

CLOUD TELEPHONY ADOPTION IN EUROPE BAROMETER

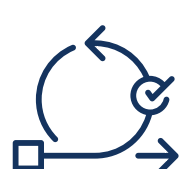
The new criteria for businesses to migrate to the cloud

#MitelCloudSurvey



Contradicting conventional wisdom, the Covid-19 crisis did not reveal technology infrastructure to be lagging behind in Europe, nor did it signal over-investment. While European companies of course show varying levels of maturity in terms of technology investment and use, a degree of convergence —thanks to cloud technology—can be seen as we emerge from the crisis.

Top 3 Reasons for moving to a cloud-based telephony and UCaaS solution



46%

Improve agility for growing businesses



18%

Benefit from new innovative capabilities not available on traditional solutions



12%

Benefit from new innovative capabilities without investing or requiring human resources



29%

of companies see full mobility integration as the **#1 must have capability** of a first class UCaaS solution



42%

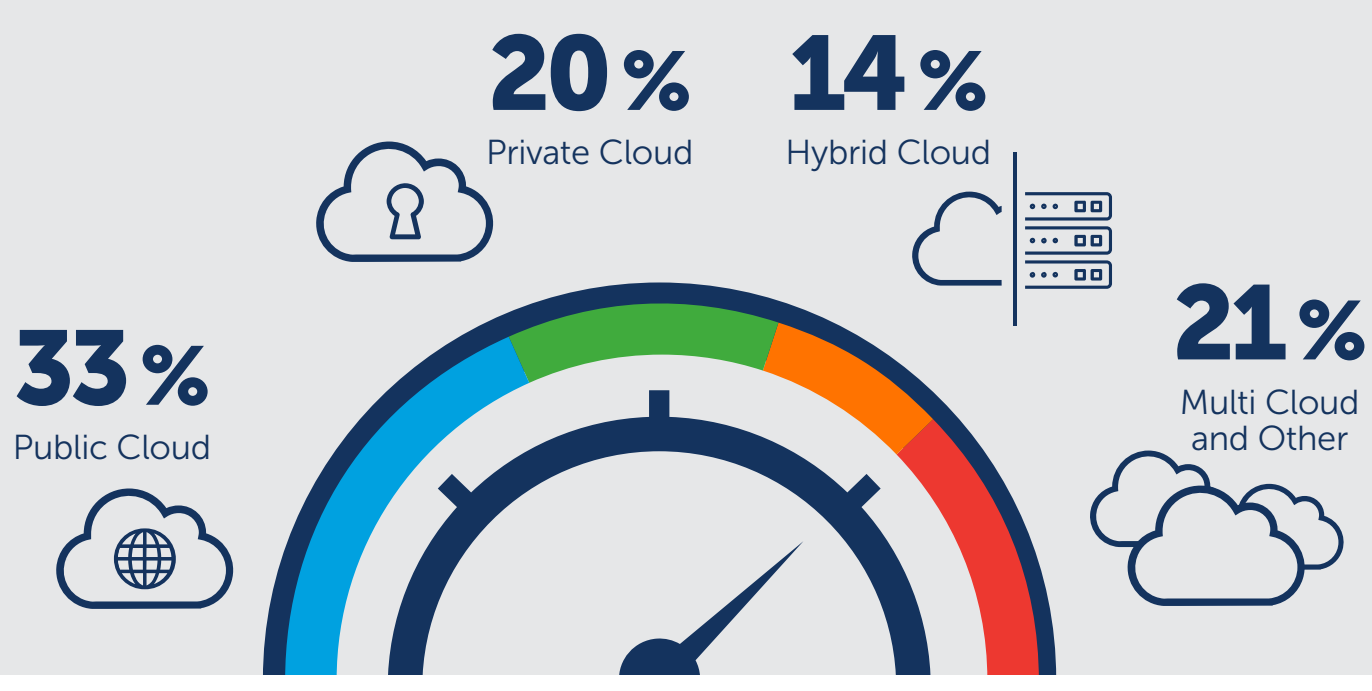
of companies are ready to rely on a cloud based solution for their contact center. (vs 15% in 2019)



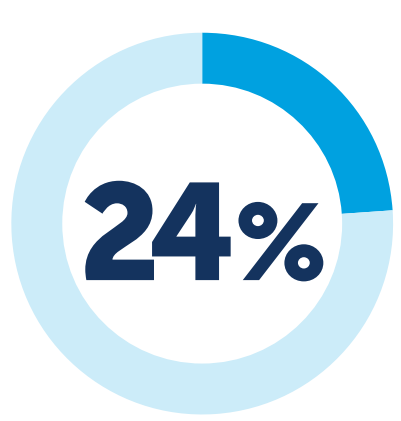
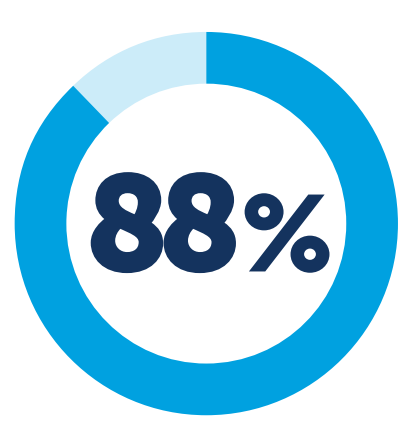
37%

would consider it with guarantees of Service Level Agreement and Quality of Service

The preferred approach for cloud communications architecture:



Migration costs are no longer an issue for migrating telephony to cloud:



Businesses still consider the reseller as their first trusted partner.



25%

of companies rely on them for end-point deployment.



For more information
Find out more about our cloud solution here:
mitel.com/en-gb/products/business-phone-systems/cloud

Source : Mitel and SpokingPolls survey conducted in 2019-2020 - based on 1,108 respondents from European companies - Third edition.