Bringing a UC&C solution into an organization’s work environment is something IT is confident about:

- **8 out of 10 organizations** (84%) are very or extremely interested in working with a cloud-based UC&C solution or are just considering one.

- **76%** of organizations can see how they now experience a significant benefit to engagement.

- **77%** of organizations with extensive connectivity solutions are very or extremely satisfied with their UC&C solution.

- **38%** of organizations are very or extremely interested in working with a managed services provider for their UC&C, and there is a significant operational efficiency.

- **43%** of organizations are currently using a cloud-based UC&C solution and cloud-based UC&C solution.

- **70%** of organizations see themselves as very or extremely prepared for UC&C, specifically when it comes to planning, implementation, and audit.

### User Insights

- **96%** of organizations are very or extremely satisfied with their UC&C solution.

- **75%** of organizations use UC&C for UC&C purchases.

### Businesses See Room for Improvement

- **53%** of companies are very or extremely interested in working with a managed services provider for their UC&C, and there is a significant operational efficiency.

- **28% 26% 25%** of organizations with extensive connectivity solutions are very or extremely satisfied with their UC&C solution.

- **30%** of organizations are very or extremely interested in working with a managed services provider for their UC&C, and there is a significant operational efficiency.

- **53%** of companies are very or extremely interested in working with a managed services provider for their UC&C, and there is a significant operational efficiency.

### The Hybrid Workforce

- **The hybrid workforce is going to stay.**

- **There is no other way than using this kind of cloud-based unified communications and collaboration technology that improves the worker productivity.**

- **Implementing UC&C increases to 96% to improve the quality of customer support.**

- **An Infographic, sponsored by Lumen**

### IT's About Many Needs

- **Don't settle for an unmanaged solution.**

- **Managed services are seen as crucial to success:**
  - 30%
  - 24%
  - 22%
  - 20%

### Any Way You Look at It, UC&C Management Matters

- **Everyone Agrees On UC&C Is Worth the Spend**

- **Whether your organization has already deployed a UC&C solution or is just considering one,** 8 out of 10 (84%) organizations are very or extremely interested in working with a cloud-based UC&C solution or are just considering one.

- **It Isn't About Just One Need. It's About Many Needs**

- **For many organizations, the ultimate benefits of UC&C is an opportunity to work with a UC&C solution.**

- **Overall, three-quarters (76%) of organizations are very or extremely interested in working with a UC&C solution.**

- **The effectiveness of teams in an organization is something IT is confident about:**
  - 77%
  - 76%
  - 75%
  - 74%

- **Healthcare Testing**

- **Businesses See Room for Improvement**

- **UC&C and those planning to use one.**

### The Whole Picture

- **For many organizations, the ultimate benefits of UC&C is an opportunity to work with a UC&C solution.**

- **Any Way You Look at It, UC&C Management Matters**

- **An Infographic, sponsored by Lumen**

- **User Insights**

- **The Hybrid Workforce**

- **UC&C Is Worth the Spend**

- **IT's About Many Needs**

### Message from the Sponsor

- **Lumen Voice and UC&C Survey and In-Depth Interviews**

- **Source:**
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