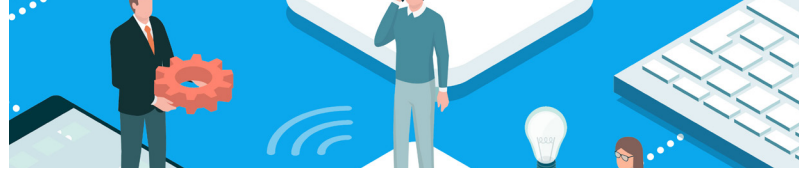Vyopta
Remote Work
Survey Results
**2020**

**The Next Phase
of Work:**
Managing UC
and Workspaces
in Next Phase of
the Pandemic

**vyopta**

> " **When we come back, we have to keep in mind it's not just about getting people back in the office. It is about making people feel safe within the office.** "

*Liam McDonough*
*Lead Collaboration Engineer*
*Facebook*

## Forward

Companies with knowledge workers still have lots of questions to figure out as they continue to grapple with the effects of the Covid-19 pandemic, and the massive shift to remote working for much of their employee base.

The dust has started to settle, however, when it comes to decisions on the technology solutions used by companies of all sizes to facilitate remote collaboration and video and voice communications. Leaders in IT and unified communications have favored tools that could be scaled quickly and offered reliability and stability, often from long-proven leaders in the sector with newcomers also making an impact.

As a leader in unified communication and collaboration in the new workplace, Vyopta wanted to learn about the current state of unified communications as a service (UCaaS) in the wake of Covid-19. Our survey - The Next Phase of Work: Managing UC and Workspace for Remote and In-Office Coordination - gathered findings from 327 respondents, most of them enterprise-level companies greater than 1,000 employees.

The data gathered show that:

- **Video is the new normal** - 68% of companies plan to hold meetings either 100% over video or provide participants the option to join by video.

- **UCaaS wins big** - 80% of companies primarily relied on UCaaS to quickly scale up their remote workforce.

- **Microsoft, Cisco, and Zoom are now "The Big 3"** - Microsoft was ranked as the top video collaboration company among enterprises with Cisco and Zoom ranked #2 and #3.

scaling decisions

vyopta
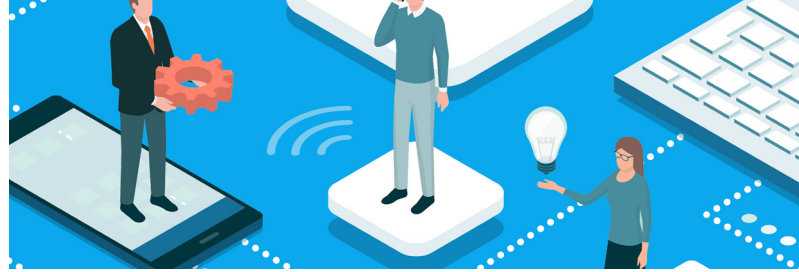
> **"Clearly the licensing aspect of what (Microsoft) has done has made it a no-brainer to at least look at. The better that product becomes the bigger the threat because they've captured so much else in the productivity suite."**
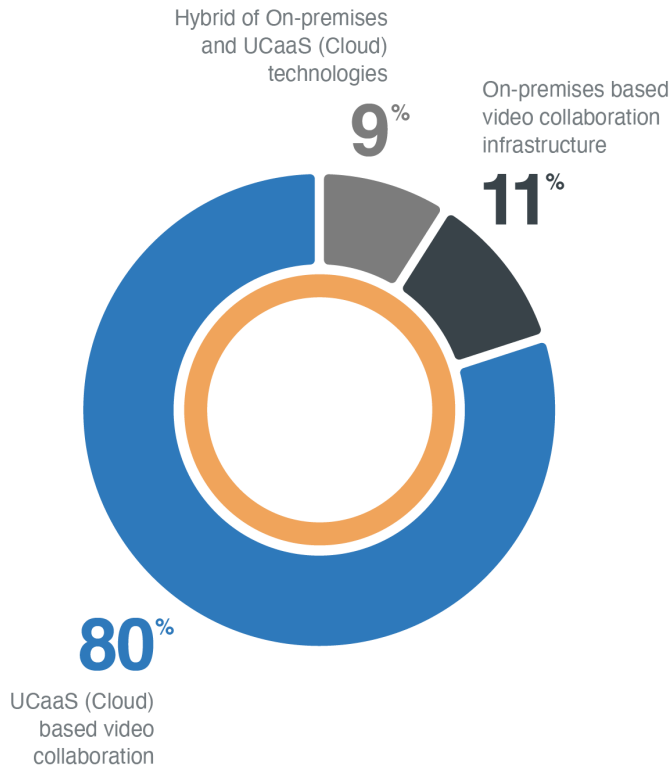
*Zeus Kerravala*
*Founder*
*ZK Research*

- **Multi-vendor UC environments are standard** - About two thirds of enterprises use two or more video collaboration technology vendors.

- **Enterprises reported dealing with video and voice quality problems** - 27% of respondents in the largest Enterprises reported issues with quality of video service and 73% reported voice service issues since the start of the pandemic.

- **Quality is king** - 77% of respondents feel that improving video quality of service for employees going forward is important or extremely important.

- **Enterprises plan to reduce real estate** - Almost half of the largest enterprises plan to reduce their office space in the next 12 months.

Companies are making progress in determining how and when to bring their workers back into the office, with gradual and part-time returns becoming normal in offices that are now socially distanced. That new landscape means there will be an ongoing emphasis on UC capabilities, with more video endpoints coming to allow for more in-office video meetings, increased use of remote collaboration tools, and greater use of sensors to track space usage in an effort to reconfigure and possibly decrease total office footprints.

vyopta

**What video collaboration technologies did your organization primarily rely on to quickly scale up your remote workforce?**

Hybrid of On-premises and UCaaS (Cloud) technologies
**9**%

On-premises based video collaboration infrastructure
**11**%

UCaaS (Cloud) based video collaboration
**80**%

cloud solutions

## Finding
### Companies of all sizes primarily chose UCaaS for video collaboration

80% of organizations primarily relied on UCaaS to quickly scale up their remote workforce.

Only 11% relied on On-Premises and 9% on a hybrid model. The smallest companies relied more heavily on UCaaS (86%), while the largest companies with more than 10,000 employees still relied most heavily on UCaaS (61%), but also relied both on On-Premises (21%) and hybrid (18%).

**Vyopta's Nick Wiik on:** The Growth Of The Cloud
"The X factor here was the speed at which organizations were forced to make this change and forced to scale up. It almost didn't leave an option for many organizations to even consider on-premises because it would take so much longer. One of the factors that drove cloud being so heavily leaned on for scaling up is that you couldn't do it that quickly if you went to other providers. And a lot of these cloud providers were smart to do free trials to make it very easy to try versus some of the on premise stuff.
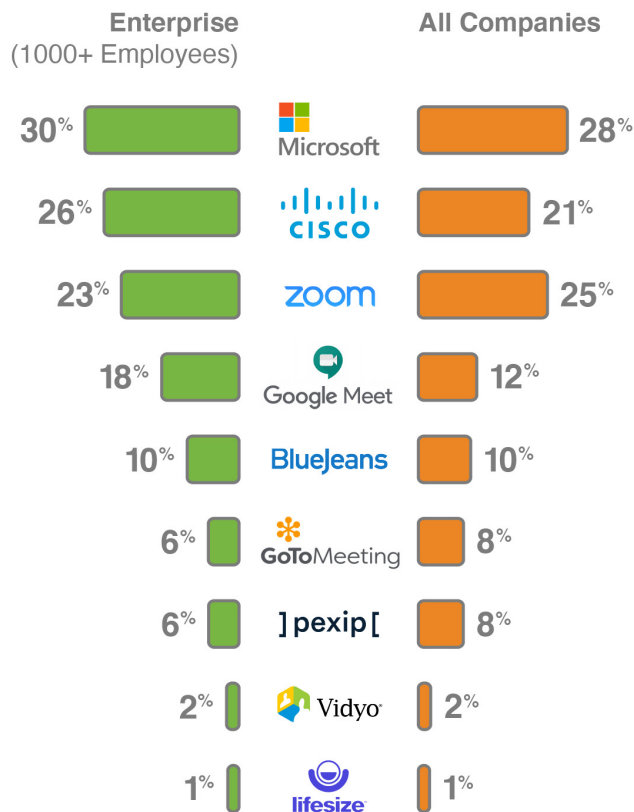
It was interesting to see some of the quality disparities because everyone went cloud and a lot of those systems were really stressed. You kind of had to go cloud if you couldn't quickly scale on-premises, but then you have to live with some of these quality tradeoffs.

Cloud providers are now in this place where they can go maintain the dominant share over on-premises deployments, mainly because they're able to deploy and get new features out so much faster. You see the likes of Microsoft Teams and Google Meet coming in and quickly following what Zoom did with all of the great features that made it the more consumer-centric leading brand. Obviously, that tailors to enterprise as well.

vyopta

## Which UCaaS video collaboration services do you use to support your video needs?

| | Enterprise (1000+ Employees) | | All Companies |
|---|---|---|---|
| Microsoft | 30% | | 28% |
| Cisco | 26% | | 21% |
| Zoom | 23% | | 25% |
| Google Meet | 18% | | 12% |
| BlueJeans | 10% | | 10% |
| GoToMeeting | 6% | | 8% |
| pexip | 6% | | 8% |
| Vidyo | 2% | | 2% |
| lifesize | 1% | | 1% |

Innovation and focus on the end-user functionality is going to help them maintain that gap as well as all of the operational expense versus and capital expense considerations. The way that it hits your books being a little bit more friendly when you go with the op-ex model, and I think at this point there's no turning back."

**Most Popular On-Premises Video Solutions**
Cisco and Microsoft are the main players in On-Premises video collaboration, with 53% of organizations using Cisco and 22% using Microsoft Skype for Business.

**Most Popular UCaaS Video Solutions**
Microsoft is #1 for companies of all sizes. For Enterprise, Cisco is ranked #2 and Zoom ranked #3. For the rest of the companies surveyed, Zoom is ranked #2 and Cisco is ranked #3. A quarter of all companies use Zoom as part of their UC environment.

**Vyopta's Nick Wiik on:** The Dominance of Microsoft Teams
"The main reason for the rapid growth of Microsoft Teams is distribution. Many organizations, for reasons outside of collaboration, already have that enterprise license that gives them access to Microsoft Teams. So that distribution is already a major advantage for Microsoft. The other very related factor is the macroeconomic situation is putting cost pressures on organizations so they're now looking at their portfolio of what they already have paid for, realizing that Microsoft Teams is already in there. So they already have the distribution advantage for sure.

Now that there's kind of cost pressures on these organizations, they're really taking a look at what they already have to see if they can cut elsewhere. The same goes for Google Meet as well because there are very few employees that don't have email and you're going to have an email from Google or Microsoft for the most part. Along with that comes their collaboration tools. So it's that cost
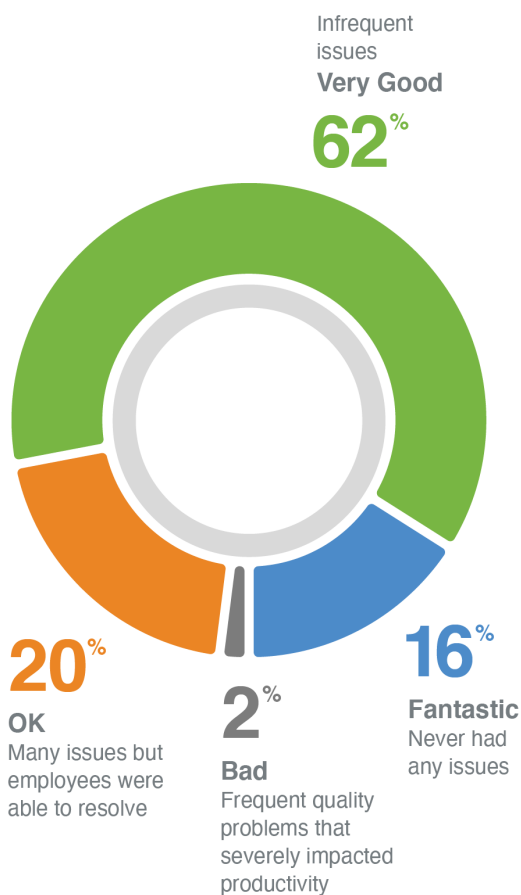
# video quality

**How would you rate the video quality of service since the start of the pandemic?**



Infrequent issues
**Very Good**
**62**%

**20**%
**OK**
Many issues but employees were able to resolve

**2**%
**Bad**
Frequent quality problems that severely impacted productivity

**16**%
**Fantastic**
Never had any issues

pressure. Since Covid-19 hit, the product teams at Microsoft and Google are really doubling down on making these better products.

The players in this market that don't have that distribution advantage, their move has been to quickly innovate as much as possible for that user experience and to highlight some of their other ecosystem differentiators. With Cisco, it's best-in-class video endpoints that they really focused on, and tying them in going back to work. With the Zoom, they really innovated and focused on the end user experience. All of this is increasing competition significantly."

**Pandemic Impact on Video Quality**
Overall:

- 78% of respondents rated their video quality was very good or fantastic - they either never had any issues or had infrequent issues

- 20% of respondents faced many issues but employees were able to problem solve

- 2% described their video quality as bad with frequent quality problems that severely impacted productivity

**The larger the company, the more video quality suffered.**

- 27% of companies with over 10,000 employees described their video quality as ok or bad

- 14% of companies with 1,000 or less employees described their video quality as ok or bad
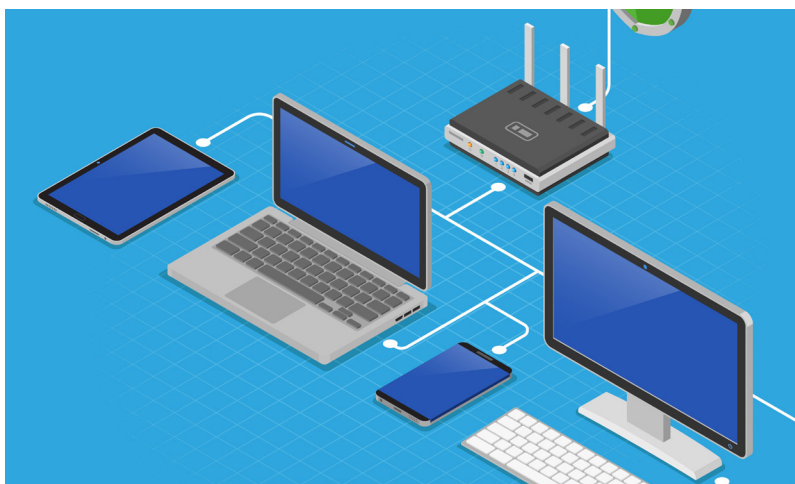
**vyopta**

**Almost a third of all companies (31%), and almost a fourth of Enterprise companies (23%) relied on employees to use their mobile phone or home land lines.**

### Finding
### Companies of all sizes primarily chose On-Premises solutions for voice services

Most companies (41%) used premises-based voice technology to support remote voice services during the pandemic. Enterprises were even more likely to go this route (46%).

Almost a third of Enterprise companies (30%), and 28% of all companies, used cloud-based voice technology to support remote voice services during the pandemic.

Almost a third of all companies (31%), and almost a fourth of Enterprise companies (23%) relied on employees to use their mobile phone or home land lines.

For those that said they had some/significant issues with voice quality:

- 45% relied on premises-based Remote voice technology

- 29% relied on cloud-based remote technology

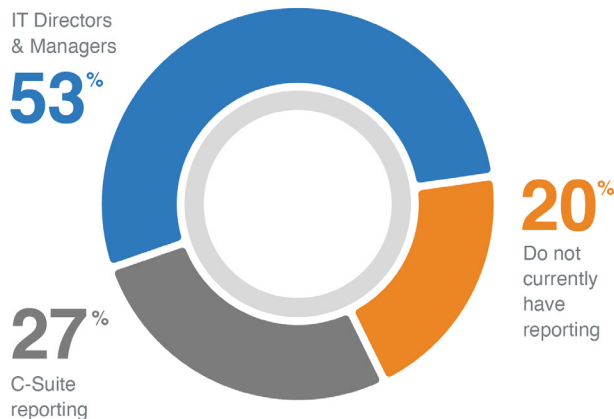- 26% relied on employees to use their mobile phone or home land lines

**Enterprises report issues with voice service**

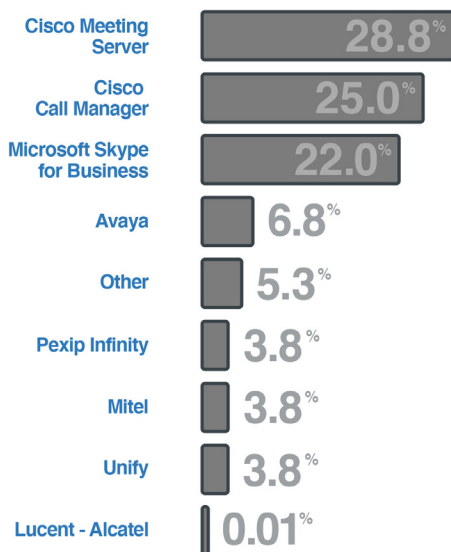73% of Enterprises experienced significant/some/intermittent voice service issues since the start of the pandemic.

Takeaway: Companies are more comfortable doing cloud-based video collaboration than cloud-based voice. Voice isn't where the money is being spent.
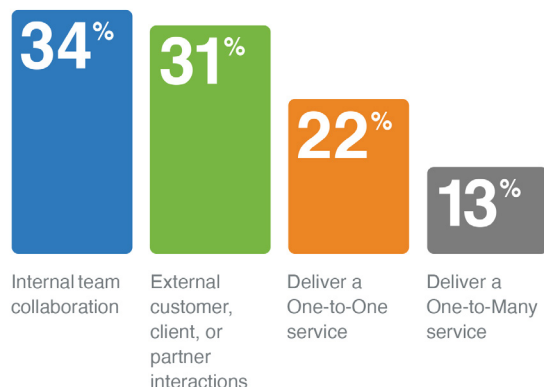
voice
issues
video

6



vyopta

## Who in your organization is currently interested in reporting on your collaboration quality?



**IT Directors & Managers**
**53**%

**20**%
Do not currently have reporting

**27**%
C-Suite reporting

## What technologies make up your on-premises based collaboration infrastructure?

| Technology | Percentage |
|---|---|
| Cisco Meeting Server | 28.8% |
| Cisco Call Manager | 25.0% |
| Microsoft Skype for Business | 22.0% |
| Avaya | 6.8% |
| Other | 5.3% |
| Pexip Infinity | 3.8% |
| Mitel | 3.8% |
| Unify | 3.8% |
| Lucent - Alcatel | 0.01% |

## In what ways do you use video collaboration tools in day-to-day business operations?

**34**% Internal team collaboration
**31**% External customer, client, or partner interactions
**22**% Deliver a One-to-One service
**13**% Deliver a One-to-Many service

v vyopta

# Finding

## Reliance on multi-vendor UC environments for meetings and collaboration make data on quality more important.

### Video and Internal Team Collaboration
The most common use for video collaboration tools in day-to-day business is internal team collaboration (34%) followed by external customer, client, or partner interactions (31%), delivering a 1 to many service like education, webinars, and virtual events (22%), and to deliver a 1 to 1 service like legal and telemedicine (14%).

### Multi-Vendor UC Environments are the Norm
- 57% of companies that use On-Premises video technologies use 2 or more vendors.

- 64% of companies that use UCaaS video technologies use 2 or more vendors.

### Unified Communications Reporting
- 80% of all companies (90% of Enterprise) surveyed have some method for tracking or reporting on quality issues for UC.

- 20% of all respondents (10% of Enterprise) do not.
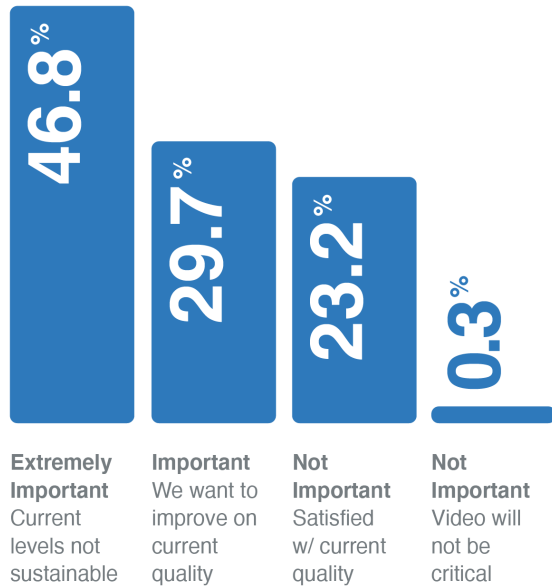
### Who Cares about UC Quality?
- Over a quarter of C-level executives are paying attention to video and voice collaboration quality.

- 80% of companies (and 89% of Enterprise) provide reporting on collaboration quality to IT Directors/Managers and/or the C-Suite.

- In 1/5 of small companies, over 1/3 of medium companies, and 1/4 of the largest enterprises, the C-suite is interested in collaboration quality reporting.
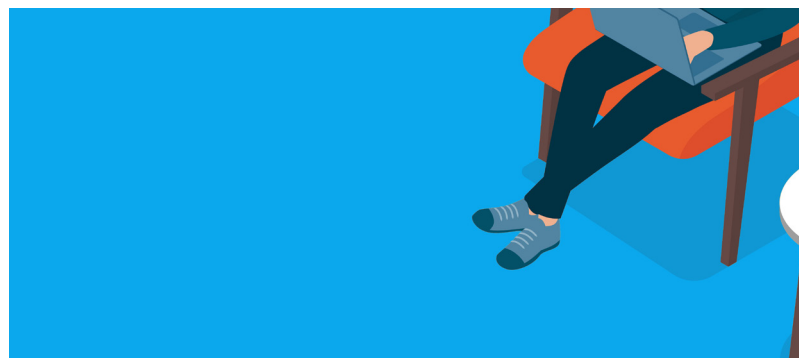
**How important is improving video quality of service for your employees going forward?**

**46.8%**
**29.7%**
**23.2%**
**0.3%**

**Extremely Important**
Current levels not sustainable

**Important**
We want to improve on current quality

**Not Important**
Satisfied w/ current quality

**Not Important**
Video will not be critical

satisfied critical

**Video Quality Room for Improvement**

○ 77% of respondents feel that improving video quality of service for employees going forward is important or extremely important.

○ Only 23% said that improving video quality service is not important because they are satisfied with current quality levels.

**Vyopta's Nick Wiik on:** The Importance Of Video Quality
"There's an assumption that voice quality works. If a colleague says pick up your landline, getting a dial tone is basically something that's almost in the Constitution. It's just there and you get it and there's nothing to improve on. I don't think folks are worried about voice quality as much as video because video takes so much more bandwidth.
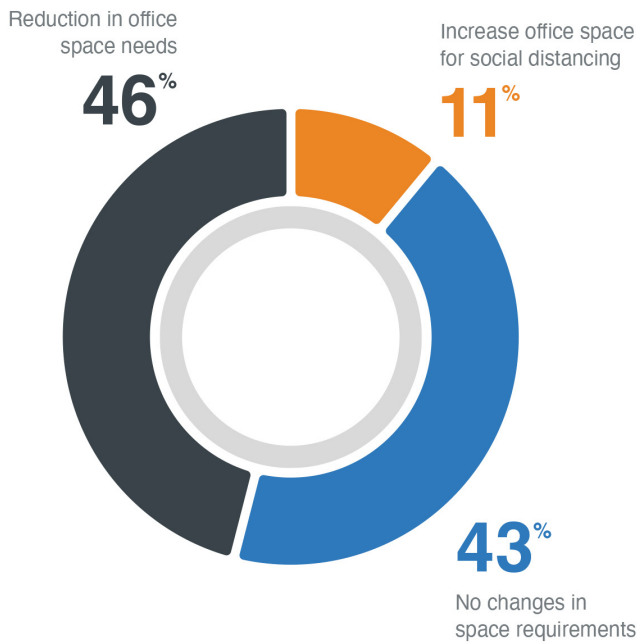
I'd be much more worried about improving video because it's so much more complex and so much more bandwidth intensive. And now that so much of your day is spent on video and so much of your customer engagement is spent on video, it becomes much more important to me whereas you know voice is probably going to be OK.

Voice is objectively more important than video and if you suddenly only heard one in every 10 words that I was saying, the fact that there's a beautiful HD video doesn't matter. We can't communicate. With video there's so much more room for error, and in comparison to voice, there's much more variance in terms of performance."
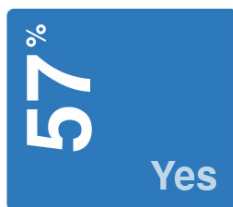
vyopta

**Do you expect your company will reduce, maintain, or expand its office space in the next 12 months?**

Reduction in office space needs
**46**%

Increase office space for social distancing
**11**%

**43**%
No changes in space requirements



**Is your organization currently able to provide actionable data to improve how employees reserve and use workspaces?**

**57**% Yes
Actionable data is available

**43**% No
Actionable data is not available

## Finding
### Social distancing and remote work will transform the use of commercial real estate

As a result of the rise of remote work and the expected need to continue to take steps to mitigate the spread of COVID-19, survey respondents confirmed a number of changes to the office.

Almost 60% of enterprises plan to change their office space requirements, with about 50% reducing office space and 10% providing extra space for social distancing.

Among those companies planning to maintain social distancing at the office, the top three tactics they planned to use include:

- Changing the layouts of desk assignments
- Changing conference room layouts
- Alternating days when people or groups would come to the office

Changes during the pandemic that they expect to persist even after people start returning to the office include:

- Reduced company travel
- Reduced time on non-productive commutes to the office
- Reduction in dedicated office space for each employee

To optimize workspace usage, 91% of enterprises feel it is important or extremely important to have actionable data on space occupancy

**vyopta**

# real estate

**You look at what corporations spend money on and it's people, space and technology. If you need less space, that's money you can reinvest in marketing and research and development and all sorts of stuff ...**

**Vyopta's Nick Wiik on:** UC's Affect On Real Estate

"Right now, you think of corporate real estate and ask 'What is our square footage looking like as an organization, and can we cut that spend.?' You look at what corporations spend money on and it's people, space and technology. If you need less space, that's money you can reinvest in marketing and research and development and all sorts of stuff, so having a well-functioning UC enables you to really look at what's possible in that massive real estate market, and also in the residential real estate market.

You don't need to live near city centers anymore. You can be anywhere where there's Internet access and be productive. We've been talking to some experts in the field that think it's not a case of getting rid of the corporate real estate footprint, and you call it a day. With the downtown high rise that had 10 floors, you probably don't need 10 floors, but people still want to go to an office, and need to get away from kids and dogs. They want a dedicated place that's quiet and purpose built for work.

That means the downtown expensive square footage is probably going to drop, but there's going to be a proliferation of hubs or smaller offices that people can go and focus and collaborate with coworkers that are closer to where people live as an option. The days of everyone has one desk in a downtown office and lives near that downtown, I think those days are numbered."

**vyopta**

# technology investment

## How do you intend to hold meetings?



All online solutions
**40**%

**28**%
Mixture of in person and video

**32**%
In person

## Finding

UC offers options for companies looking to collaborate remotely, or reaching customers where they are.

**Video Is The New Normal**

68% of respondents said their companies will hold meetings either 100% over video or provide participants the option to join in person or by video. In some cases, employees will join from their desk/office even when they are in the office.

**Planned Technology Investments to Support the Future of Work**

- 36%: More video collaboration endpoints in conference rooms to support video meetings with staff in the office and remote workers

- 32%: More video collaboration software licenses to maintain remote work capacity

- 17%: More softphone licenses to support remote voice usage

- 12%: Sensors and people count technology to determine space occupancy and if social distancing guidelines are being maintained
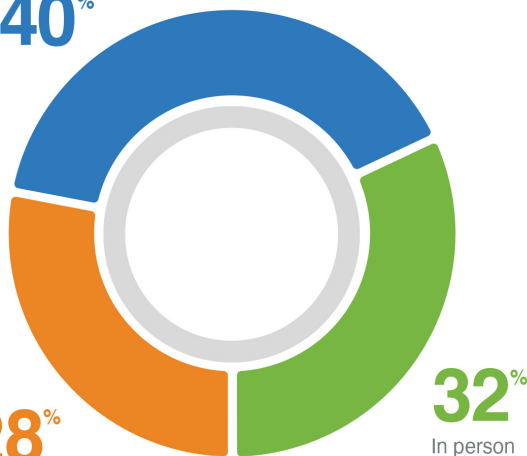
**In what ways do you use video collaboration tools in day-to-day business operations?**

- 34%: Internal team collaboration

- 31%: External customer, client, or partner interactions

- 22%: To deliver a 1: many service (education, webinars, virtual events, etc)

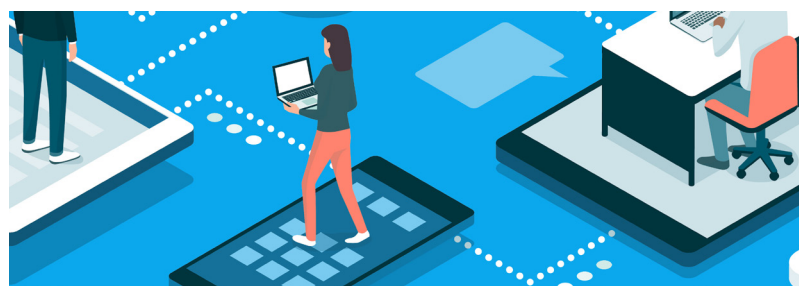- 14%: To deliver a 1:1 service (legal, telemedicine, etc.)

vyopta

**Vyopta's Nick Wiik on:** The Growth Of UC Across Business Types

"Every one of these should grow because of the macro trends and UC being so much more pervasive. If teams are more spread out and you're hiring the best talent wherever they are, then your internal team necessarily has to collaborate more. And if the teams are being more spread out and they're all servicing a client or partner, there's more need in that way as well.

You think of higher education and how it's been siloed off and access to higher education is behind paywalls, with certain professors only at a certain location. I would love for that to open up and see that and grow as well.

In terms of individual one-to-one services, if we can put together the right marketplaces for the best doctor or specialist in the world and the patients, wherever they are in the world that have that exact ailment… if we can start to connect those with marketplaces then this category would go up as well. The limiting factor is not that there is insufficient need in the world, but really the other side of that market is the doctors make themselves available."

collaborate growth

vyopta