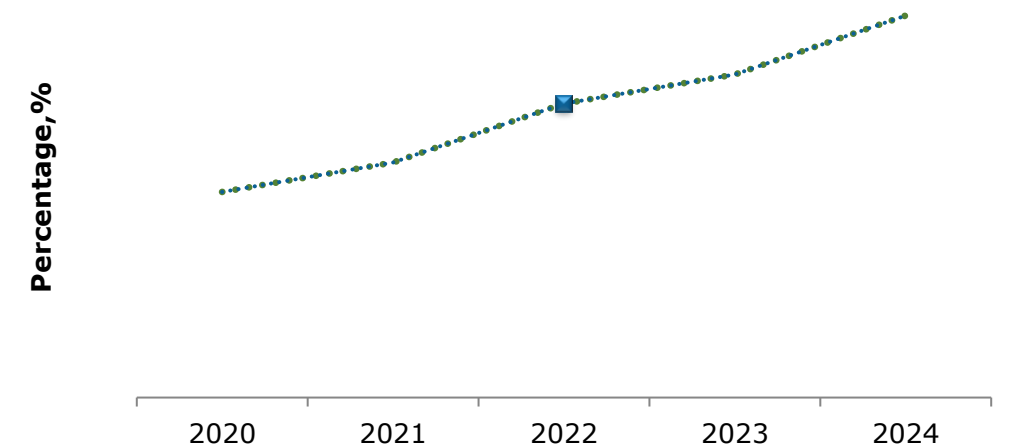
CAGRs	
2020-2024	xx%

Global Team Collaboration Market User Penetration Analysis

Global UCaaS Market by User Penetration

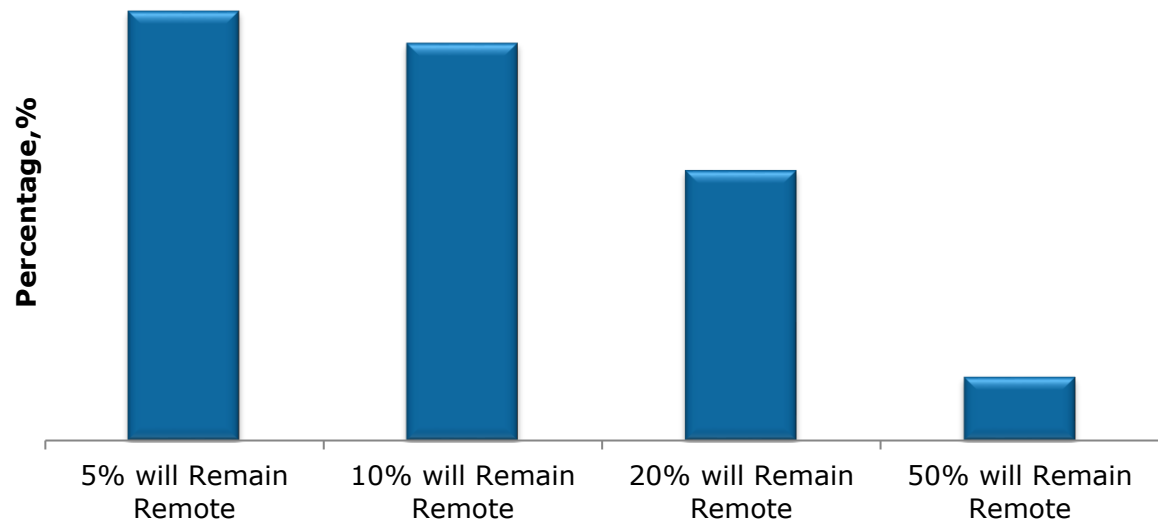


North America SMB UCaaS Market by User Penetration

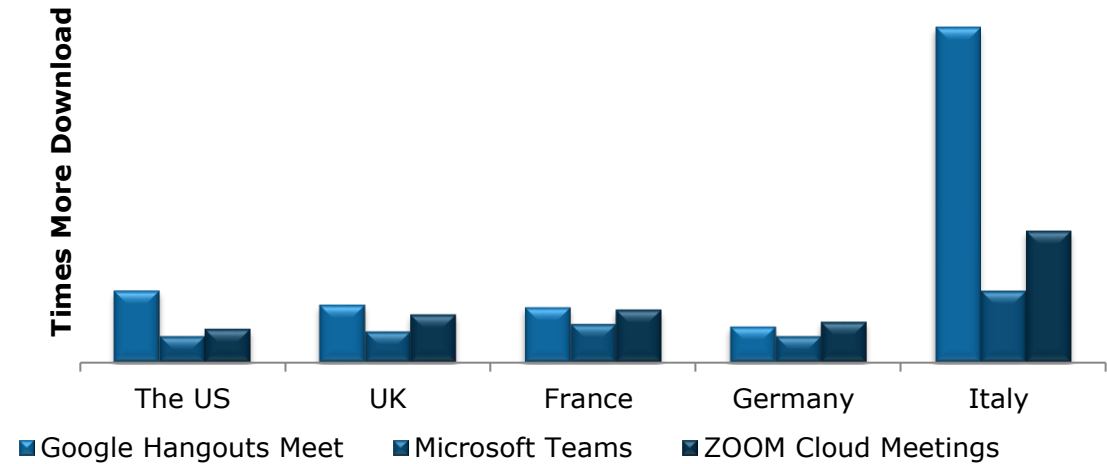


Global Team Collaboration Market Impact of Covid-19 Analysis

Remote Working hiking use of Team Collaboration Tools



Surging Demand for Video Conferencing Solutions



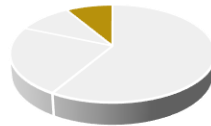
Global Team Collaboration Market : Competitive Landscape

Players Profiled

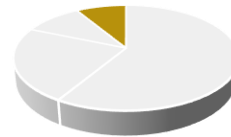
- 8x8 Inc.



- Avaya



- NEC Corporation



- NICE inContact



Note: The graphs on this slide are only for sample representation.