

Alone. But always together.

Why now's the time to embrace Unified Communications & Collaboration

For the modern business, experiences are everything. To be competitive in a congested marketplace, a business needs to ensure both customers and employees get the best possible treatment, in order to benefit from happier customers who'll come back time after time, along with greater employee productivity and a faster ROI.

Achieving this improvement to customer and employee experience (EX) doesn't have to be difficult. One of the most effective ways to boost them both is with a Unified Communications & Collaboration (UC&C) system.

Here's why you need it.

1 Working relationships make a big difference

Bringing employees together often leads to better results for businesses. This ability to work together increases morale and improves results. UC&C can facilitate this.



82%

of enterprises



65%

of SMBs

already use business chat apps¹



While over...
24 million

licences for collaboration software are used globally²

One platform for everyone can make all the difference

2 Boosting productivity has never been more achievable

Better productivity needs little justification. Improving productivity means greater efficiency, better results and lower costs.

13% of a typical working day is wasted as a result of inefficient and ineffective communications³

Resulting in

\$10,200

of wasted time per business professional per year⁴



There's a better way

74% of employees believe that better communications and collaboration tools would help improve their personal productivity⁵

Resulting in up to

17% improvements to productivity from better collaboration tools⁶

In fact **93%**

of businesses using UC&C report productivity boosts⁷

With communication a major barrier to flexible working, UC&C can help make better productivity a reality.

3 Interoperability saves time and energy

Having to jump between different systems will slow you down. There's no denying it. Utilising seamlessly compatible systems will save you time, effort and money.



3 hours per week

lost per mobile worker not using UC&C⁸

while

24%

of staff are being overwhelmed by number of available comms options⁴

One easy-to-use option that does it all is the answer



One system



One data store



One customer record

Resulting in



Easier financial management



Lower costs



Reduced technical issues

4 Customer experience is king

Without an exceptional customer experience (CX), an organisation will struggle to earn business and will find it extremely hard to retain customers, or get those customers to advocate for them.

2 out of 3 businesses now compete on CX¹

Up 36% from 10 years ago¹

That's why 77%

of businesses believe a UC&C solution will improve their CX³

And customers demand it



86% of people will pay more for a better customer experience²

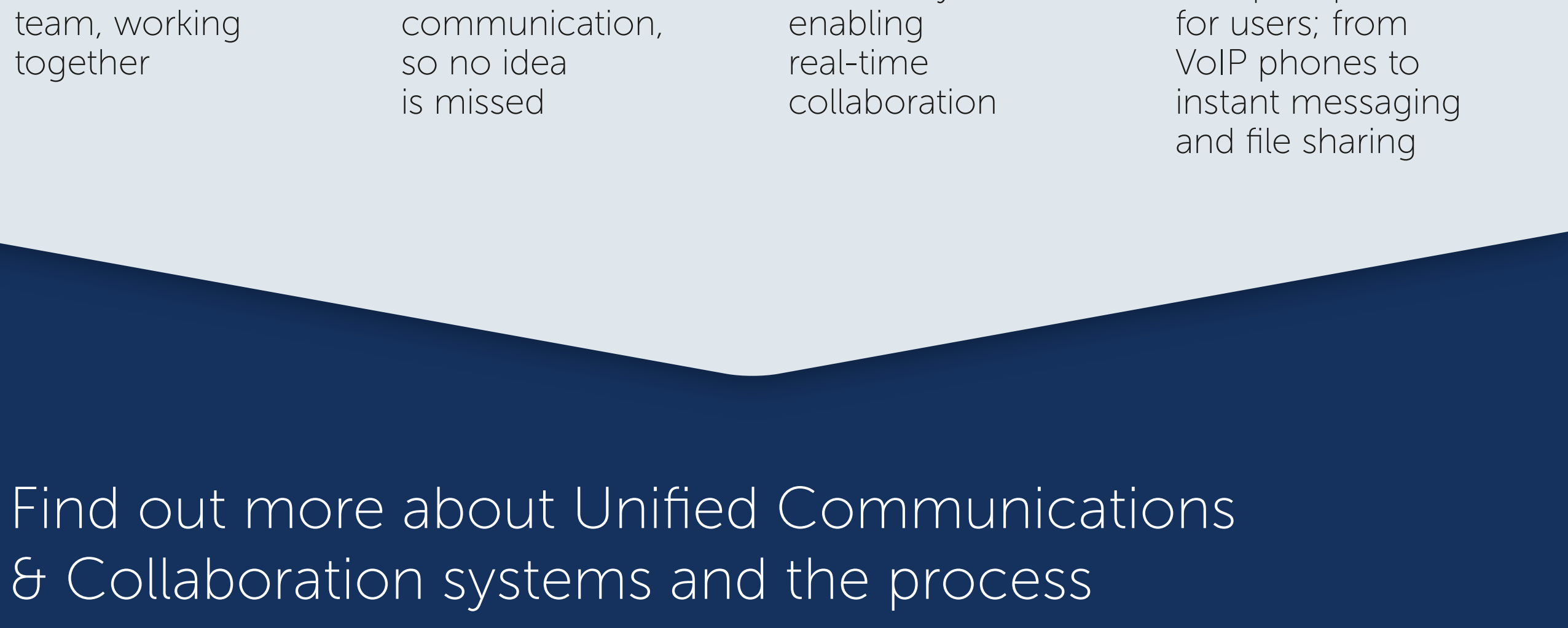


In some cases, they'll pay up to

20% more²

5 Innovation is crucial to a better business future

Promoting an environment that fosters innovation is the best way for businesses to differentiate themselves for the future. Here's how UC&C helps:



Find out more about Unified Communications & Collaboration systems and the process and steps you need to think about.

Download our guide

on the benefits of Unified Communications & Collaboration today

References

- <https://www.gartner.com/en/marketing/insights/articles/key-findings-from-the-gartner-customer-experience-survey>
- <https://www.pwc.com/us/en/advisory-services/publications/consumer-intelligence-series/pwc-consumer-intelligence-series-customer-experience.pdf>
- <https://www.uctoday.com/unified-communications/unified-communications-101/>
- <https://www.spiceworks.com/marketing/reports/workplace-communications/>
- <https://mzaconsultants.com/2019/07/10/team-collaboration-paid-user-base-doubles-to-24-million-user-licences-in-2018/>
- Mitel Workplace Productivity Report 2019
- <https://www.mtechsystems.co.uk/latest-technology/8-ways-unified-communications-increase-workplace-productivity/>
- <https://www.mitel.com/blog/what-is-unified-communications-collaboration-and-why-should-i-care>
- <https://www.itworld.com/article/2729787/unified-communications-now-mobile-and-in-the-cloud.html>