

European Enterprise Communications Services

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To make the transition to becoming digital businesses, organizations need to transform the way they connect, communicate, and collaborate. They need to connect employees, customers, partners, and other stakeholders with data and applications that are increasingly located in the cloud and drive communication and collaboration between them. IDC's *European Enterprise Communications Services* CIS analyzes the connectivity and communications services markets, detailing changing requirements, trends, and competitive dynamics, while providing actionable advice to providers in this space.

Markets and Subjects Analyzed

- Shifting enterprise requirements
- Enterprise attitudes to communication services
- Fixed-data services — Internet, private IP, Ethernet, cloud connectivity, very high bandwidth, and legacy data services
- Fixed voice — TDM to IP migration
- WAN transformation — managed SD-WAN, virtual network services, and cloud & multcloud networking
- Managed service models around network services
- Communications platform as a service (CPaaS)
- Service provider strategies and transformation

Core Research

- Market Analysis Perspective: European Enterprise Communications Services
- European Enterprise Communications and Collaboration Survey: Attitudes Toward WAN Transformation, CPaaS, and Voice/UC
- European Managed SD-WAN Services Forecast
- European CPaaS Forecast
- Telco CPaaS Strategies in Europe
- Cloud and Multicloud Networking Services in Europe
- Evolving Competitive Landscape for European Enterprise Communications Services
- European Managed Network Services Forecast
- European Enterprise Fixed Data Services Forecast

In addition to the insight provided in this service, IDC may conduct research on specific topics or emerging market segments via research offerings that require additional IDC funding and client investment. To learn more about the analysts and published research, please visit: [European Enterprise Communications Services](#).

Key Questions Answered

1. How do enterprises use communication services today, and what are their future requirements?
2. How can service providers ensure their relevance and profitability in a cloud-centric world?
3. How will service models for enterprise communications services develop?
4. What is the market size and forecast for the connectivity and managed communication services segments?
5. What are emerging service opportunities in the enterprise communications space?

Companies Analyzed

This service reviews the strategies, market positionings, and future directions of several providers in the European Enterprise Communications Services market, including:

A1 Telekom Austria, Alcatel-Lucent Enterprise, Alkira, Altice, Aryaka, AT&T, Bouygues Telecom, Aviatrix, AWS, BT, CityFibre, Colt Technology Services, Deutsche Telekom, Eir, Elisa, euNetworks, Eurofiber, Ericsson/Vonage, Google, GTT, Infobip, KPN, Lumen, Masergy, MessageBird, Microsoft, NTT, Nuuday, Orange, OTE,

Proximus, Swisscom, TalkTalk Business, Tata Communications, TCN, Tele2, Telefónica, Telenet, Telenor, Telia, Telstra, TIM, Twilio, United Internet, Verizon, Virgin Media O2 Business, Vodafone, VodafoneZiggo, Zayo