PulseReport
GATEPOINT RESEARCH

Strategies for Team Collaboration

AVAYA

Summary Results • March 2015

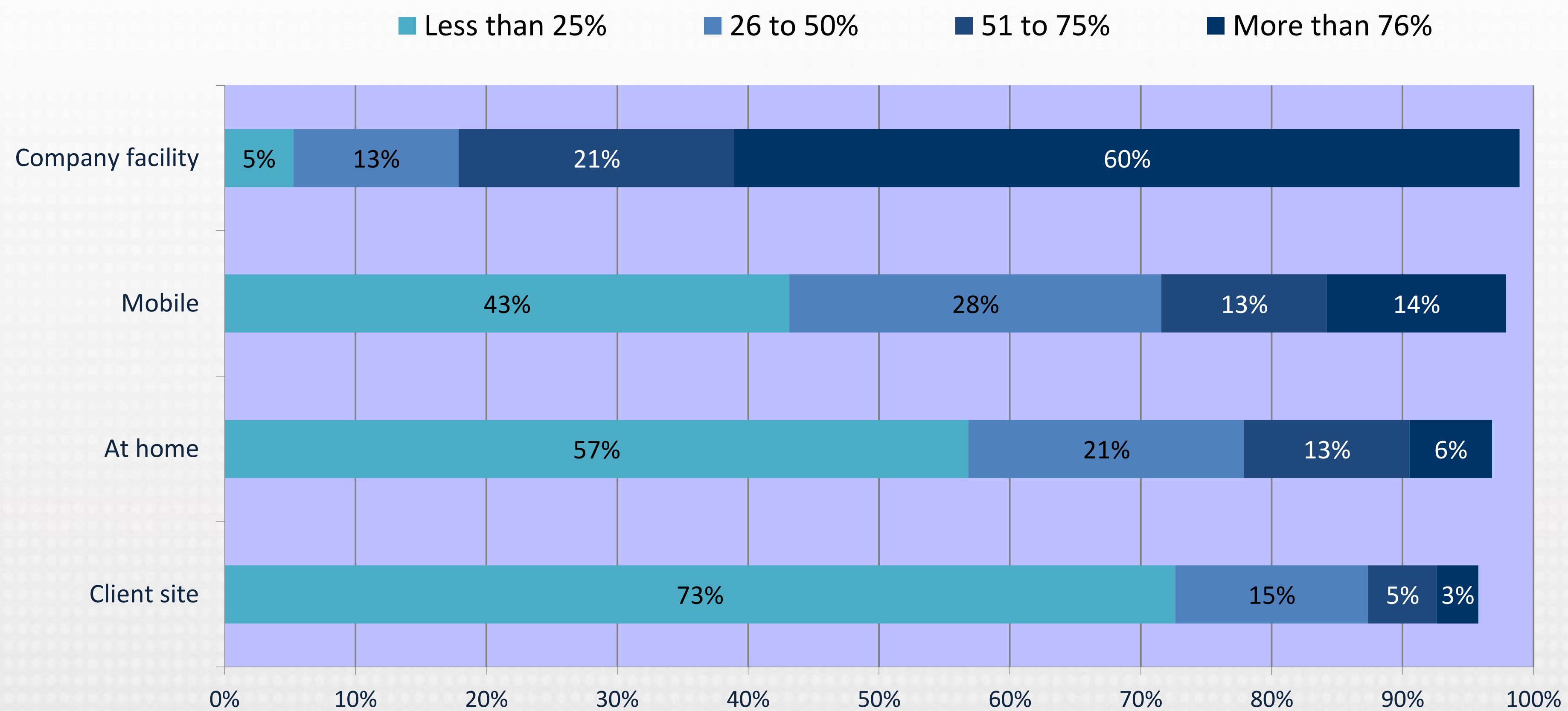
Program Overview

- In February and March 2015, Gatepoint Research invited selected technology executives to participate in a survey themed *Strategies for Team Collaboration.*
- Candidates were invited via email and 95 executives have participated to date.
- Management levels represented were a well stratified mix of senior decision makers: 11% held the title CxO, 23% were VPs, 36% were Directors, and 31% were Managers.
- Survey participants represented firms from a wide range of industries including business and consumer services, manufacturing, media, transportation, healthcare, public administration, mining, and construction.
- Responders worked for firms with a wide variety of revenue levels: 33% had annual revenues of greater than $1.5 billion, 12% had annual revenues between $500 million and $1.5 billion, 25% between $250 and $500 million, and 23% less than $250 million.
- 100% of responders participated voluntarily; none were engaged using telemarketing.

Observations and Conclusions

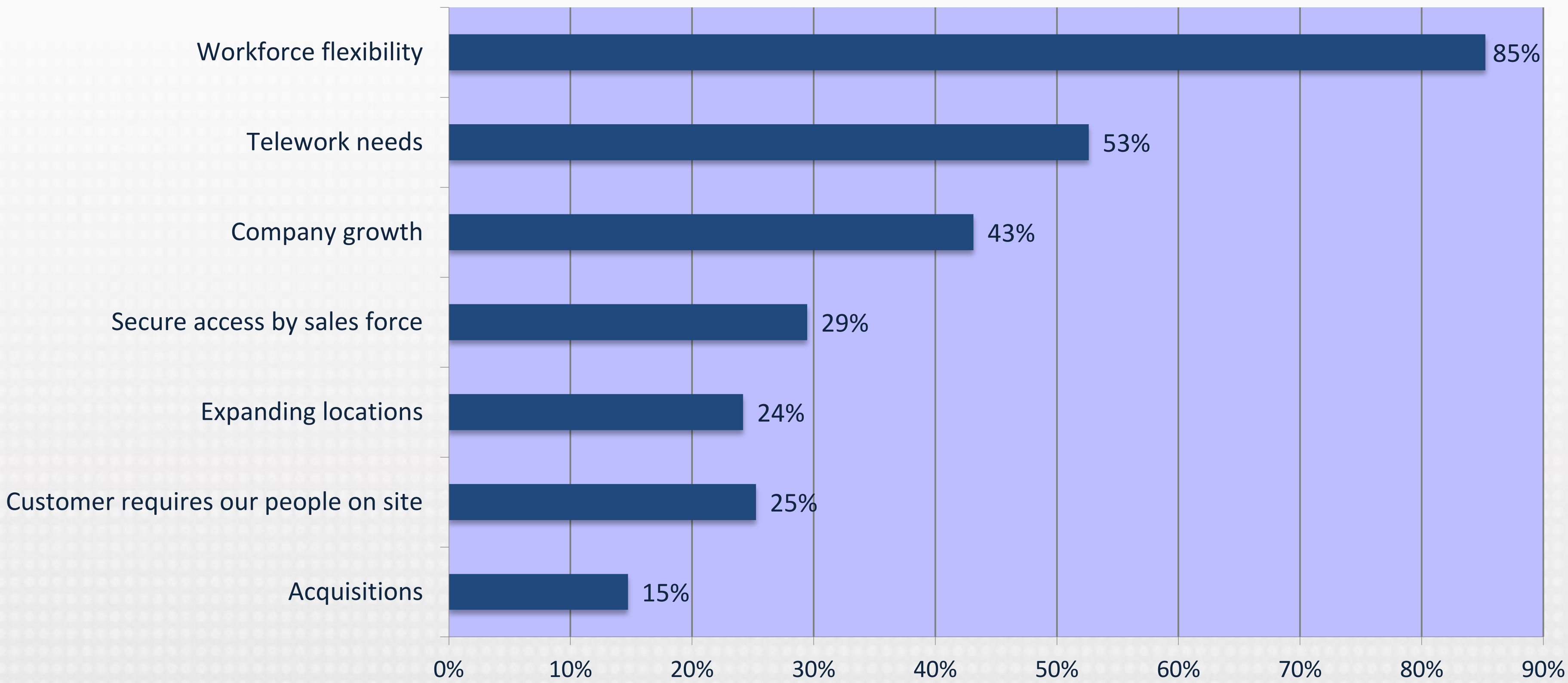
- Among responders, most collaboration takes place at company facilities; offsite, most common collaboration is **mobile,** followed **by home working.**
- Growth in use of mobiles devices is driven mostly by **the need for workforce flexibility** (85%), followed **by teleworking** (53%).
- 53% of responders **express low satisfaction with mobile collaboration tools**; 51% say their **software phone apps are poor**.
- More than a quarter report that the **ongoing cost of video conferencing is too high.**
- Top priority for collaboration tools is **increased productivity** (93%), followed by **ease of use** (74%), and **responsiveness (**72%).
- 58% already use, or are considering **using cloud for web or video conferencing.**
- Top perceived benefits of using the cloud for collaboration are greater agility (66%) and improved worker productivity (66%)
- 47% report expected growth in the number of employees and/or locations in the next year.
- Responders are ready to invest in communications and collaboration solutions order to achieve savings: **41% say they would invest in voice and video business applications**; **38% would invest in app integration**, and **37% would invest in new collaboration initiatives**.

What percentage of your workers collaborate from the following environments on a regular basis?



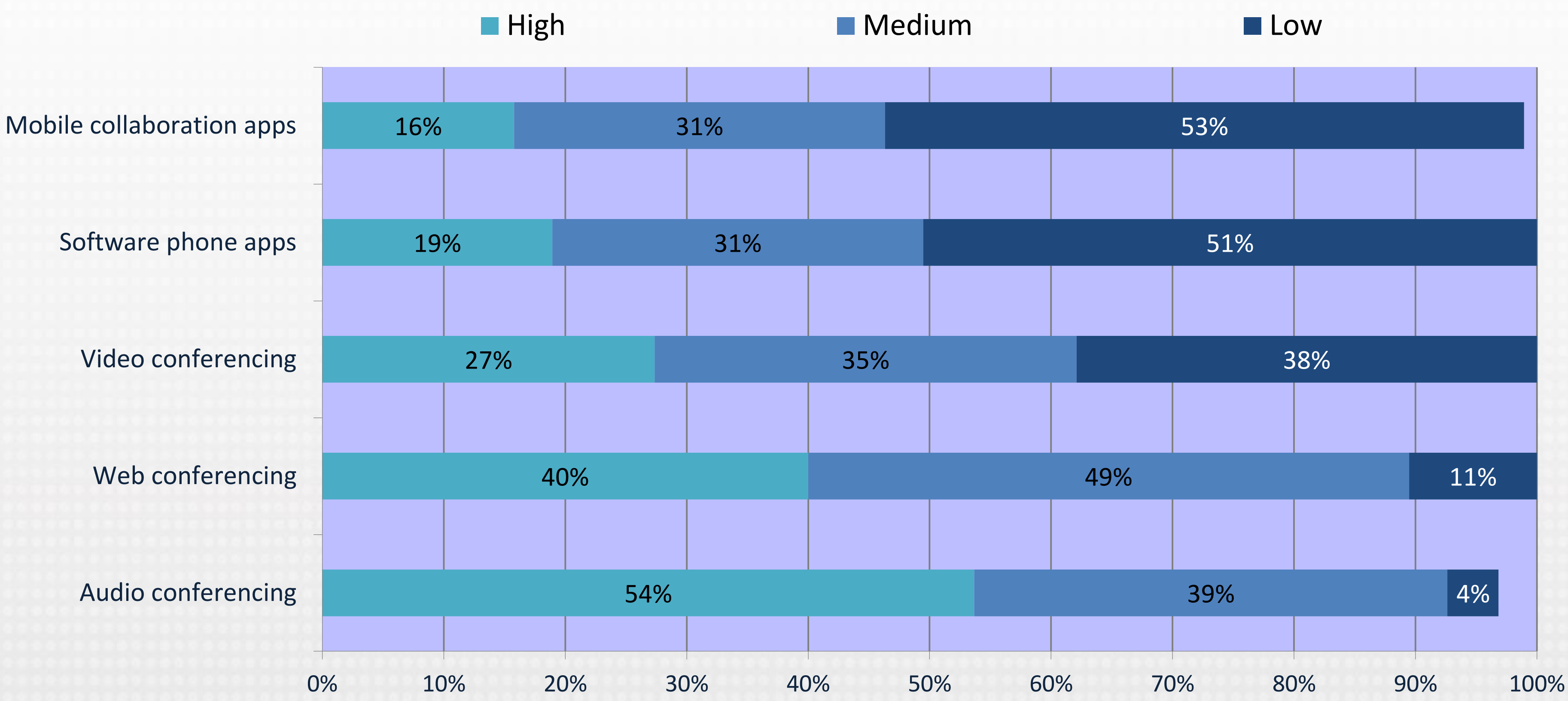
Most collaboration happens at company facilities. Offsite, mobile collaboration is most common, followed by home working and client sites.

What factors are driving increased deployment of mobile devices in your organization?



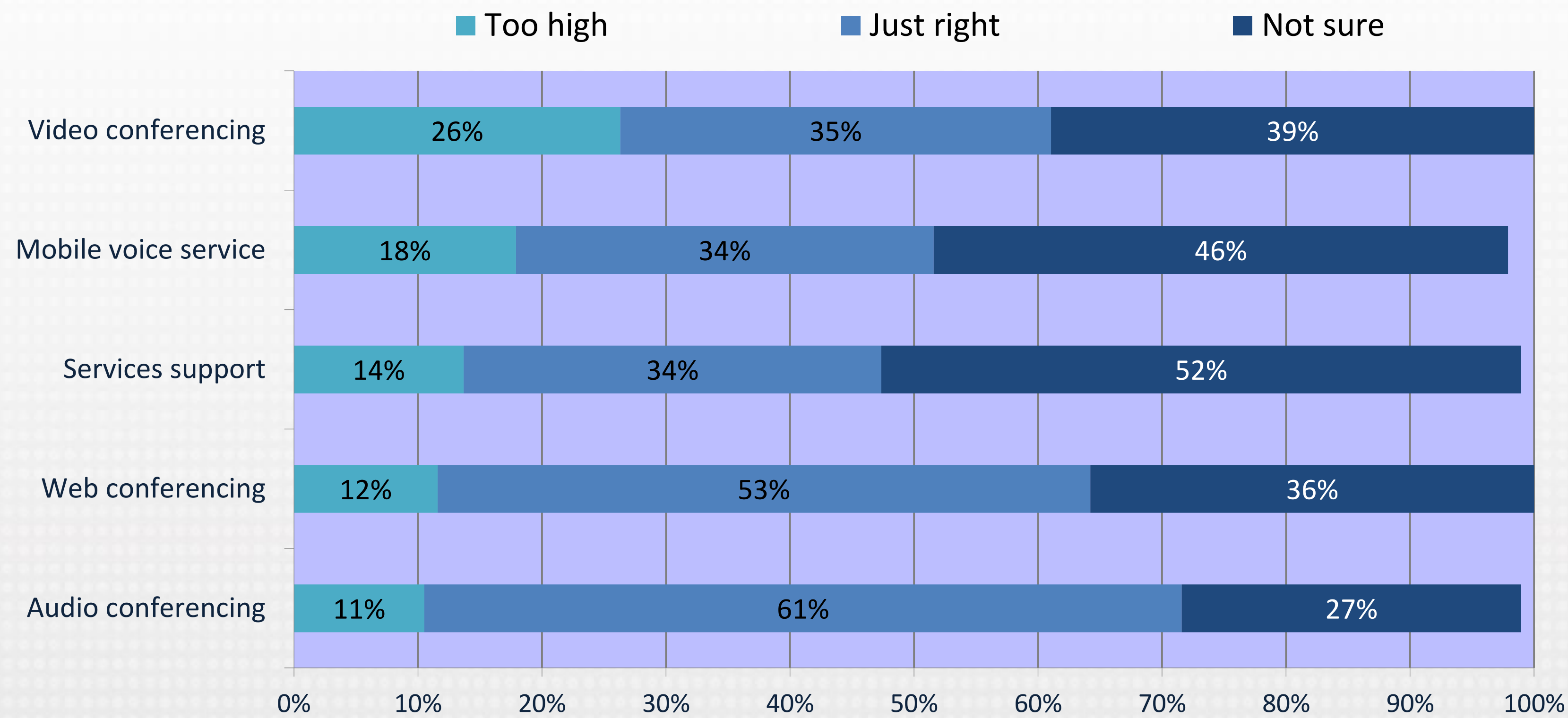
Growth in use of mobiles devices is driven mostly by the need for workforce flexibility (85%), followed by teleworking (53%).

What is the satisfaction level in your organization with the quality and ease of use of the following collaboration tools?



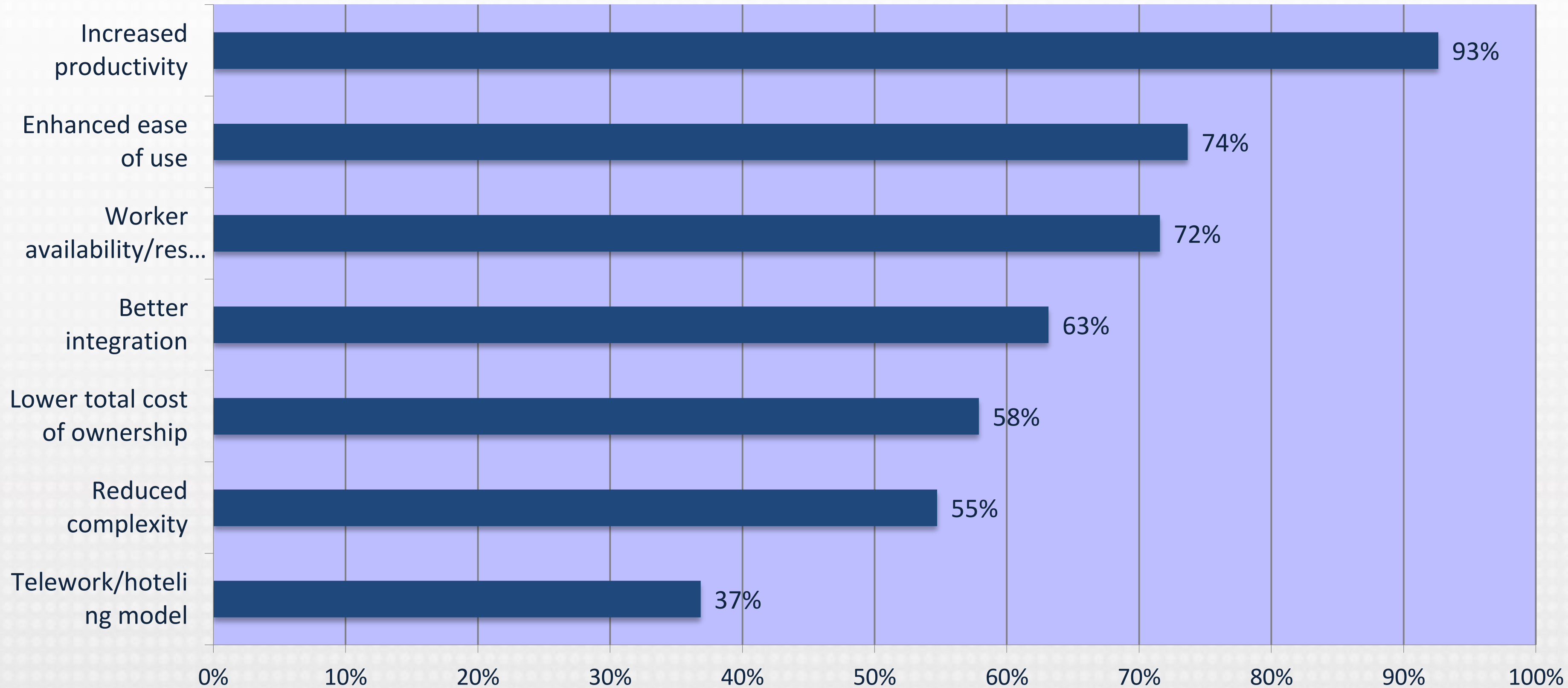
53% of responders express low satisfaction with mobile collaboration tools; 51% say their software phone apps are poor.

How do you view ongoing costs to your organization for the following?



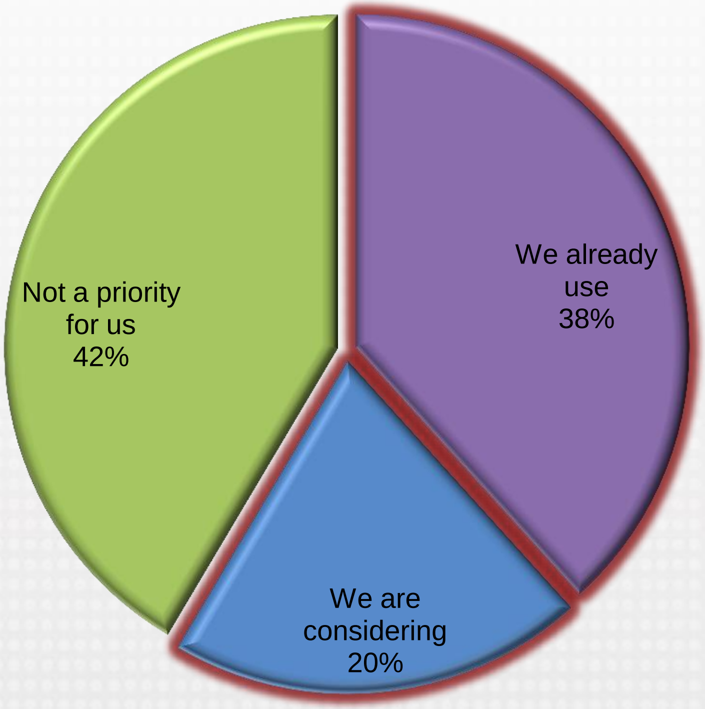
More than a quarter report that the ongoing cost of video conferencing is too high.

What are your priorities for improvements in collaboration tools?



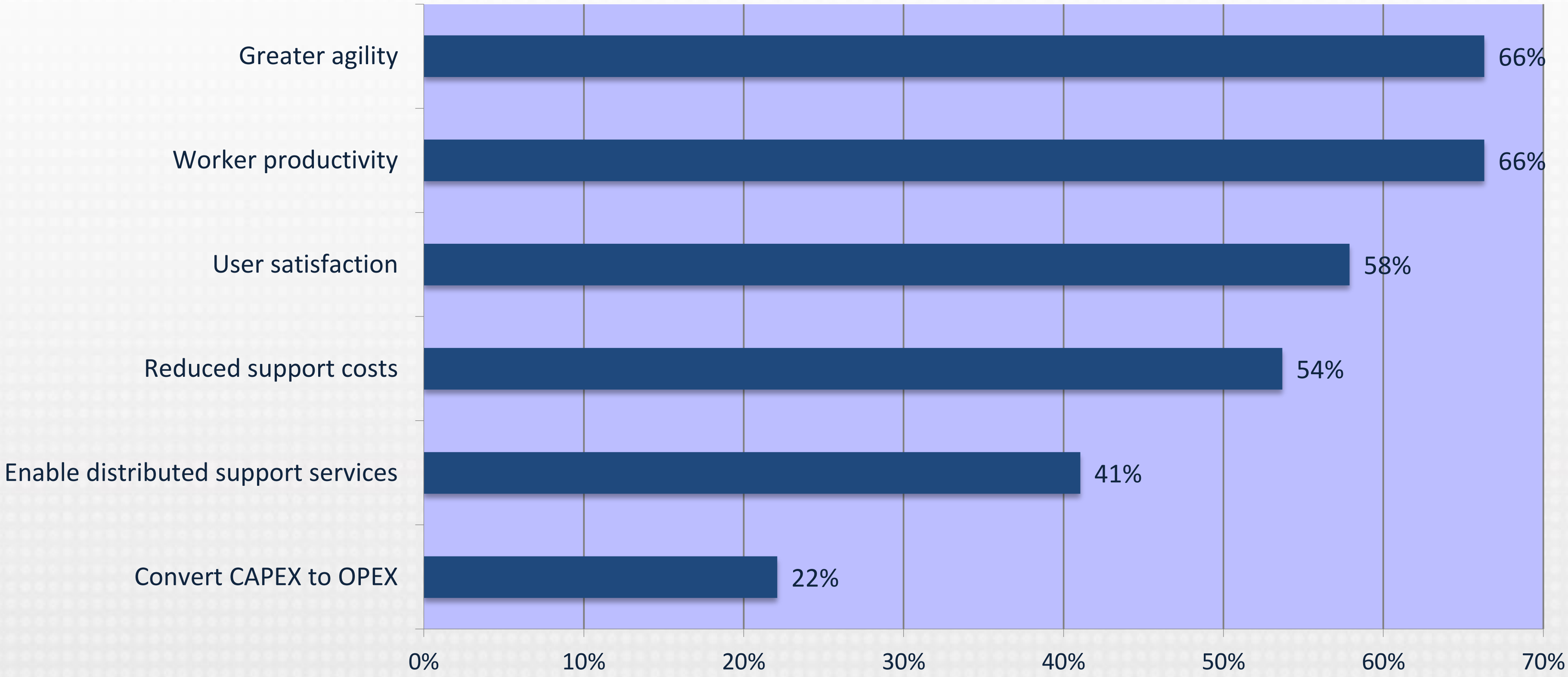
Top priority for collaboration tools is increased productivity (93%), followed by ease of use (74%), and responsiveness (72%).

Are you considering cloud for web or video conferencing?



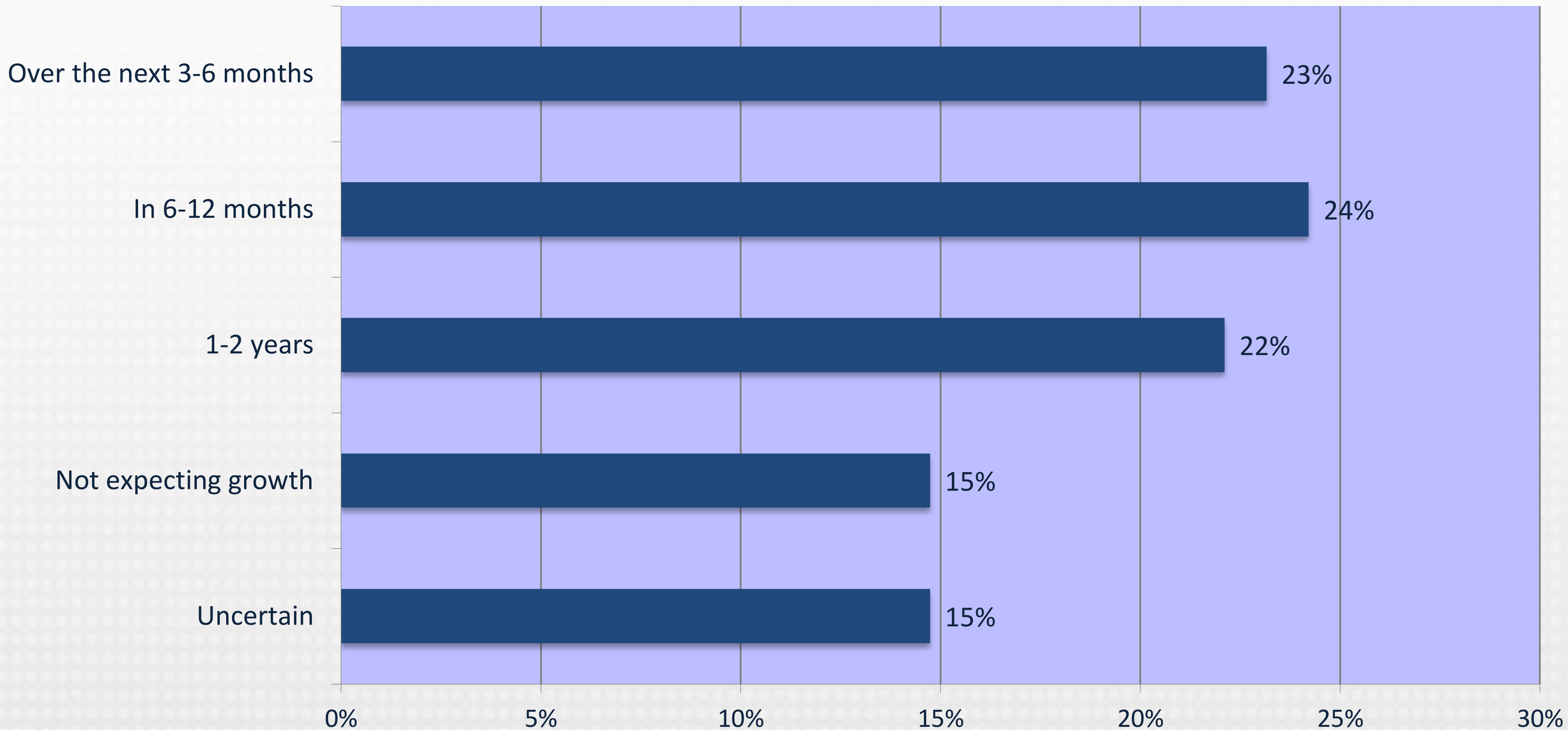
58% already use, or are considering using cloud for web or video conferencing.

What benefits do you think your organization would realize by migrating to cloud-based collaboration solutions?



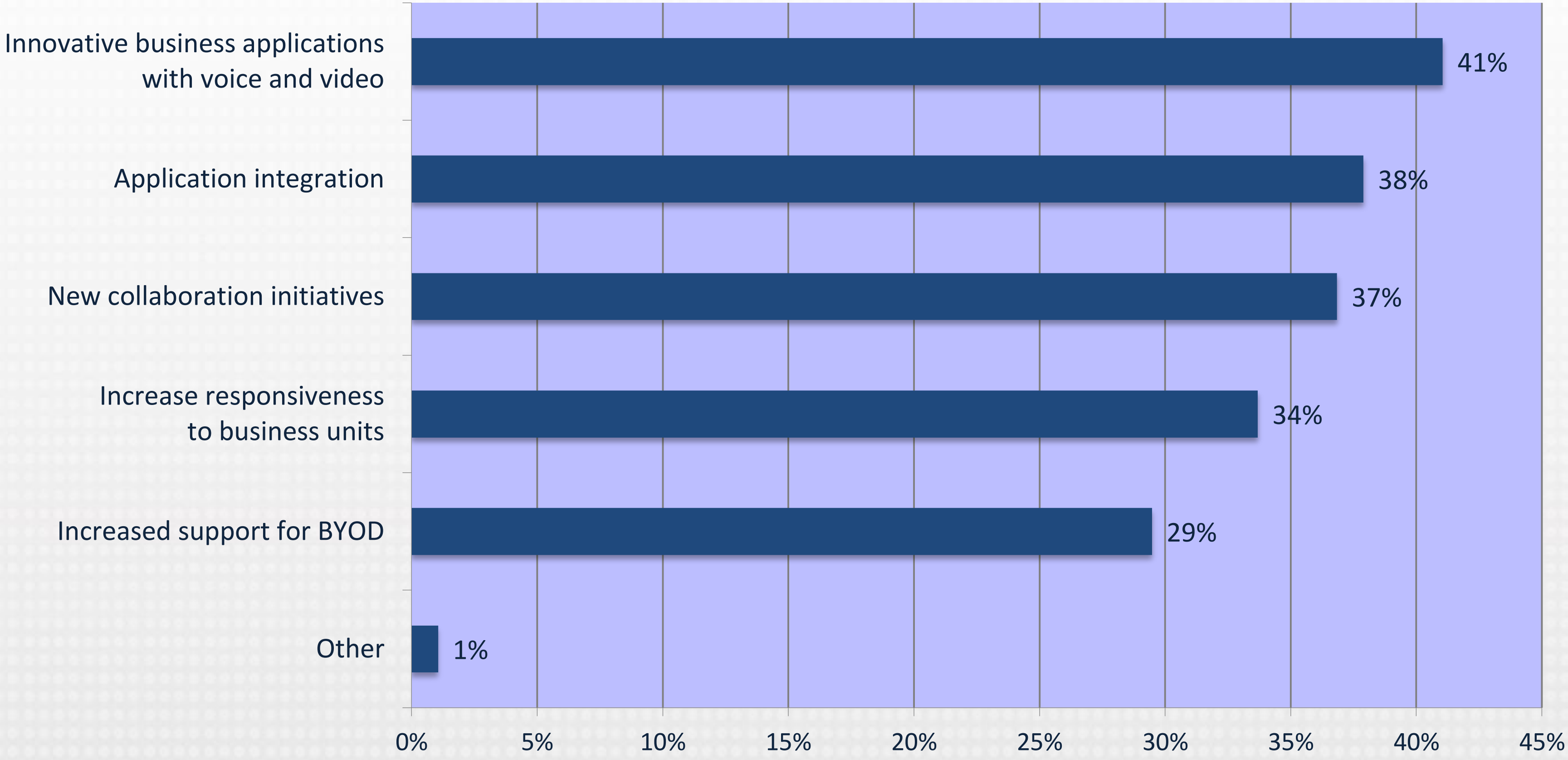
Top perceived benefits of using the cloud for collaboration are greater agility (66%) and improved worker productivity (66%)

When do you anticipate growth in the number of employees and/or number of locations?



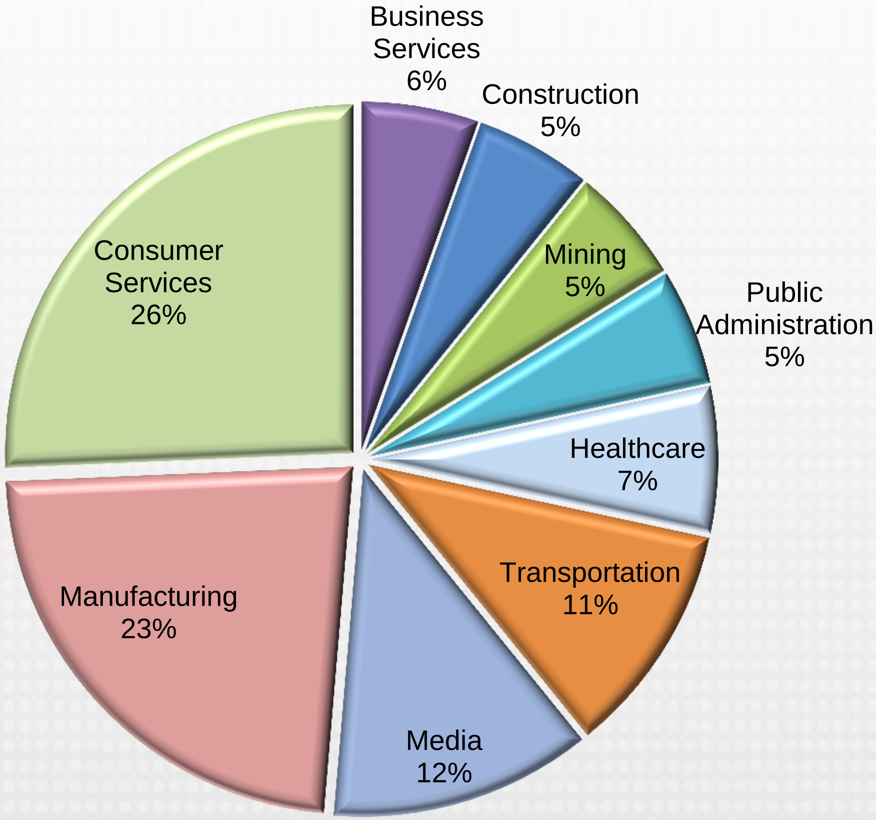
47% report expected growth in the number of employees and/or locations in the next year.

If you could achieve savings by replacing communications and collaboration solutions, in what areas would you prefer to invest those funds?



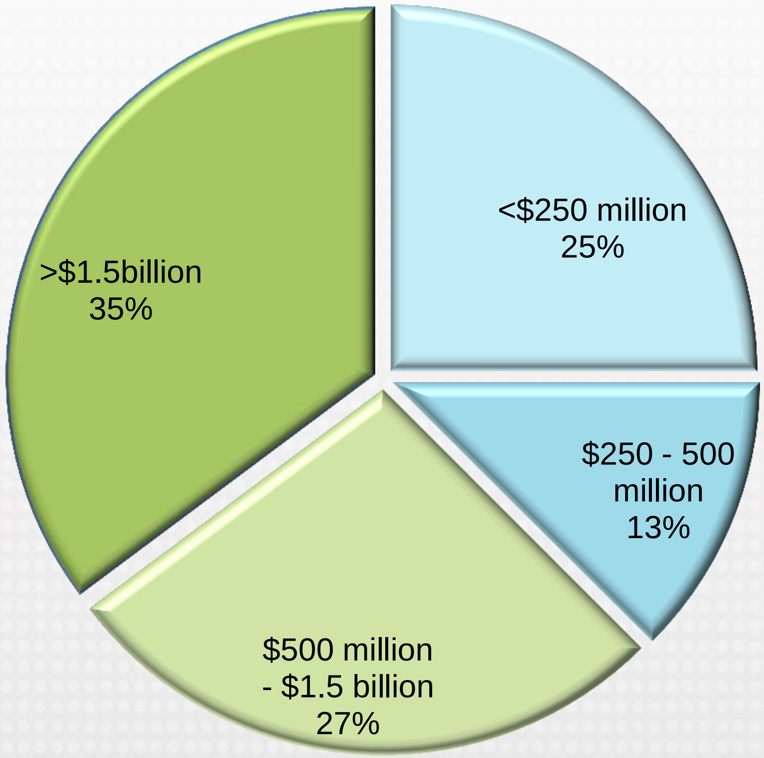
Responders are ready to invest in order to achieve savings: 41% say they would invest in voice and video business applications; 38% would invest in app integration, and 37% would invest in new collaboration initiatives.

Profile of Responders: Industry Sectors



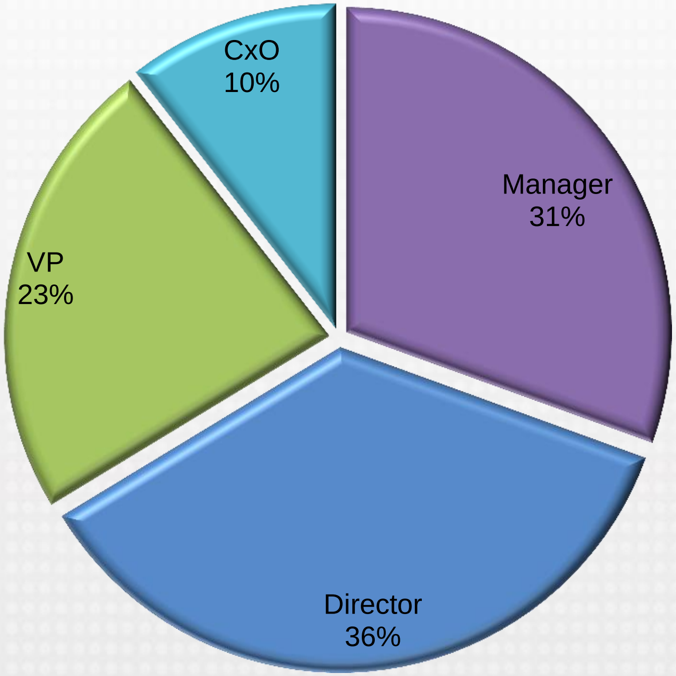
Survey participants represent a wide range of industries.

Profile of Responders: Revenue



Responders work for firms from a well stratified mix of revenues.

Profile of Responders: Job Level



Responders are senior managers and executives: 69% are Director level or above.

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Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, data solutions and related services to companies of all sizes around the world.

For more information

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