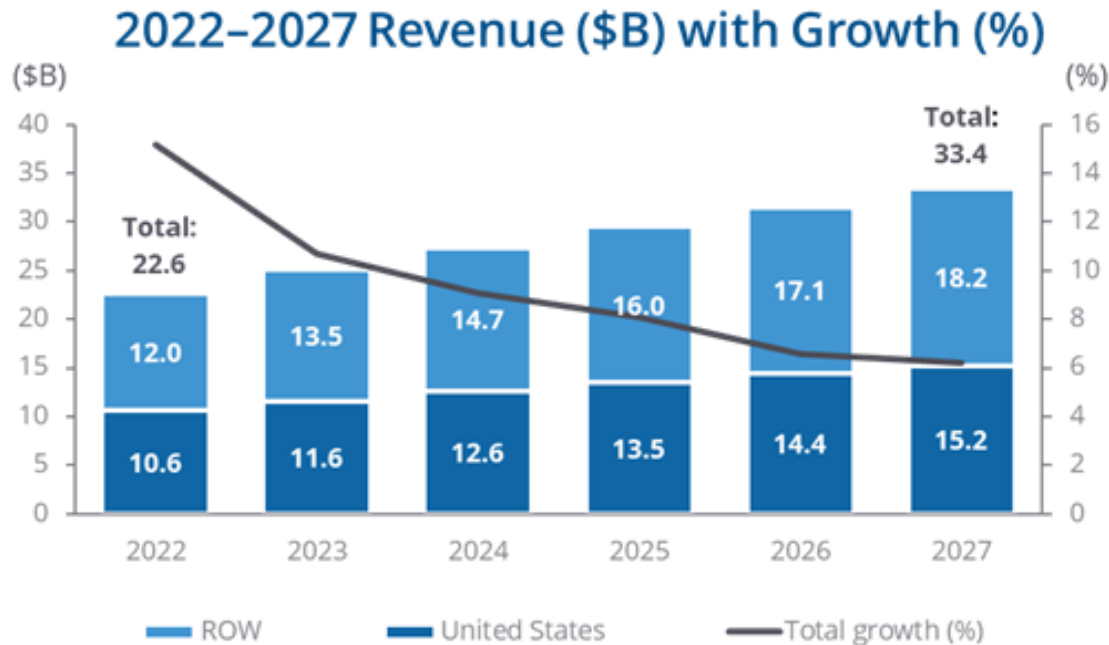**Microsoft Teams**

Microsoft Teams.
The smart place to work.

Diana Ravelomanantsoa
Converged Communications Go-To-Market Manager,
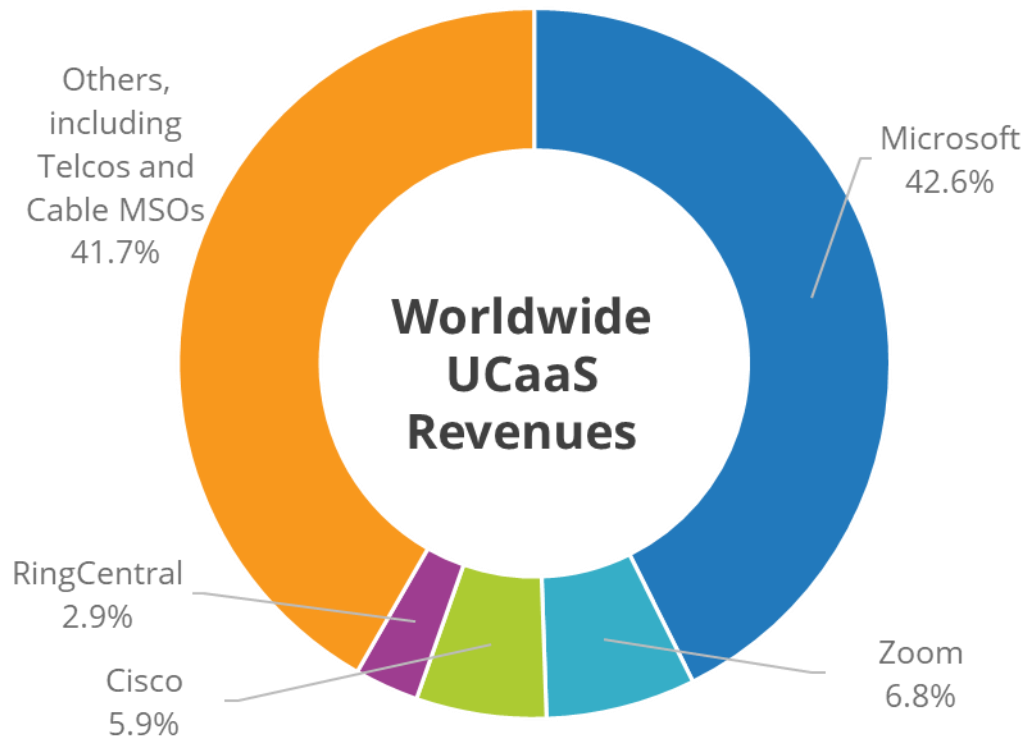**Microsoft France**

Competitive Landscape

The worldwide market for UCaaS will grow from $22.6 billion in 2022 to $33.4 billion in 2027, at a CAGR of 8.1%.

2022–2027 Revenue ($B) with Growth (%)

Year	ROW	United States	Total
2022	12.0	10.6	22.6
2023	13.5	11.6	
2024	14.7	12.6	
2025	16.0	13.5	
2026	17.1	14.4	
2027	18.2	15.2	33.4

Legend: ROW, United States, Total growth (%)

- **Nearly 6 out of 10 enterprises (58%)** plan to increase spending on UC&C over the next 12 months (source: IDC's Future Enterprise Resiliency and Spending Survey, Wave 12, January 2023; n = 1,082).

- **Roughly three-quarters (77%)** of enterprises currently use or plan to use a BYOC approach to their communications and collaboration solution.

- **UCaaS providers are focused on supporting migration from on-premises UC to multitenant**, hosted cloud UC or dedicated, private cloud UC, facilitating hybrid implementations that allow businesses to shift to cloud-based UC at their preferred pace.

- **Roughly 50% of enterprise buyers** are looking for **a single provider** of their UCaaS solution along with commonly integrated solutions, such as web conferencing, a contact center, and even collaboration app software solutions (source: IDC's U.S. Enterprise Communications Services Survey, June 2021).

- **Security and network quality matter** to enterprise buyers, underscoring the value proposition that telecom service providers and cable companies deliver with their UCaaS solutions.

Competitive Landscape

Worldwide Unified Communications as a Service– Market Share by Vendor (1Q23)

Worldwide UCaaS Revenues

- Microsoft 42.6%
- Zoom 6.8%
- RingCentral 2.9%
- Cisco 5.9%
- Others, including Telcos and Cable MSOs 41.7%

- The ongoing migration to cloud-based voice along with significant and diverse unified communications and collaboration integration needs are changing the nature of UCaaS solutions and the competitive threats and opportunities to Telcos and Cable Cos.

- Even while UCaaS revenues have become challenged over the past year or two by commoditization as BYOC serves up its attractive yet market changing appeal to organizational buyers, buyers clearly prioritize voice integrated with broader communication and collaboration environments in the workplace.

- **Microsoft's** UC&C revenues rose 20% year over year to $6.8 billion in 2Q23, accounting for a 42.8% share of the market, up 40 basis points from 1Q23.
- **Zoom's** UC&C revenue grew 2.5% year over year in 2Q23 to $1.1 billion. It accounted for a 6.8% market share, staying relatively flat compared to 1Q23.
- **Cisco's** UC&C revenue fell 19.3% year over year in 2Q23 to $951 million, but its market share grew, albeit just 11 basis points over 1Q23, to 6%.

A Leader in 2022 Gartner® Magic Quadrant™

Gartner® has recognized Microsoft as a Leader in the 2022 Gartner® Magic Quadrant™ for Unified Communications as a Service (UCaaS), Worldwide - for the fourth consecutive year.

Figure 1: Magic Quadrant for Unified Communications as a Service, Worldwide
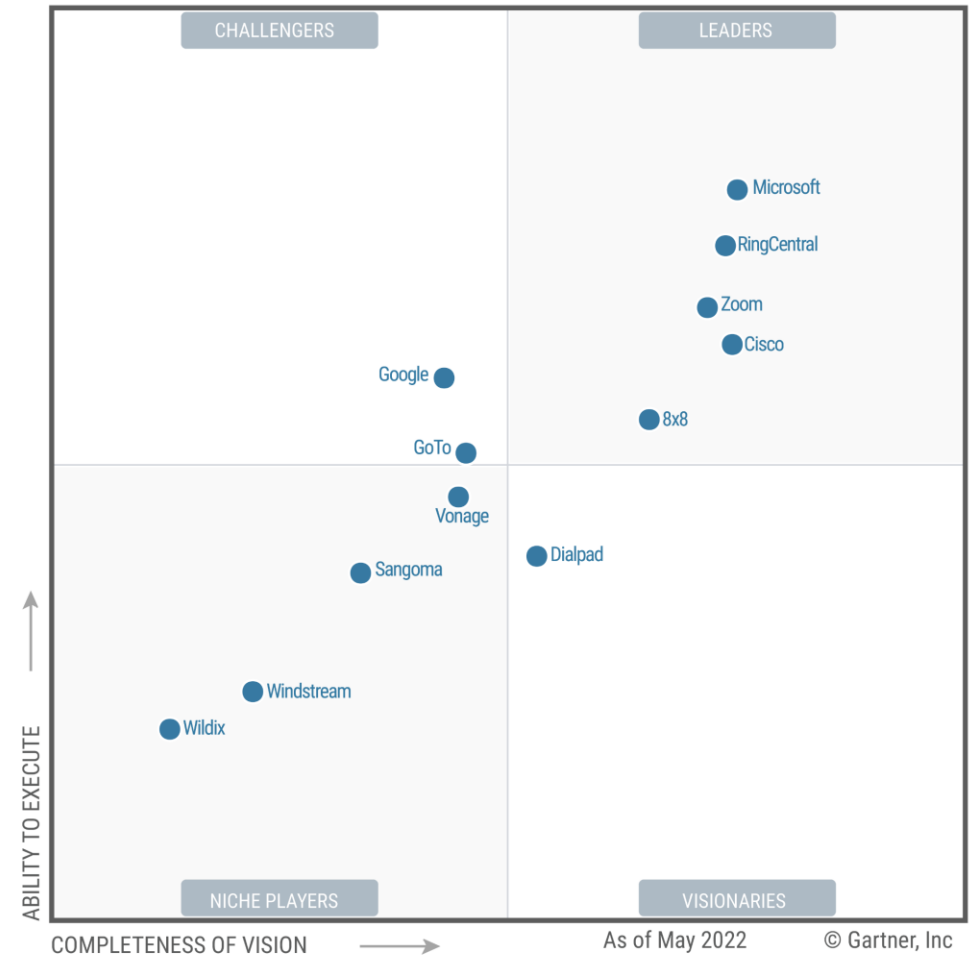
Teams leads the market

320M+
monthly active users

2X
Active Teams Rooms devices over the past 18 months

10K+
Organizations using Teams Premium

17M+
Teams Phone PSTN enabled users

145K+
Custom line of business apps

Digital debt is impacting innovation

3x
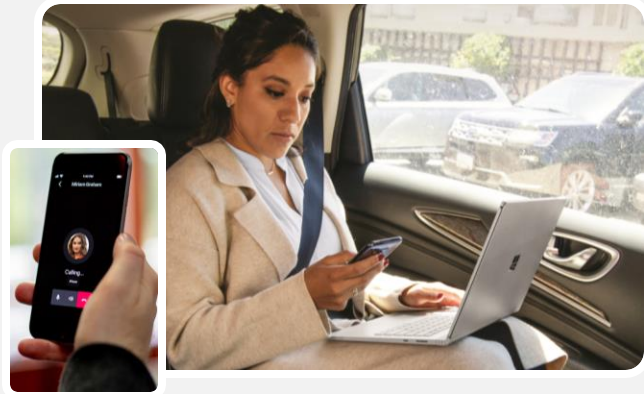**More Teams meetings & calls a week since February 2020**

64%
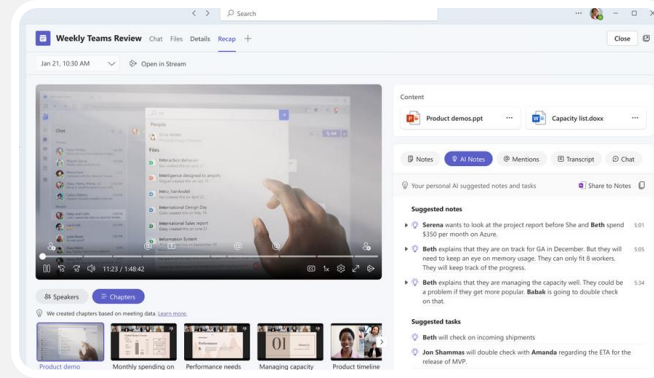**Of employees don't have enough time or energy to do their job**

3.5x
More likely to struggle with innovation and strategic thinking

Source: WTI 2023

Smarter Workplace with Teams

Modernize Communications

Teams Phone

Modernize Meetings

Teams Premium

Modernize Spaces

Teams Rooms

Copilot

Teams
Phone

Empower your teams with smart calling and seamless collaboration

Flexible and easy to use

Communicate and collaborate effortlessly from anywhere with intuitive, seamless calling that keeps you in the flow of work

Intelligent and connected

Create meaningful engagements using intelligent capabilities that connect your business, increase productivity, and save employees' time
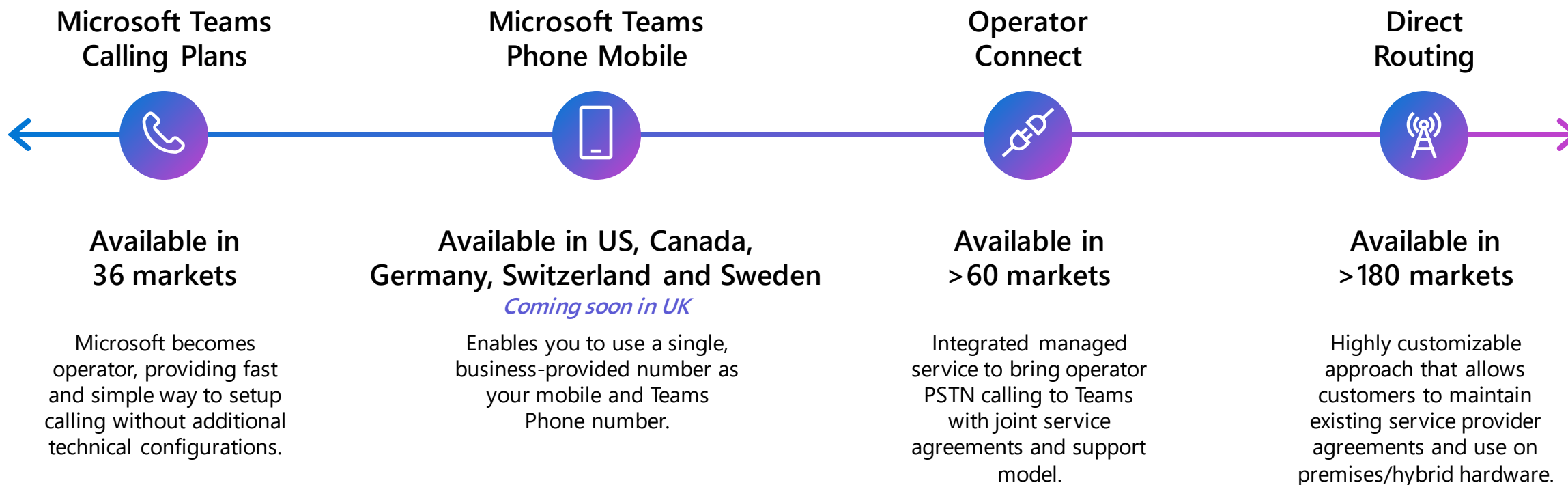
Secure, reliable, and simple to manage

Save time and enjoy peace of mind with a reliable and secure communications solution that is easy to manage

Connectivity options

**Microsoft Teams
Calling Plans**

**Available in
36 markets**

Microsoft becomes operator, providing fast and simple way to setup calling without additional technical configurations.

**Microsoft Teams
Phone Mobile**

Available in US, Canada, Germany, Switzerland and Sweden
Coming soon in UK

Enables you to use a single, business-provided number as your mobile and Teams Phone number.

**Operator
Connect**

**Available in
>60 markets**

Integrated managed service to bring operator PSTN calling to Teams with joint service agreements and support model.

**Direct
Routing**

**Available in
>180 markets**

Highly customizable approach that allows customers to maintain existing service provider agreements and use on premises/hybrid hardware.

What's new in Teams Phone ?

Product news

Teams Phone

- Voice isolation for meetings and calls *(announce)*
- Teams Phone for FLW product updates (e.g., CAP on Android mobile) *(announce)*
- Shared calling *(GA)*
- Teams Phone partner solutions in India *(GA)*
- Copilot in Teams Phone *(private preview)*
- Click-to-call *(public preview)*
- Teams Calling Plan expansion Hong Kong *(GA)*
- Teams phone devices UI, contact and call management enhancements *(GA)*:
  - Simplified UI: Call park, transfer and forwarding improvements
  - Busy on busy settings, Pre-determined speed dial for TAC, send to VM
- Private line *(GA)*
- External call routing *admin experience* *(GA)*
- Protected voicemail *(GA)*

Microsoft Ignite

[Microsoft Teams Phone news from Microsoft Ignite 2023 - Microsoft Community Hub](#)
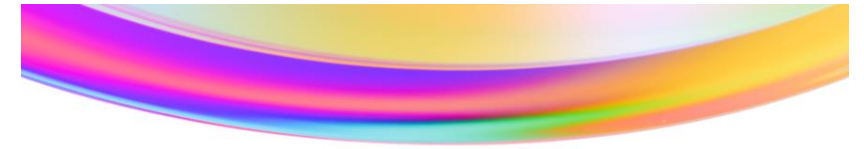
Meetings

Calls

Chats

Channels

Copilot in Microsoft Teams

Copilot in Teams meetings

Run more effective meetings, get up to speed, and summarize key actions faster.

Use prompts or ask Copilot questions to:
· Create a table of pros and cons on the ideas discussed
· Recap the decisions made
· List where there was disagreement on a topic

**Generally available for enterprise**
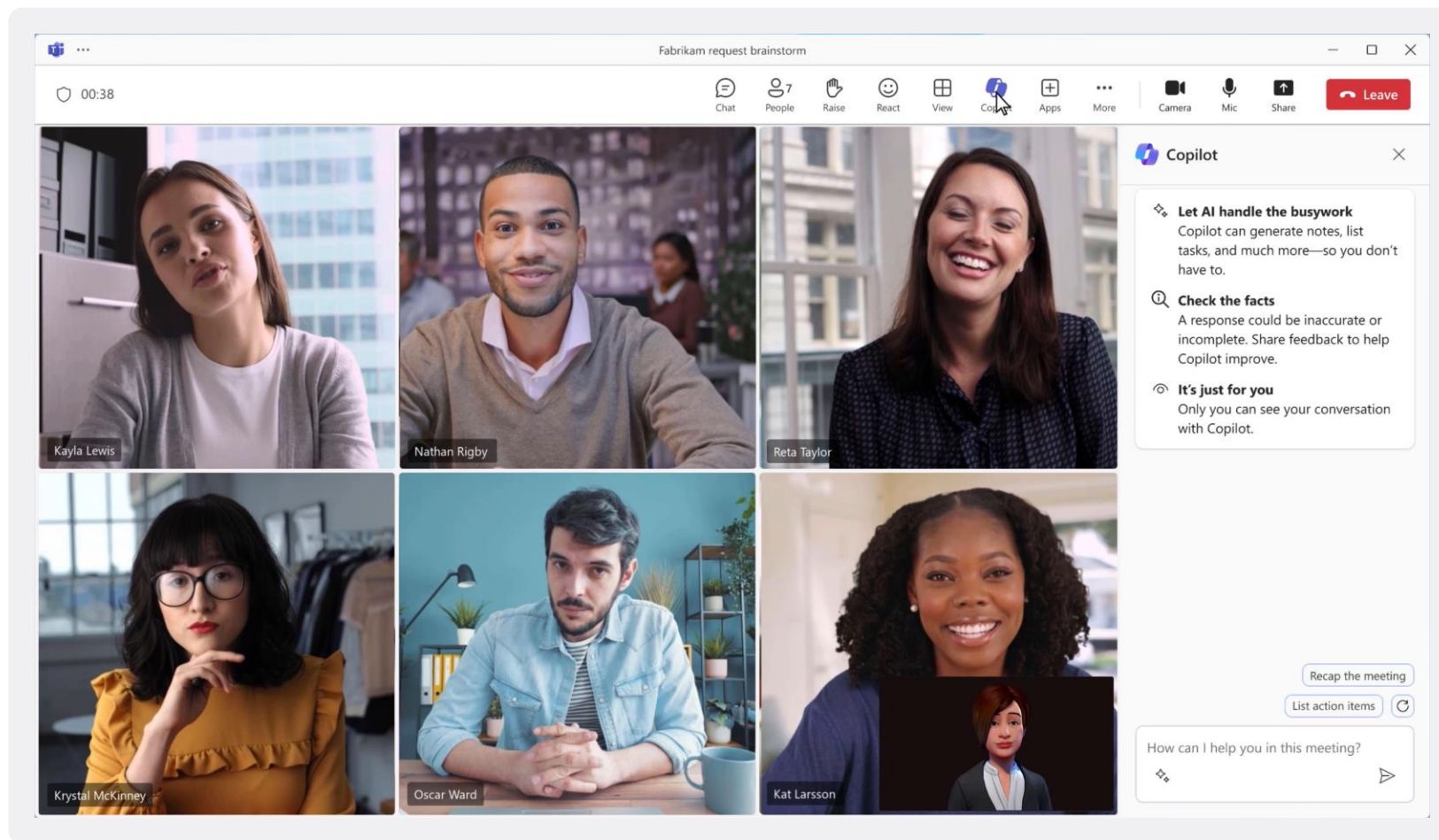
Copilot in Teams Phone

Get real-time summarization and insights from your call.

Ask Copilot to draft notes for you and highlight key points such as names, dates, numbers, and tasks.

NEW: Access Copilot in the Calls app to get context and insights from past calls*

Works with both VoIP and PSTN calls.

Generally available for enterprise
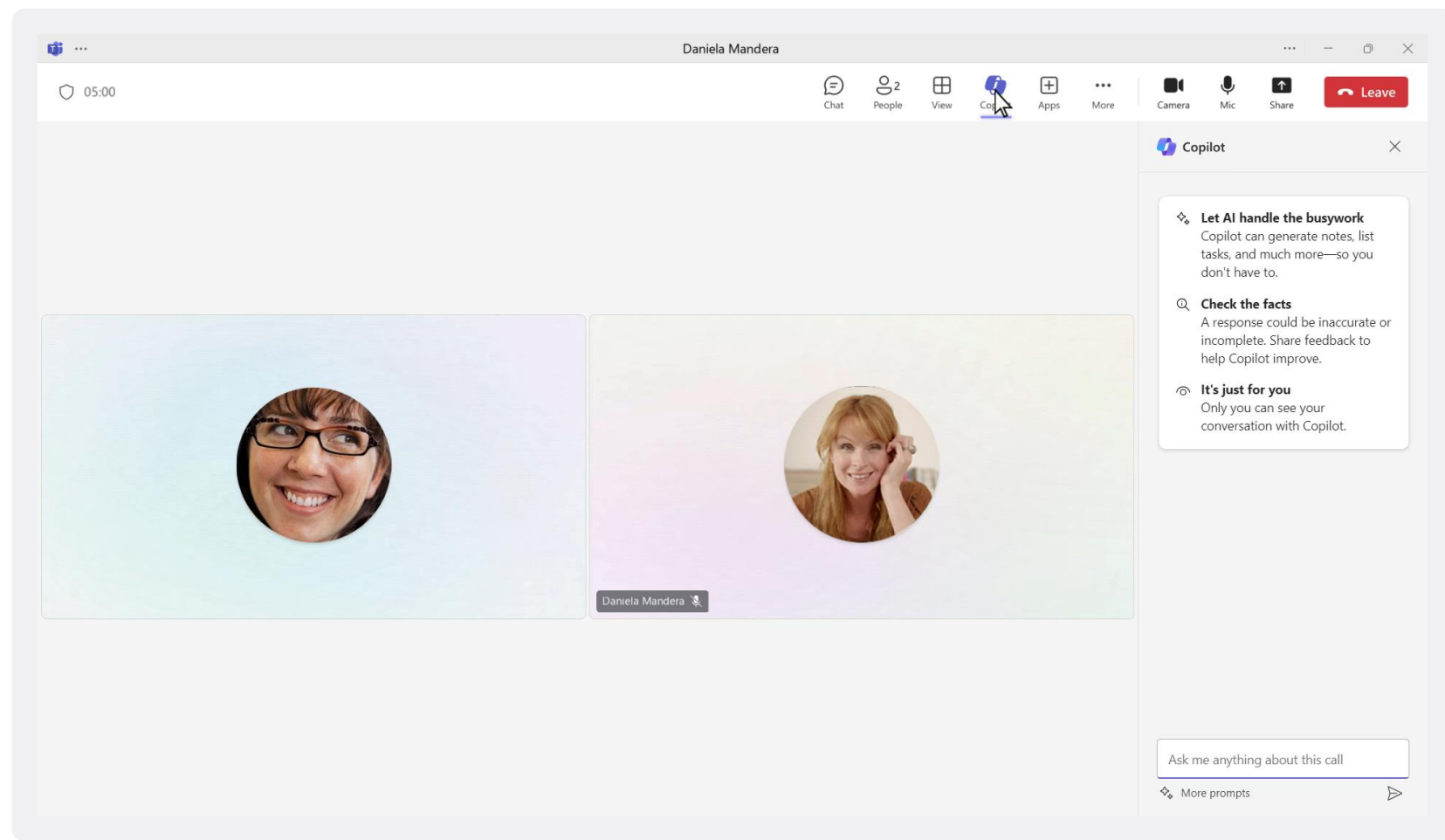
*Post call Copilot access for Teams phone is expected by end of November

Private Line

Private line is a new functionality for Teams Phone that allows you to enable **a private second phone number** for a select set of users so they can receive inbound calls directly, by passing delegates, admins, or assistants.

Calls to the private line are distinguished by a unique notification and ringtone.

Private line will be available later this year.

Generally available for enterprise
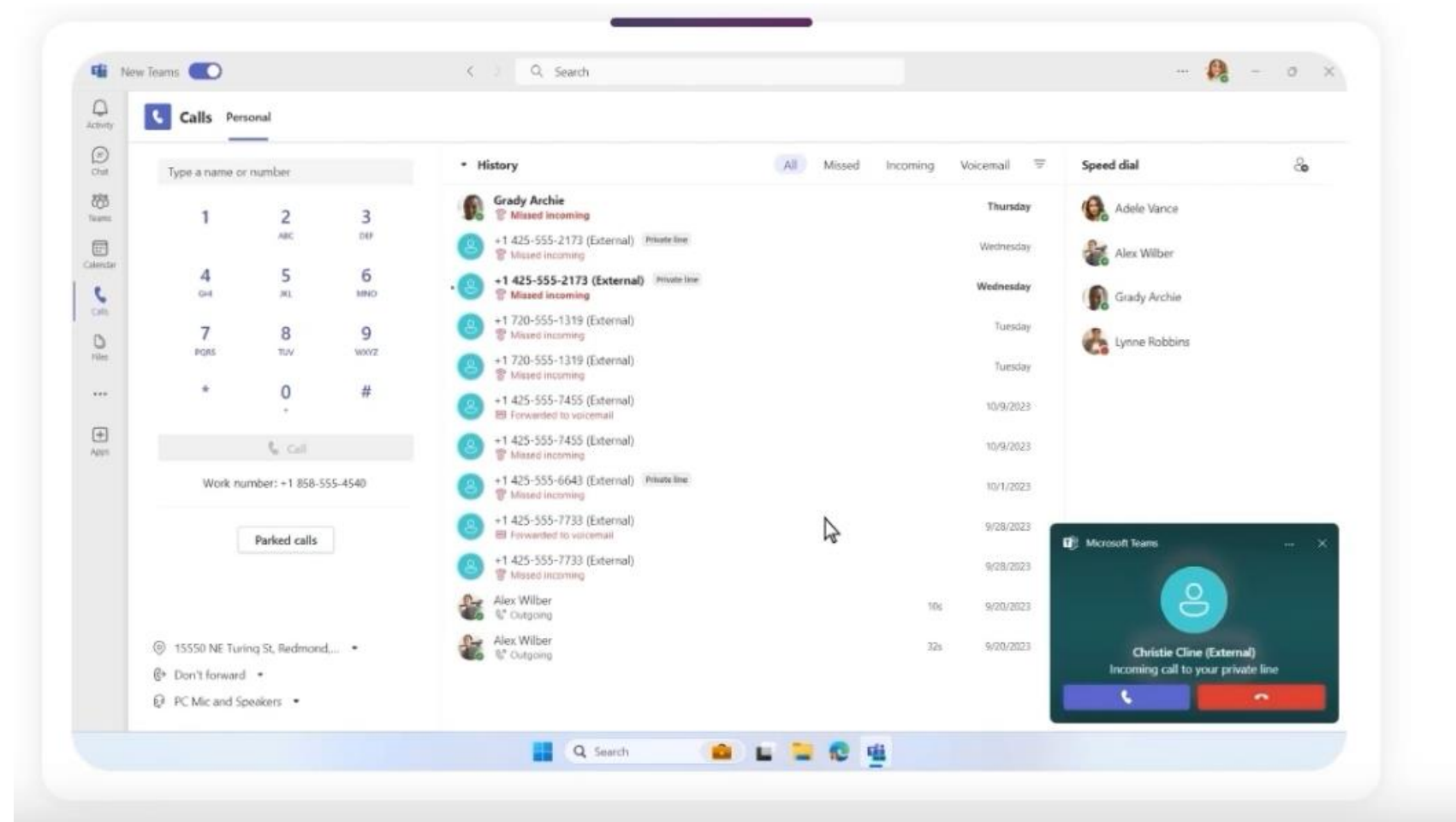
Click-to-Call

Click-to-call for Teams Phone enables customers to easily reach your organization – for example sales and support teams - directly from your webpage or app with a single click.

Your developers can add, customize, and program the widget to connect customers to a specific Teams user, call queue, or auto attendant, and the call recipient will receive the call directly in Teams.

Public Preview for enterprise

Contact centers with Azure Communication Services | Microsoft Learn
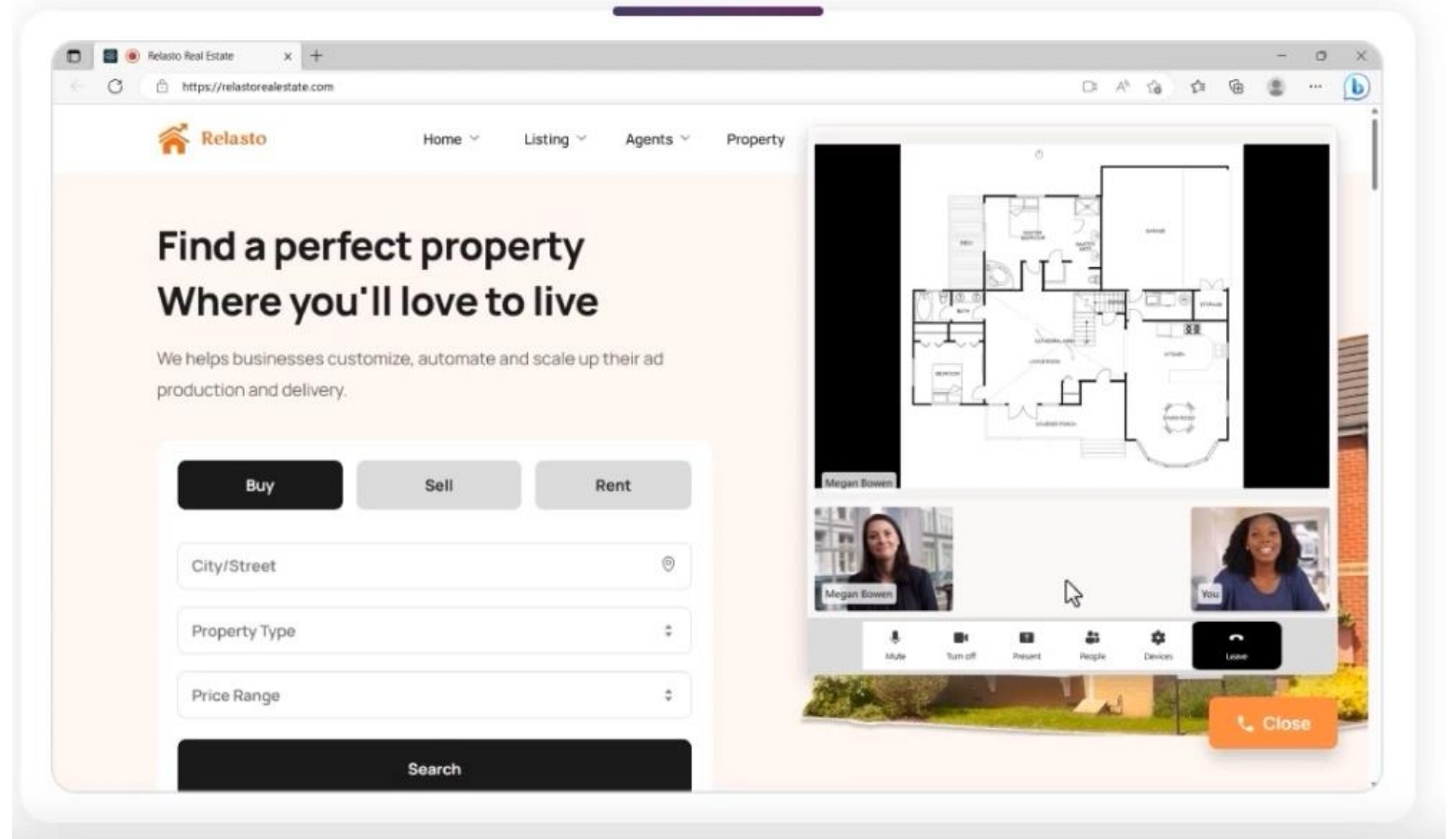
New Teams is generally available since October 5th on Windows and Mac

Join meetings	App launch	Installation	Chats and channels
2x faster	**2x faster**	**3x faster**	**1.7x faster switching**

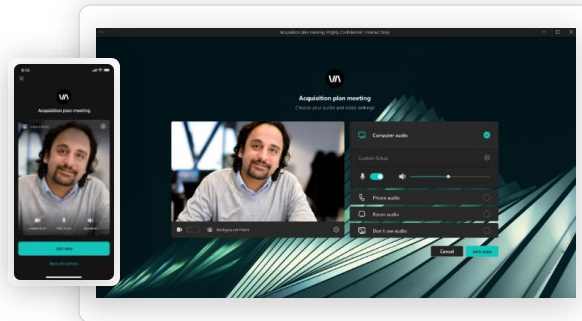| Memory	Disk space
50% less used	**70% less used**

[New Microsoft Teams – Microsoft Adoption](#)

Microsoft Teams Premium The better way to meet

Focus on what matters most
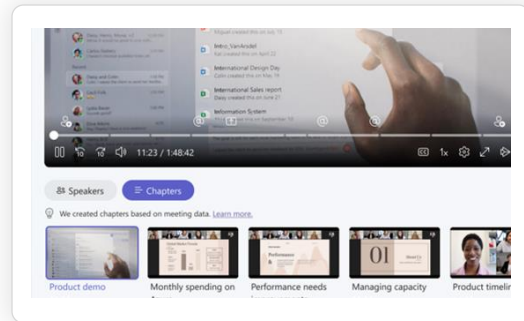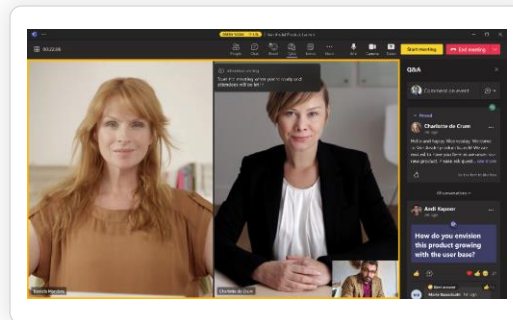

Personalize the meeting experience

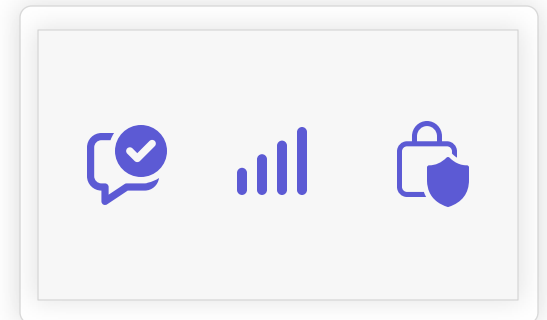**Enable advanced meeting protection**
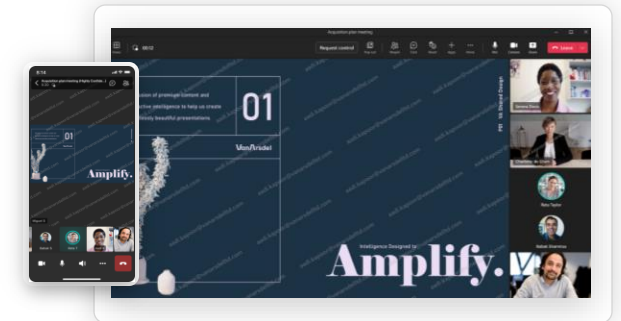
Facilitate virtual appointments
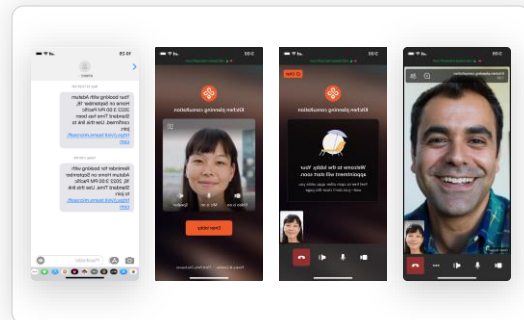
Host high-quality webinars
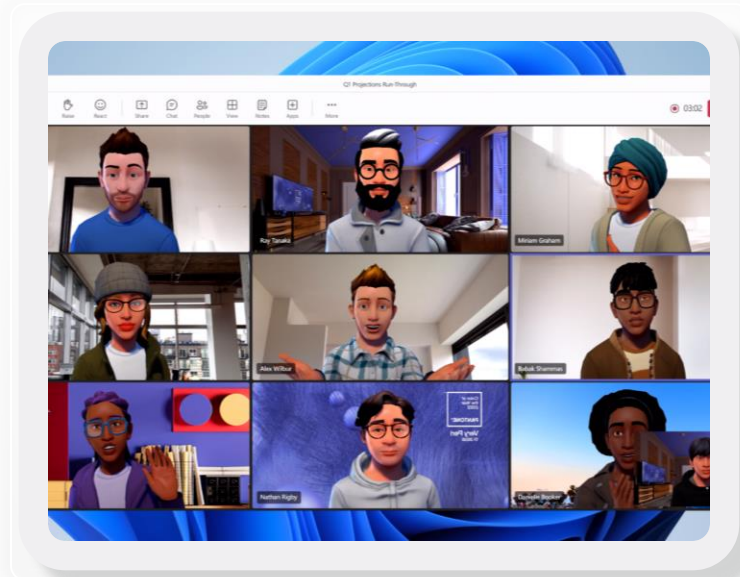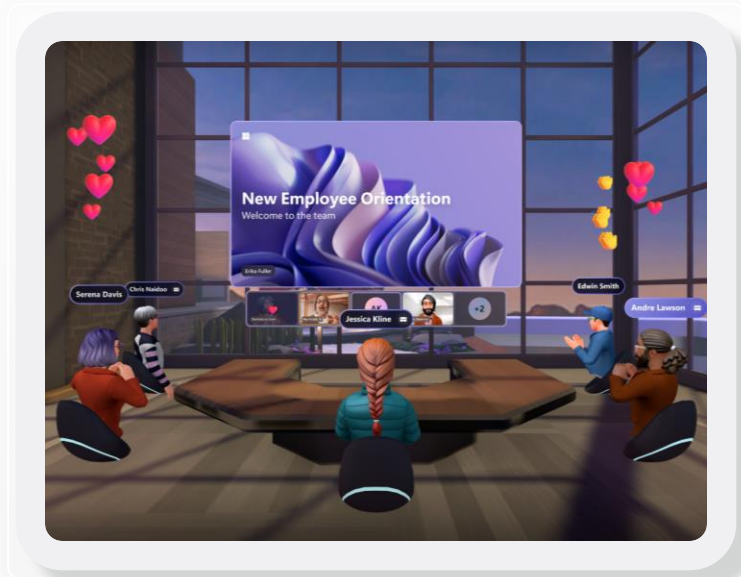

eCDN for Teams live events

Immersive experiences in Teams

Microsoft Mesh General Availability in January 2024

Experience a new type of presence with Avatars

Generally available

Collaborate in a natural way with immersive spaces in Teams

Build your own virtual spaces with Microsoft Mesh platform

Coming in January 2024

Thank you