



UC&C IN A WORLD OF UNPRECEDENTED CHALLENGES

The ability to work remotely is more relevant than ever now. How effective is today's UC&C, and what lies ahead?

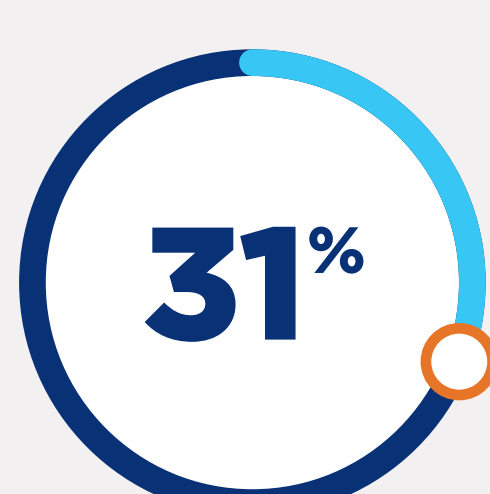
We surveyed 700 of our enterprise customers in 2020 and this is what they told us.

THE NEW NORMAL MAY BE TOUGH FOR ORGANISATIONS AT THE START OF THEIR UC&C JOURNEY

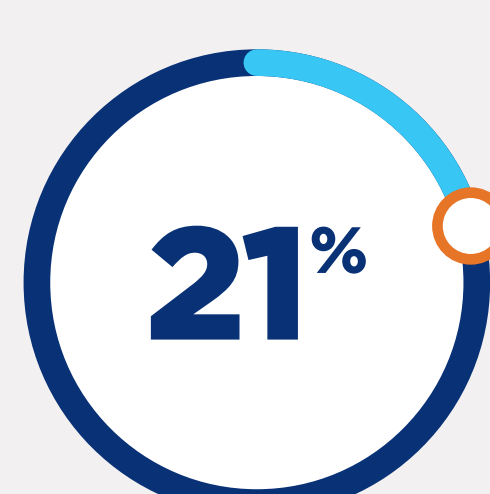
Where is your organisation on the UC&C adoption curve?



Transformation / migration stage



Reimagine / optimise stage



Strategy stage



Late stage

FLEXIBLE WORKING IS TOP OF TODAY'S AGENDA

What's driving the increased use of UC&C?



What's driving the implementation of UC&C?



EVALUATING UC&C PROVISION FOR THE FUTURE

How well prepared were organisations for COVID-19 from a UC&C perspective?



Organisations rate their current UC&C provision as:

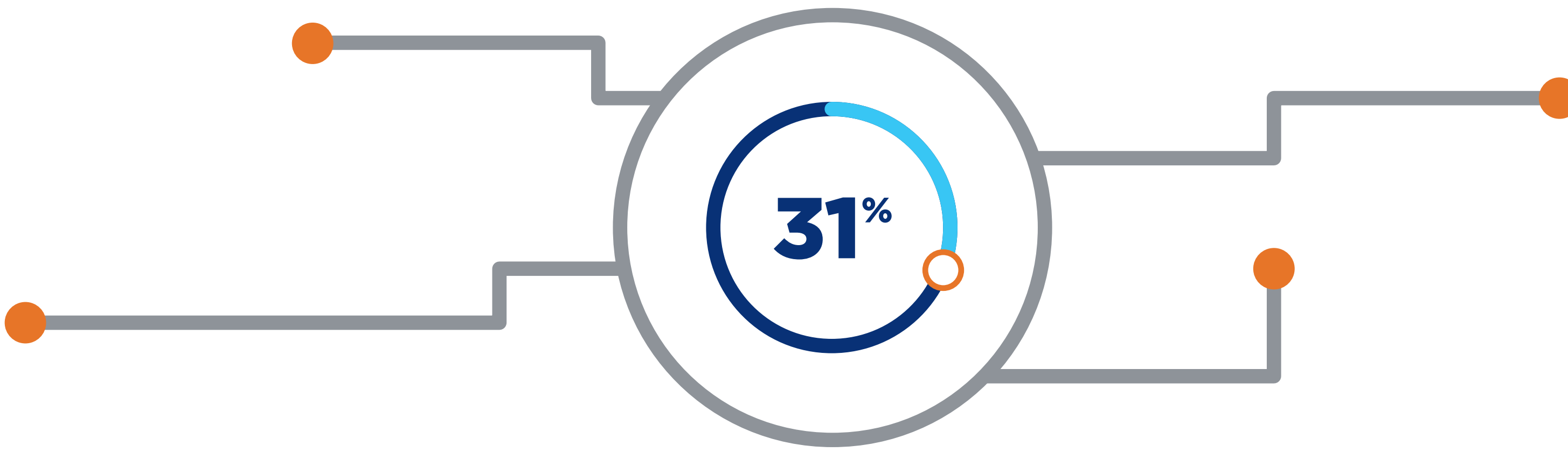


Organisations rate their UC&C scalability as:



MULTIPLE TECHNOLOGIES MAY LEAD TO COMPLEXITY AND COST

31% use four or more UC&C technology solutions



WHAT'S HOLDING UC&C BACK?

Challenges to UC&C



User adoption **67%**



Security **55%**

To understand how the Lumen network can help your business and employees successfully collaborate from anywhere around the globe, get in touch today.