

Worldwide Unified Communications & Collaboration Market Revenue Grew 17.7% to \$38.8 Billion in 2019, According to IDC

FRAMINGHAM, Mass., April 30, 2020 – Worldwide revenue for the unified communications & collaboration (UC&C) market reached \$38.8 billion in 2019, representing year-over-year growth of 17.7% according to the International Data Corporation (IDC) [Worldwide Unified Communications & Collaboration \(UC&C\) QView](#). The QView provides a comprehensive view of the current market, reporting both revenue and shipments of hardware, software, and cloud-based services for dozens of vendors in the UC&C space.

Market highlights for Q4 2019 include the following:

- Worldwide revenue reached \$10.4 billion in Q4 2019, growing 5.0% quarter over quarter and a healthy 13.8% year over year.
- Worldwide shipments (in lines, units, licenses and seats) grew 3.7% quarter over quarter and 20.6% year over year.

Regional highlights for Q4 2019 are as follows:

- North America (U.S. and Canada) revenue increased 12.1% year over year and 1.1% quarter over quarter.
- EMEA (Europe, Middle East, Africa) revenue increased 15.0 % year over year and 9.8% quarter over quarter.
- Asia/Pacific (including Japan) revenue increased 17.9% year over year and 7.9% quarter over quarter.

Key metrics for vendors such as 8x8, ALE, Avaya, BlueJeans, Cisco, Google, Huawei, Logitech, Microsoft, Mitel, NEC, Poly, RingCentral, Slack, Unify, Vonage, Yealink, and Zoom, among many others, are included in the QView.

"This enhanced QView provides a comprehensive view of the UC&C market and vendors in terms of both revenue and shipments, as well as UC&C technology segmentation," said [Rich Costello](#), senior research analyst, Unified Communications & Collaboration. "Areas of particular

interest and adoption today, especially in light of the current pandemic, are well-represented in this IDC view of the global market, including cloud-based voice/UC, videoconferencing, and collaboration, among others."

The IDC [Worldwide Quarterly Unified Communications & Collaboration QView](#) provides total market size and vendor market share data in an easy-to-use Excel Pivot Table format that includes UC&C hardware, software, and cloud-based services. UC&C technologies are segmented by the following categories: IP PBX Lines/Licenses, IP Phones, Enterprise Videoconferencing Room Endpoints, Enterprise Videoconferencing Huddle Room Endpoints, Video Infrastructure, UC Collaboration, Hosted Voice/Public Cloud (UCaaS), and Managed Voice/Private Cloud. Measurement is provided in vendor revenue and unit/line/license/seat shipments.

For more information about IDC's Worldwide Quarterly Unified Communications & Collaboration QView, please contact Kathy Nagamine at knagamine@idc.com.

[Click here](#) to learn about IDC's full suite of data products and how you can leverage them to grow your business.

About IDC

International Data Corporation (IDC) is the premier global provider of market intelligence, advisory services, and events for the information technology, telecommunications, and consumer technology markets. With more than 1,100 analysts worldwide, IDC offers global, regional, and local expertise on technology and industry opportunities and trends in over 110 countries. IDC's analysis and insight helps IT professionals, business executives, and the investment community to make fact-based technology decisions and to achieve their key business objectives. Founded in 1964, IDC is a wholly-owned subsidiary of International Data Group (IDG), the world's leading tech media, data and marketing services company. To learn more about IDC, please visit www.idc.com. Follow IDC on Twitter at [@IDC](https://twitter.com/IDC) and [LinkedIn](https://www.linkedin.com/company/idc). Subscribe to the IDC Blog for industry news and insights: http://bit.ly/IDCBlog_Subscribe.

All product and company names may be trademarks or registered trademarks of their respective holders.

IDC is a subsidiary of IDG, the world's leading technology media, research, and events company. Additional information can be found at www.idc.com. All product and company names may be trademarks or registered trademarks of their respective holders.

For more information contact:

Richard Costello
rcostello@idc.com

856-375-5749

Petr Jirovsky

pjirovsky@idc.com

413-313-6112

Michael Shirer

press@idc.com

508-935-4200