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# SpotCheck

## Conferencing Service Providers

Q3 2018

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# Table of Contents

## Table of Contents

<a href="#">List of Tables</a>	3
<a href="#">List of Figures</a>	3
<a href="#">Background</a>	4
<a href="#">Definitions</a>	5
<a href="#">Worldwide Market</a>	14
<a href="#">North American Market</a>	20
<a href="#">Western European Market</a>	26
<a href="#">Asian Pacific Market</a>	31
<a href="#">About Us</a>	35

# Lists of Tables & Figures

## List of Tables

Table 1. US & Regional Detail – Q3 2018 vs. Q2 2018 Growth/Decline	7
Table 2. Worldwide Detail - Current Quarter – Constant Currency Basis (CCB)	8
Table 3. Worldwide Sequential Quarterly Comparisons	9
Table 4. Current Quarter vs. 1 Year Ago – Growth/Decline by Country	10
Table 5. Current Quarter vs. Previous – Growth / Decline by Country	11
Table 6. Worldwide Detail – Current Quarter – Actual Currency	12
Table 7. Worldwide CCB vs. Actual Currency Fluctuations – Current Quarter	13
Table 8. Worldwide, Quarterly Ranking, Total Volume	14
Table 9. WW Audio Volume & ASP Comparison – Current Qtr. vs.1 Year Ago	18
Table 10. North America, Quarterly Ranking, Total Volume	20
Table 11. NA Year-over-Year Audio Volume & ASP Comparison	24
Table 12. NA Audio ASPs & Price Range	24
Table 13. Western Europe, Quarterly Ranking, Total Volume	26
Table 14. Western European Volume & ASPs, Current Qtr. vs. 1 Yr. Ago	29
Table 15. Western European Audio ASPs & Price Range	29
Table 16. Asia Pacific, Quarterly Ranking, Total Volume	31
Table 17. APAC Volume & ASP Current Quarter vs. 1 Year Ago	34

## List of Figures

Figure 1. WW Market Snapshot	6
Figure 2. Worldwide Market Share by Country, Current Qtr.	14
Figure 3. Q2 2018 Worldwide Revenue by Service	15
Figure 4. Worldwide Revenue by Service, 1 Year Ago	15
Figure 5. Worldwide Audio Revenue by Service, Current Quarter	16
Figure 6. Worldwide Audio Revenue by Service, 1 Year Ago	16
Figure 7. % Unattended Audio Revenue by Region, Current Quarter	17
Figure 8. % Unattended Audio Minutes by Region, Current Quarter	18

Figure 9. WW Total Audio Minute Growth Q3 14 to Current Quarter	18
Figure 10. WW PWC Market Current Qtr. vs. 1 Yr. Ago	19
Figure 11. WW Growth of PW Q3 14 to Current Qtr.	19
Figure 12. PWC Penetration by Region (as a percentage of total revenue), Current Qtr.	19
Figure 13. North American Market Share by Country, Current Qtr.	20
Figure 14. NA Revenue by Service, Current Quarter	21
Figure 15. NA Audio Revenue by Service, Current Quarter	21
Figure 16. NA Unattended Revenue Q3 14 to Current Qtr	22
Figure 17. NA Unattended Audio Revenue, Current Qtr. vs. 1 Yr. Ago	23
Figure 18. NA Unattended Minutes, Current Qtr. vs. 1 Yr. Ago	23
Figure 19. NA Audio Unattended Audio Min. Growth, Current Qtr. vs. 1 Yr. Ago	24
Figure 20. NA Unattended Price Trends (based on a moving average)	25
Figure 21. NA PWC Revenue Q3 14 to Current Qtr.	25
Figure 22. Western European Market Share by Country, Current Qtr.	26
Figure 23. Western European Revenue by Service, Current Qtr.	27
Figure 24. Western European Audio Revenue by Service, Current Qtr.	27
Figure 25. Western European Unattended Audio Rev. Growth, Current Qtr. vs. 1 Yr. Ago	28
Figure 26. Western European Unattended Audio Min. Growth, Current Qtr. vs. 1 Yr. Ago	28
Figure 27. Western European Audio Minutes by Service, Current Qtr.	29
Figure 28. UK Unattended Price Trends	30
Figure 29. Western European PWC Revenue Q3 14 to Current Qtr.	30
Figure 30. APAC Market Share by Country, Current Qtr.	31
Figure 31. APAC Revenue by Service, Current Qtr.	32
Figure 32. APAC Audio Revenue by Service, Current Qtr.	32
Figure 33. APAC Unattended Audio Min., Current Qtr. vs. 1 Yr. Ago.	33
Figure 34. APAC Audio Minutes by Service, Current Qtr.	33
Figure 35. APAC Unattended Audio Rev., Current Qtr. vs. 1 Yr. Ago	34
Figure 36. APAC PWC Revenue Q3 14 to Current Qtr.	34

# Background

The following study details the quarterly trends of the worldwide collaboration service provider (CSP) market for calendar Q3 2018 – July through September. Data is provided for standalone audio conferencing and personal web-based collaboration (previously referred to as web conferencing).

Data from approximately 30 facilities-based CSPs is contained in this report. Historical data from Wainhouse Research (WR) indicates that the data from the CSPs contained herein represents approximately 90% of the total worldwide audio volume. The data presented in this report has been collected directly from CSPs and in some cases has been estimated by WR from known data points (volumes of minutes, ASP's, and growth percentages). A summary listing of CSPs used to compile data is at the end of the report. Although we do provide CSP rankings (1-5), at the request of CSP's we do not publish individual market share data.

All numbers are represented in millions and currency in US dollars. **Data that has been provided to us in foreign currency has been converted to US dollars based on a constant currency basis (CCB). WR converts on a constant currency basis in order to eliminate local currency fluctuations affecting revenue growth or price changes. The conversion rate used to calculate Euros to USD is 1.3853. Other currency conversion rates are available upon request. As of Q1 2010 actual currency fluctuations and comparisons to constant currency basis are represented in Tables 6 and 7 below.**

# Definitions

We define the collaboration service market as multipoint audio, video bridging, and web conferencing. Below we define each category of service that is included in this report:

**Attended Audio Conferencing** - Audio conference in which an operator is used during the call to greet the host and / or participants, and assist the host and / or participants during the call.

**Unattended Audio Conferencing** - Audio conference in which the call organizer – the call host or moderator - sets up and runs the call. No operator is used during the call.

**Personal Web-based Collaboration (PWC)** – An integrated web-based application that includes IP-based audio (VoIP), personal video conferencing, application and/or screen sharing, and may also include integrated PSTN (audio). These services use a standard web browser or downloaded client to conduct the session. While some of the services used to compile this report are also available as an on-premises service, this study only covers hosted or cloud-based services. Fees for these services are charged as one bundled price for all services.

Additional definitions:

**CSP** – Collaboration Service Provider

**ASP** – Average Sales Price

**Revenue** – All revenues are represented in millions of US Dollars.

**Minutes** – All minutes are represented as millions of minutes.

**\*\*\*All revenue and price data converted on constant currency basis unless indicated otherwise\*\*\***

# Summary of Q3 2018 – Constant Currency Basis (CCB)

Unattended volumes and prices have eroded faster and more consistently than anticipated. The market is indicating an unattended minute decline of 7.1B minutes for Q1 through Q3 of 2018 versus 2017. Similarly, prices have declined \$0.004 since Q1 2017 – a decline of 15%. This, in turn, has created a severe decline in revenues.

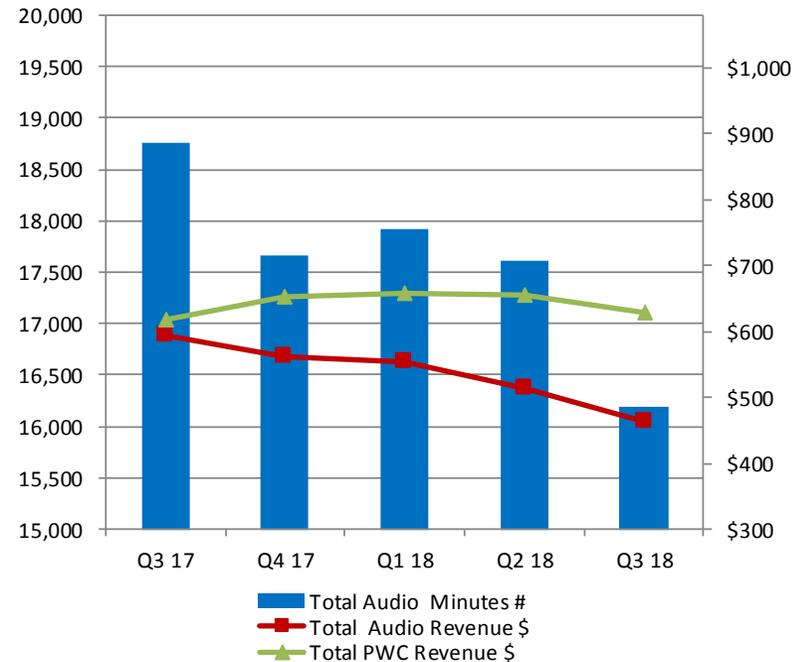
Attended minute volume has not fared much better, dropping from 424M minutes in Q3 2017 to 364M in Q3 2018 – a 16% drop. However, attended prices have climbed 8% during this period, delivering only a 9.5% decline in attended revenues.

While PWC revenue climbed year over year to \$630M, in 2018 revenues have dropped sequentially every quarter.

In light of the consistent and severe drop in audio, WR will be updating our worldwide audio conferencing forecast in December 2018.

**Figure 1. WW Market Snapshot (in millions)**

## Market Snapshot – Q3 2018 – Q3 2017



### Q3 2018 versus Q3 2017

- Total audio conferencing revenues declined \$131 Million, mirroring similar year over year declines in Q2 and Q1 of \$148M and \$122M respectively
- Total audio conferencing minutes declined 2.6B year over year (vs. 1.7B for the same period in 2017). This rate of decline is very similar to the year over year decline we saw in Q2 and Q1 2018 of 2.4B and 2.5B respectively
- Total PWC revenue increased \$13 Million year over year for Q3, however, they have been declining sequentially since Q1 2018: \$658M > \$656M > \$630M

# Total Audio	\$ Total Audio	\$ Total PWC
16.2B	\$462.0M	\$629.9M
-13.7%	-22.1%	2.0%

# Worldwide Detail – Current Quarter (CCB)

**Table 1. US & Regional Detail – Q3 2018 vs. Q2 2018 Growth/Decline**

Currency in US dollars. All numbers in millions.

<b>Q3 2018</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>#</b>	<b>#</b>	<b>#</b>	<b>\$</b>	<b>\$</b>
	<b>Attended Audio</b>	<b>Unattended Audio</b>	<b>Total Audio</b>	<b>Attended Audio Minutes</b>	<b>Unattended Audio Minutes</b>	<b>Total Audio Minutes</b>	<b>Total Web Conferencing Revenue</b>	<b>Total Revenue</b>
<b>US</b>	(\$4.5)	(\$19.9)	(\$24.4)	(\$21.4)	(\$858.4)	(\$879.7)	(\$18.5)	(\$42.9)
<b>Total North America</b>	(\$4.7)	(\$21.9)	(\$26.6)	(\$22.4)	(\$896.9)	(\$919.2)	(\$19.6)	(\$46.2)
<b>Total Europe</b>	(\$1.9)	(\$16.6)	(\$18.5)	(\$10.8)	(\$423.9)	(\$434.7)	(\$4.6)	(\$23.1)
<b>Total APAC</b>	(\$0.3)	(\$5.3)	(\$5.7)	(\$2.1)	(\$51.3)	(\$53.4)	(\$2.2)	(\$7.9)
<b>Total Worldwide</b>	<b>(\$6.9)</b>	<b>(\$43.8)</b>	<b>(\$50.7)</b>	<b>(\$35.3)</b>	<b>(\$1,372.0)</b>	<b>(\$1,407.3)</b>	<b>(\$26.4)</b>	<b>(\$77.1)</b>

Source: Wainhouse Research, 11/18

# Worldwide Detail – Current Quarter (CCB)

**Table 2. Worldwide Detail - Current Quarter – Constant Currency Basis (CCB)**

Currency in US dollars.  
All numbers in millions.

Q3 2018 - CCB	\$ Attended	\$ Audio	\$ Unattended Audio	\$ Total Audio	# Attended Audio	# Unattended Audio	# Total Audio	\$ Attended ASP	\$ Unattended ASP	\$ Total Web Conferencing	\$ Total Revenue
US	\$42.8	\$195.1	\$237.9	240.6	11,106.8	11,347.3	\$0.178	\$0.018	\$429.5	\$667.4	
Canada	\$1.7	\$16.3	\$17.9	14.6	567.8	582.4	\$0.114	\$0.029	\$19.7	\$37.7	
<b>Total North America</b>	<b>\$44.5</b>	<b>\$211.3</b>	<b>\$255.8</b>	<b>255.2</b>	<b>11,674.6</b>	<b>11,929.8</b>	<b>\$0.174</b>	<b>\$0.018</b>	<b>\$449.3</b>	<b>\$705.1</b>	
UK	\$8.1	\$62.3	\$70.4	33.6	1,547.6	1,581.2	\$0.240	\$0.040	\$66.9	\$137.3	
France	\$2.6	\$13.1	\$15.7	14.0	338.9	352.9	\$0.183	\$0.039	\$11.2	\$26.9	
Germany	\$2.6	\$15.5	\$18.1	13.5	335.6	349.1	\$0.191	\$0.046	\$26.8	\$44.9	
Nordics	\$0.9	\$5.4	\$6.3	4.6	79.7	84.3	\$0.202	\$0.067	\$5.7	\$12.0	
Benelux	\$0.4	\$6.3	\$6.7	0.9	68.5	69.4	\$0.414	\$0.092	\$1.9	\$8.7	
Other Euro	\$2.4	\$15.3	\$17.7	7.2	296.9	304.1	\$0.338	\$0.052	\$3.8	\$21.5	
<b>Total Western Europe</b>	<b>\$17.0</b>	<b>\$117.9</b>	<b>\$134.9</b>	<b>73.8</b>	<b>2,667.2</b>	<b>2,741.0</b>	<b>\$0.230</b>	<b>\$0.044</b>	<b>\$116.5</b>	<b>\$251.3</b>	
Australia	\$1.1	\$14.0	\$15.1	4.0	240.4	244.4	\$0.272	\$0.058	\$23.7	\$38.7	
Japan	\$0.9	\$13.4	\$14.4	5.4	317.5	322.9	\$0.174	\$0.042	\$14.6	\$28.9	
Singapore	\$1.3	\$7.8	\$9.2	5.6	166.2	171.8	\$0.236	\$0.047	\$5.0	\$14.2	
Hong Kong	\$0.8	\$8.9	\$9.7	2.4	156.1	158.5	\$0.328	\$0.057	\$2.6	\$12.3	
South Korea	\$2.0	\$5.4	\$7.4	14.3	201.5	215.8	\$0.140	\$0.027	\$5.0	\$12.4	
Other APAC	\$0.4	\$15.2	\$15.6	3.0	410.5	413.5	\$0.127	\$0.037	\$13.4	\$29.0	
<b>Total APAC</b>	<b>\$6.5</b>	<b>\$64.8</b>	<b>\$71.3</b>	<b>34.7</b>	<b>1,492.4</b>	<b>1,527.0</b>	<b>\$0.188</b>	<b>\$0.043</b>	<b>\$64.2</b>	<b>\$135.5</b>	
<b>Total Worldwide</b>	<b>\$67.9</b>	<b>\$394.0</b>	<b>\$462.0</b>	<b>363.6</b>	<b>15,834.2</b>	<b>16,197.8</b>	<b>\$0.187</b>	<b>\$0.025</b>	<b>\$629.9</b>	<b>\$1,091.9</b>	

Source: Wainhouse Research, 11/18

# Worldwide Sequential Quarterly Comparisons

**Table 3. Worldwide Sequential Quarterly Comparisons**

	\$	\$	\$	#	#	#	\$	\$	\$	\$	
	Attended	Audio	Unattended	Total	Attended	Unattended	Total	Attended	Unattended	Total Web	Total
	ASP	ASP	ASP	ASP	ASP	ASP	ASP	ASP	ASP	ASP	ASP
<b>Q3 14</b>	\$131.3	\$771.9	\$903.2	768.4	22,812.4	23,580.8	\$0.171	\$0.034	\$587.2	\$1,490.4	
<b>Q4 14</b>	\$135.2	\$738.6	\$873.8	779.1	21,893.7	22,672.8	\$0.173	\$0.034	\$599.3	\$1,473.1	
<b>Q1 15</b>	\$129.0	\$758.1	\$887.0	793.1	22,843.3	23,636.4	\$0.163	\$0.033	\$601.4	\$1,488.5	
<b>Q2 15</b>	\$113.1	\$719.4	\$832.5	674.8	22,088.9	22,763.6	\$0.168	\$0.033	\$616.5	\$1,449.1	
<b>Q3 15</b>	\$110.4	\$708.2	\$818.6	675.5	21,837.1	22,512.6	\$0.163	\$0.032	\$633.9	\$1,452.5	
<b>Q4 15</b>	\$113.5	\$685.7	\$799.1	677.7	21,201.8	21,879.5	\$0.167	\$0.032	\$605.6	\$1,404.7	
<b>Q1 16</b>	\$99.9	\$652.6	\$752.5	616.0	21,144.5	21,760.5	\$0.162	\$0.031	\$602.6	\$1,355.1	
<b>Q2 16</b>	\$100.6	\$641.7	\$742.3	609.4	20,874.2	21,483.5	\$0.165	\$0.031	\$617.6	\$1,359.9	
<b>Q3 16</b>	\$91.7	\$606.4	\$698.1	566.8	20,049.3	20,616.1	\$0.162	\$0.030	\$613.3	\$1,311.4	
<b>Q4 16</b>	\$95.3	\$581.7	\$677.0	545.5	19,006.0	19,551.5	\$0.175	\$0.031	\$642.7	\$1,319.7	
<b>Q1 17</b>	\$91.4	\$582.8	\$674.2	530.0	19,858.8	20,388.8	\$0.173	\$0.029	\$635.1	\$1,309.3	
<b>Q2 17</b>	\$91.7	\$568.9	\$660.6	511.1	19,460.1	19,971.2	\$0.179	\$0.029	\$626.7	\$1,287.3	
<b>Q3 17</b>	\$75.0	\$518.3	\$593.3	434.5	18,328.8	18,763.2	\$0.173	\$0.028	\$617.3	\$1,210.6	
<b>Q4 17</b>	\$75.9	\$485.1	\$561.0	427.2	17,236.1	17,663.3	\$0.178	\$0.028	\$652.8	\$1,213.8	
<b>Q1 18</b>	\$75.7	\$476.9	\$552.6	423.9	17,491.0	17,914.9	\$0.179	\$0.027	\$658.1	\$1,210.7	
<b>Q2 18</b>	\$74.8	\$437.9	\$512.7	399.0	17,206.2	17,605.1	\$0.188	\$0.025	\$656.4	\$1,169.1	
<b>Q3 18</b>	\$67.9	\$394.0	\$462.0	363.6	15,834.2	16,197.8	\$0.187	\$0.025	\$629.9	\$1,091.9	
<b>Q3 18 / Q2 18 Sequential Growth</b>	-9.2%	-10.0%	-9.9%	-8.9%	-8.0%	-8.0%	-0.4%	-2.2%	-4.0%	-6.6%	
<b>Q3 18 / Q3 17 Annual Growth</b>	-9.5%	-24.0%	-22.1%	-16.3%	-13.6%	-13.7%	8.2%	-12.0%	2.0%	-9.8%	

Source: Wainhouse Research, 11/18

# Growth/Decline by Country – YoY

Table 4. Current Quarter vs. 1 Year Ago – Growth/Decline by Country

Q3 18 vs. Q3 17	\$	\$	\$	#	#	#	\$	\$	\$	\$
	Attended Audio	Unattended Audio	Total Audio	Attended Audio	Unattended Audio	Total Audio	Attended ASP	Unattended ASP	Total Web Conferencing	Total Revenue
US	-7.9%	-29.4%	-26.3%	-17.2%	-16.2%	-16.2%	11.2%	-15.8%	0.7%	-10.9%
Canada	-20.7%	-11.1%	-12.1%	-19.4%	16.6%	15.3%	-1.6%	-23.7%	0.1%	-6.1%
<b>Total North America</b>	<b>-8.5%</b>	<b>-28.2%</b>	<b>-25.4%</b>	<b>-17.3%</b>	<b>-15.0%</b>	<b>-15.1%</b>	<b>10.7%</b>	<b>-15.6%</b>	<b>0.6%</b>	<b>-10.7%</b>
UK	-15.2%	-13.3%	-13.5%	-18.4%	-5.7%	-6.0%	3.9%	-8.0%	3.9%	-5.8%
France	3.9%	-14.0%	-11.5%	-8.6%	-17.9%	-17.5%	13.7%	4.7%	19.3%	-0.8%
Germany	4.1%	-28.0%	-24.7%	-8.3%	-28.1%	-27.5%	13.5%	0.1%	8.0%	-8.1%
Nordics	-19.5%	-40.4%	-38.1%	-26.0%	-39.2%	-38.6%	8.8%	-2.0%	-18.9%	-30.2%
Benelux	1.9%	-5.9%	-5.5%	-0.3%	-27.2%	-26.9%	2.2%	29.2%	-4.0%	-5.2%
<b>Total Europe</b>	<b>-6.9%</b>	<b>-17.5%</b>	<b>-16.3%</b>	<b>-12.7%</b>	<b>-12.0%</b>	<b>-12.1%</b>	<b>6.6%</b>	<b>-6.3%</b>	<b>3.4%</b>	<b>-8.2%</b>
Australia	-29.2%	-13.6%	-14.9%	-15.3%	10.4%	9.9%	-16.4%	-21.8%	4.4%	-4.1%
Japan	-20.9%	-10.1%	-10.9%	-10.7%	-8.8%	-8.8%	-11.4%	-1.4%	20.0%	2.4%
Singapore	-26.0%	-18.0%	-19.2%	-11.0%	23.4%	21.9%	-16.8%	-33.5%	17.4%	-9.2%
Hong Kong	-6.6%	-21.8%	-20.7%	-25.7%	-13.6%	-13.9%	25.7%	-9.4%	9.2%	-15.8%
Korea	-21.3%	-22.9%	-22.5%	-19.8%	-14.5%	-14.8%	-1.9%	-9.9%	48.9%	-4.0%
<b>Total APAC</b>	<b>-21.0%</b>	<b>-19.8%</b>	<b>-19.9%</b>	<b>-16.0%</b>	<b>-4.3%</b>	<b>-4.6%</b>	<b>-5.9%</b>	<b>-16.2%</b>	<b>10.3%</b>	<b>-8.0%</b>
<b>Total Worldwide</b>	<b>-9.5%</b>	<b>-24.0%</b>	<b>-22.1%</b>	<b>-16.3%</b>	<b>-13.6%</b>	<b>-13.7%</b>	<b>8.2%</b>	<b>-12.0%</b>	<b>2.0%</b>	<b>-9.8%</b>

Source: Wainhouse Research, 11/18

**Important to note:**

- Total Audio Minute volume declined in all regions on an annual basis, with North America declining 15%, Western Europe 12% and 5% in Asia Pacific.
- Similarly, Audio Revenue declined in all regions, with North America declining 25%, Western Europe by 16% and Asia Pacific by 20%.
- PWC revenue grew in most regions, with Western Europe growing by 3% and Asia Pacific by 10%, while North America remained flat.

# Growth/Decline by Country - Quarterly

**Table 5. Current Quarter vs. Previous – Growth / Decline by Country**

Q3 18 vs. Q2 18	\$		\$		#		\$		\$		\$
	Attended	Audio	Unattended Audio	Total 5Audio	Attended Audio	Unattended Audio	Total Audio	Attended ASP	Unattended ASP	Total Web Conferencing	Total Revenue
US	-9.6%		-9.2%	-9.3%	-8.2%	-7.2%	-7.2%	-1.5%	-2.2%	-4.1%	-6.0%
Canada	-8.9%		-11.0%	-10.8%	-6.6%	-6.3%	-6.4%	-2.5%	-4.9%	-5.3%	-8.0%
<b>Total North America</b>	<b>-9.5%</b>		<b>-9.4%</b>	<b>-9.4%</b>	<b>-8.1%</b>	<b>-7.1%</b>	<b>-7.2%</b>	<b>-1.6%</b>	<b>-2.4%</b>	<b>-4.2%</b>	<b>-6.1%</b>
UK	-12.1%		-0.6%	-2.1%	-18.8%	-6.9%	-7.1%	8.3%	6.7%	-4.4%	-3.2%
France	-4.3%		-16.6%	-14.8%	-7.0%	-30.6%	-29.9%	2.9%	20.2%	-4.7%	-10.9%
Germany	-9.6%		-9.6%	-9.6%	-4.0%	-9.0%	-8.8%	-5.9%	-0.6%	0.6%	-3.8%
Nordics	-5.7%		-17.2%	-15.7%	-1.3%	-25.6%	-24.6%	-4.4%	11.3%	1.8%	-8.1%
Benelux	9.7%		-11.1%	-10.1%	-4.5%	-16.5%	-16.4%	14.9%	6.5%	-9.3%	-9.9%
<b>Total Europe</b>	<b>-10.0%</b>		<b>-12.4%</b>	<b>-12.1%</b>	<b>-12.8%</b>	<b>-13.7%</b>	<b>-13.7%</b>	<b>3.2%</b>	<b>1.6%</b>	<b>-3.8%</b>	<b>-8.4%</b>
Australia	5.4%		-9.3%	-8.4%	3.4%	-4.6%	-4.5%	1.9%	-4.9%	-7.7%	-7.9%
Japan	-2.7%		-6.0%	-5.8%	-6.5%	-3.5%	-3.5%	4.1%	-2.6%	0.8%	-2.6%
Singapore	-20.5%		-9.0%	-10.9%	-17.4%	-1.3%	-1.9%	-3.7%	-7.8%	-6.0%	-9.2%
Hong Kong	5.4%		-6.2%	-5.3%	-1.8%	-4.5%	-4.5%	7.3%	-1.8%	-0.3%	-4.3%
Korea	-4.0%		-3.6%	-3.7%	-3.5%	-0.6%	-0.8%	-0.6%	-3.0%	2.2%	-1.4%
<b>Total APAC</b>	<b>-4.7%</b>		<b>-7.6%</b>	<b>-7.3%</b>	<b>-5.8%</b>	<b>-3.3%</b>	<b>-3.4%</b>	<b>1.2%</b>	<b>-4.4%</b>	<b>-3.3%</b>	<b>-5.5%</b>
<b>Total Worldwide</b>	<b>-9.2%</b>		<b>-10.0%</b>	<b>-9.9%</b>	<b>-8.9%</b>	<b>-8.0%</b>	<b>-8.0%</b>	<b>-0.4%</b>	<b>-2.2%</b>	<b>-4.0%</b>	<b>-6.6%</b>

Source: Wainhouse Research, 8/18

**Important to note:**

- Total Audio Revenue declined in every region on a quarterly basis as well - 9% in North America, 12% in Western Europe, and 8% in Asia Pacific.
- Audio revenue declines were driven more by volume than by ASP as Total Minutes dropped 7% in North America, 14% in Western Europe and 3% in Asia Pacific, while changes in ASP were only modest across regions.
- PWC Revenue declined similarly across regions on a quarterly basis - 4% in North America and Western Europe and 3% in Asia Pacific.

# Summary of Q3 2018 - Actual Currency

(not adjusted for currency fluctuations)

Table 6. Worldwide Detail – Current Quarter – Actual Currency

Q3 2018 - Actual	\$		\$		#		#		\$		\$	
	Attended	Audio	Unattended Audio	Total Audio	Attended Audio	Unattended Audio	Total Audio	Attended ASP	Unattended ASP	Total Web Conferencing	Total Revenue	
US	\$41.9		\$189.7	\$231.6	240.6	11,106.8	11,347.3	\$0.174	\$0.017	\$427.8	\$659.5	
Canada	\$1.7		\$16.1	\$17.7	14.6	567.8	582.4	\$0.113	\$0.028	\$19.6	\$37.3	
<b>Total North America</b>	<b>\$43.6</b>		<b>\$205.8</b>	<b>\$249.4</b>	<b>255.2</b>	<b>11,674.6</b>	<b>11,929.8</b>	<b>\$0.171</b>	<b>\$0.018</b>	<b>\$447.4</b>	<b>\$696.8</b>	
UK	\$7.3		\$56.5	\$63.7	33.6	1,547.6	1,581.2	\$0.216	\$0.036	\$65.4	\$129.1	
France	\$2.5		\$12.2	\$14.7	14.0	338.9	352.9	\$0.180	\$0.036	\$10.8	\$25.5	
Germany	\$2.5		\$14.9	\$17.4	13.5	335.6	349.1	\$0.187	\$0.044	\$26.6	\$44.0	
Nordics	\$0.9		\$5.3	\$6.2	4.6	79.7	84.3	\$0.201	\$0.066	\$5.7	\$11.9	
Benelux	\$0.3		\$5.6	\$5.9	0.9	68.5	69.4	\$0.364	\$0.081	\$1.9	\$7.8	
Other Euro	\$2.4		\$14.5	\$16.9	7.2	296.9	304.1	\$0.336	\$0.049	\$3.6	\$20.5	
<b>Total Europe</b>	<b>\$16.0</b>		<b>\$108.9</b>	<b>\$124.9</b>	<b>73.8</b>	<b>2,667.2</b>	<b>2,741.0</b>	<b>\$0.216</b>	<b>\$0.041</b>	<b>\$113.9</b>	<b>\$238.8</b>	
Australia	\$1.1		\$13.4	\$14.5	4.0	240.4	244.4	\$0.267	\$0.056	\$23.5	\$38.0	
Japan	\$0.9		\$13.1	\$14.0	5.4	317.5	322.9	\$0.171	\$0.041	\$14.5	\$28.5	
Singapore	\$1.3		\$7.2	\$8.5	5.6	166.2	171.8	\$0.233	\$0.043	\$4.9	\$13.4	
Hong Kong	\$0.8		\$8.6	\$9.3	2.4	156.1	158.5	\$0.320	\$0.055	\$2.6	\$11.9	
South Korea	\$2.0		\$5.4	\$7.3	14.3	201.5	215.8	\$0.140	\$0.027	\$4.9	\$12.3	
Other APAC	\$0.4		\$14.5	\$14.8	3.0	410.5	413.5	\$0.123	\$0.035	\$13.3	\$28.1	
<b>Total APAC</b>	<b>\$6.4</b>		<b>\$62.1</b>	<b>\$68.5</b>	<b>34.7</b>	<b>1,492.4</b>	<b>1,527.0</b>	<b>\$0.186</b>	<b>\$0.042</b>	<b>\$63.7</b>	<b>\$132.2</b>	
<b>Total Worldwide</b>	<b>\$66.0</b>		<b>\$376.7</b>	<b>\$442.7</b>	<b>363.6</b>	<b>15,834.2</b>	<b>16,197.8</b>	<b>\$0.181</b>	<b>\$0.024</b>	<b>\$625.0</b>	<b>\$1,067.8</b>	

Source: Wainhouse Research, 11/18

**Please note:** WR CSP SpotCheck reports revenue on a constant currency basis to eliminate growth or decline solely based on currency fluctuation. Table 6 above eliminates the constant currency conversion and indicates revenues in actual average currency for the period of CY Q2 2018.

# Worldwide Constant Currency Basis vs. Actual Currency Fluctuations – Current Quarter

Table 7. Worldwide Constant Currency Basis vs. Actual Currency Fluctuations – Current Quarter

Actual vs. CCB	\$		\$		#		#		\$		\$	
	Attended	Audio	Unattended Audio	Total Audio	Attended Audio	Unattended Audio	Total Audio	Attended ASP	Unattended ASP	Total Web Conferencing	Total Revenue	
US	-2.0%		-2.7%	-2.6%	0.0%	0.0%	0.0%	-2.0%	-2.7%	-0.4%	-1.2%	
Canada	-0.2%		-1.2%	-1.1%	0.0%	0.0%	0.0%	-0.2%	-1.2%	-0.6%	-0.9%	
<b>Total North America</b>	<b>-2.0%</b>		<b>-2.6%</b>	<b>-2.5%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>-2.0%</b>	<b>-2.6%</b>	<b>-0.4%</b>	<b>-1.2%</b>	
UK	-10.0%		-9.4%	-9.4%	0.0%	0.0%	0.0%	-10.0%	-9.4%	-2.3%	-6.0%	
France	-1.9%		-6.9%	-6.1%	0.0%	0.0%	0.0%	-1.9%	-6.9%	-4.2%	-5.3%	
Germany	-2.5%		-4.1%	-3.9%	0.0%	0.0%	0.0%	-2.5%	-4.1%	-1.1%	-2.2%	
Nordics	-0.6%		-1.3%	-1.2%	0.0%	0.0%	0.0%	-0.6%	-1.3%	-0.4%	-0.8%	
Benelux	-12.0%		-12.0%	-12.0%	0.0%	0.0%	0.0%	-12.0%	-12.0%	-1.5%	-9.7%	
<b>Total Europe</b>	<b>-5.8%</b>		<b>-7.6%</b>	<b>-7.4%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>-5.8%</b>	<b>-7.6%</b>	<b>-2.2%</b>	<b>-5.0%</b>	
Australia	-1.6%		-4.1%	-3.9%	0.0%	0.0%	0.0%	-1.6%	-4.1%	-0.7%	-1.9%	
Japan	-1.5%		-2.5%	-2.4%	0.0%	0.0%	0.0%	-1.5%	-2.5%	-0.6%	-1.5%	
Singapore	-1.4%		-8.2%	-7.3%	0.0%	0.0%	0.0%	-1.4%	-8.2%	-3.1%	-5.8%	
Hong Kong	-2.4%		-3.7%	-3.6%	0.0%	0.0%	0.0%	-2.4%	-3.7%	-0.7%	-3.0%	
South Korea	0.0%		-1.6%	-1.1%	0.0%	0.0%	0.0%	0.0%	-1.6%	-0.9%	-1.0%	
<b>Total APAC</b>	<b>-1.3%</b>		<b>-4.2%</b>	<b>-3.9%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>-1.3%</b>	<b>-4.2%</b>	<b>-0.8%</b>	<b>-2.5%</b>	
<b>Total Worldwide</b>	<b>-2.9%</b>		<b>-4.4%</b>	<b>-4.2%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>-2.9%</b>	<b>-4.4%</b>	<b>-0.8%</b>	<b>-2.2%</b>	

Source: Wainhouse Research, 11/18

**Please note:** Table 7 indicates the percentage variance between WR's constant currency conversion and actual currency rates for CY Q2 2018.

# Worldwide Market

## Worldwide Market

**CSP Ranking by total minute volume:** WR ranks FreeConferenceCall.com, but does not incorporate their volume data in this report as it is not associated with any revenue that WR can track.

Worldwide, West UC is ranked first in **total audio volume**, followed by FreeConferenceCall.com, AT&T, BT and PGI.

## Year-over-Year (Q3 2018 vs. Q3 2017)

Total **CSP market revenue** declined 10% year-over-year. **Unattended audio revenue** declined 24%, **unattended ASP** declined 12% and **unattended volume** declined 14%. **Attended audio revenue** dropped 10% annually, **attended volume** declined 16% and **attended ASP** grew 8%. **PWC revenue** grew 2%.

## Curent Quarter (Q3 2018 vs. Q2 2018)

Overall, **Worldwide total revenue** declined 7% on a quarterly basis. **North American total revenue** dropped 6%, **Western Europe** declined 8%, and **Asia Pacific total revenue** declined 6%.

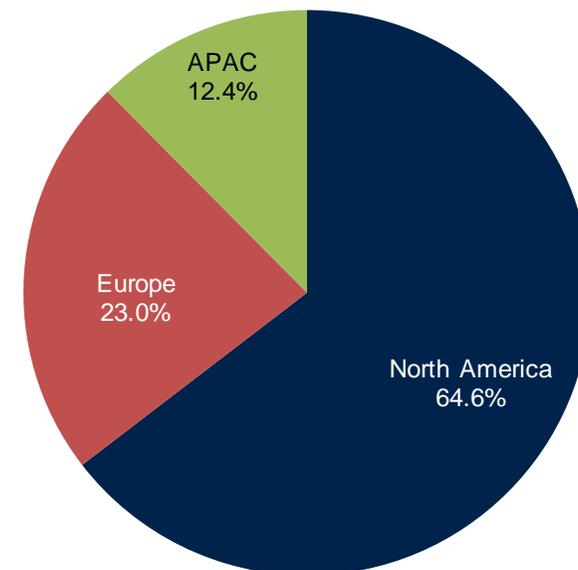
On a quarterly basis, **unattended audio revenue** declined 10%, **unattended volume** declined 8% and **unattended ASP** declined 2%. **Attended audio revenue** declined 9% as did **attended volume** and **attended ASP** was flat on a quarterly basis. **PWC revenue** declined 4% quarter over quarter.

**Table 8. Worldwide, Quarterly Ranking, Total Volume**

Q3 18	Worldwide Total Audio Volume
1	West
2	FCC
3	AT&T
4	BT
5	PGi

Source: Wainhouse Research, 11/18

**Figure 2. Worldwide Market Share by Country, Current Qtr.**

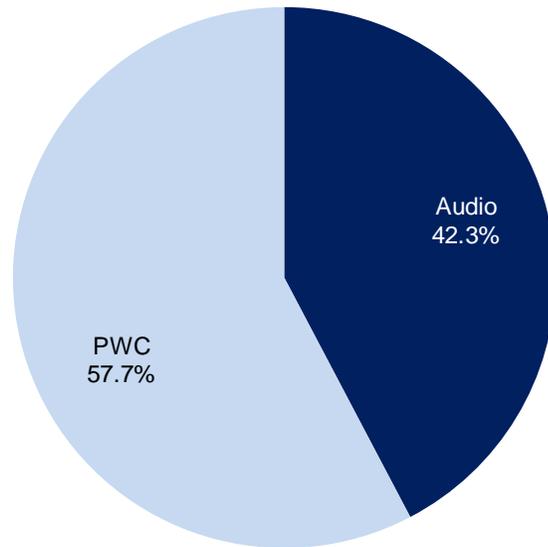


Source: Wainhouse Research, 11/18

	Revenue
North America	\$705.1
Europe	\$251.3
APAC	\$135.5

# Worldwide Market

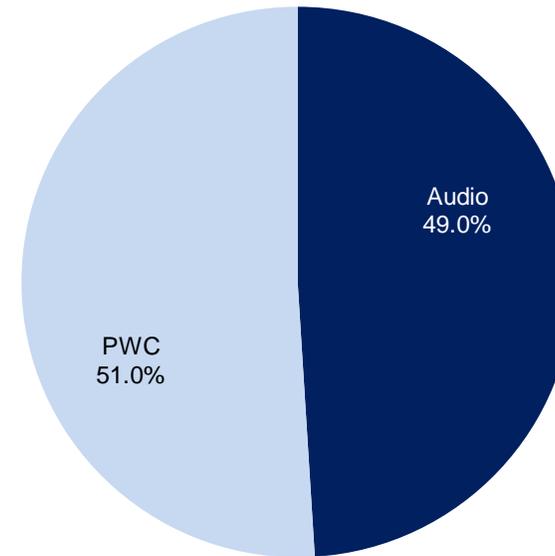
**Figure 3. Q3 2018 Worldwide Revenue by Service**



Source: Wainhouse Research, 11/18

<b>Audio</b>	\$462.0
<b>PWC</b>	\$629.9

**Figure 4. Worldwide Revenue by Service, 1 Year Ago**

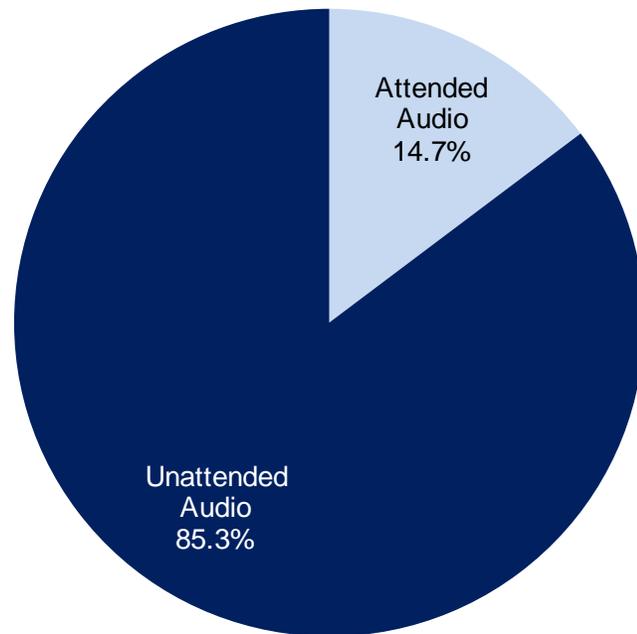


Source: Wainhouse Research, 11/18

<b>Audio</b>	\$593.3
<b>PWC</b>	\$617.3

# Worldwide Market

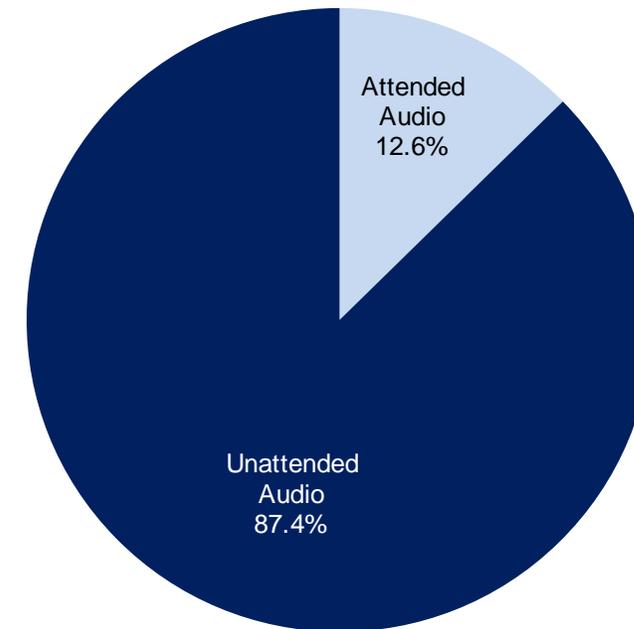
**Figure 5. Worldwide Audio Revenue by Service, Current Quarter**



Source: Wainhouse Research, 11/18

<b>Attended Audio</b>	\$67.9
<b>Unattended Audio</b>	\$394.0

**Figure 6. Worldwide Audio Revenue by Service, 1 Year Ago**

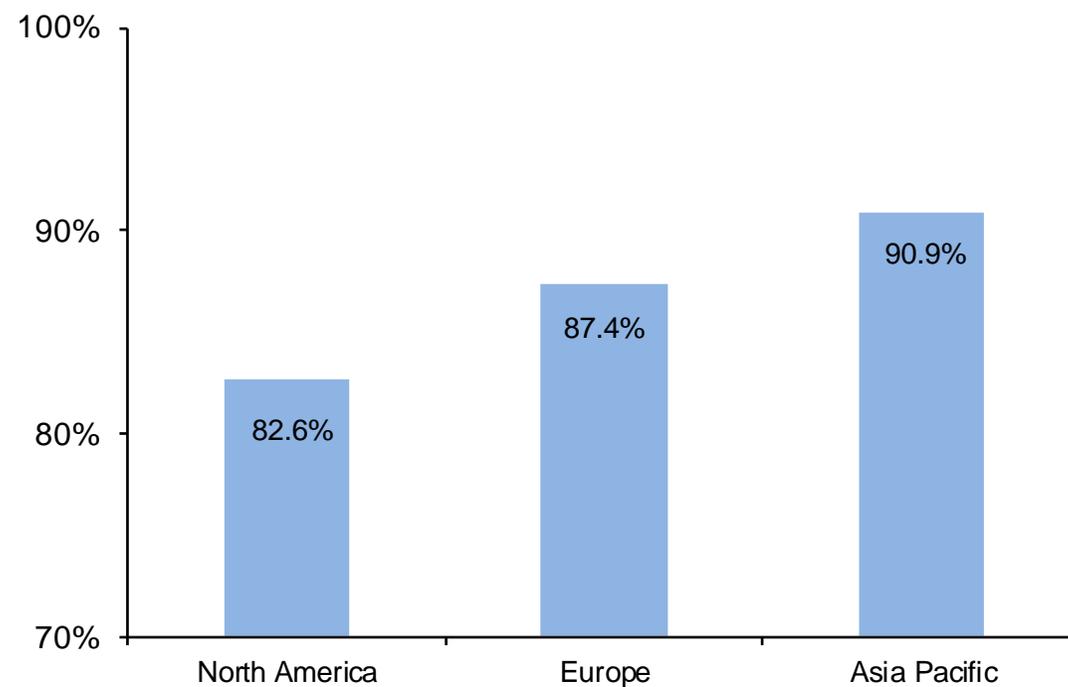


Source: Wainhouse Research, 11/18

<b>Attended Audio</b>	\$75.0
<b>Unattended Audio</b>	\$518.3

# Worldwide Market

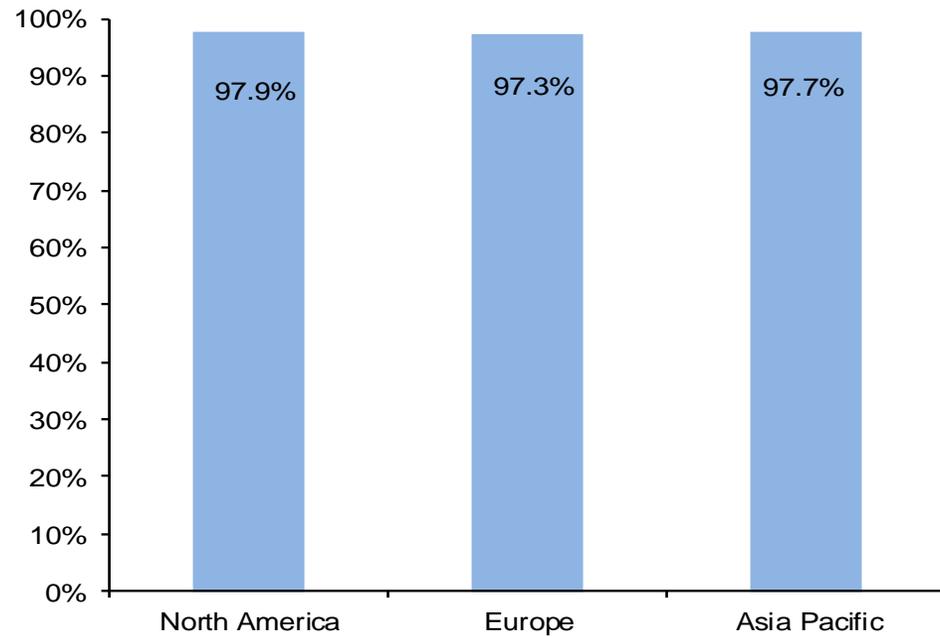
**Figure 7. % Unattended Audio Revenue by Region, Current Quarter**



Source: Wainhouse Research, 11/18

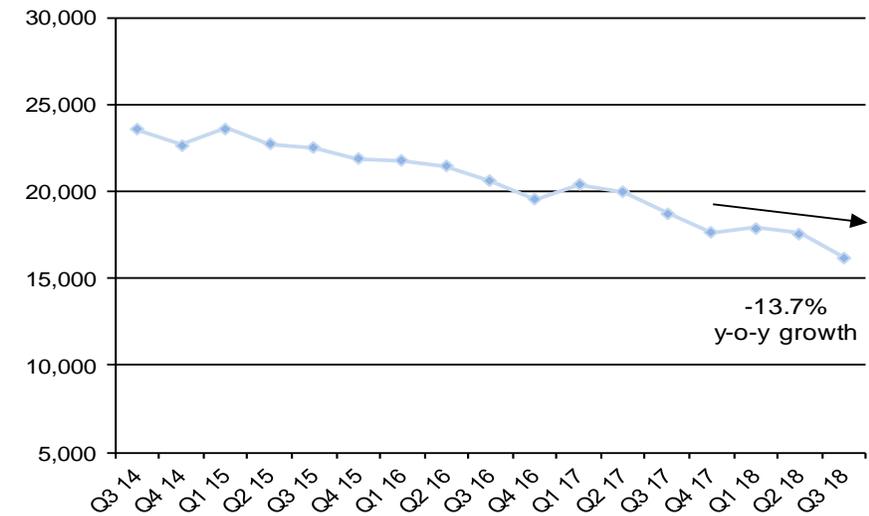
# Worldwide Market

**Figure 8. % Unattended Audio Minutes by Region, Current Quarter**



Source: Wainhouse Research, 11/18

**Figure 9. WW Total Audio Minute Growth Q2 14 to Current Quarter**



Source: Wainhouse Research, 11/18

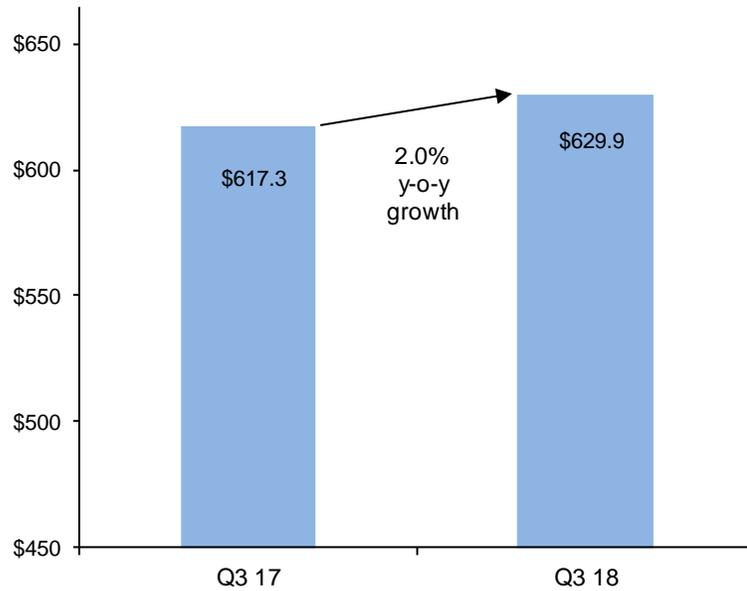
**Table 9. WW Audio Volume & ASP Comparison – Current Qtr. vs.1 Year Ago**

	Attended Minutes	Attended ASP	Unattended Minutes	Unattended ASP
<b>Q3 17</b>	434.5	\$0.173	18,328.8	\$0.028
<b>Q3 18</b>	363.6	\$0.187	15,834.2	\$0.025
<b>Growth</b>	<b>-16.3%</b>	<b>8.2%</b>	<b>-13.6%</b>	<b>-12.0%</b>

Source: Wainhouse Research, 11/18

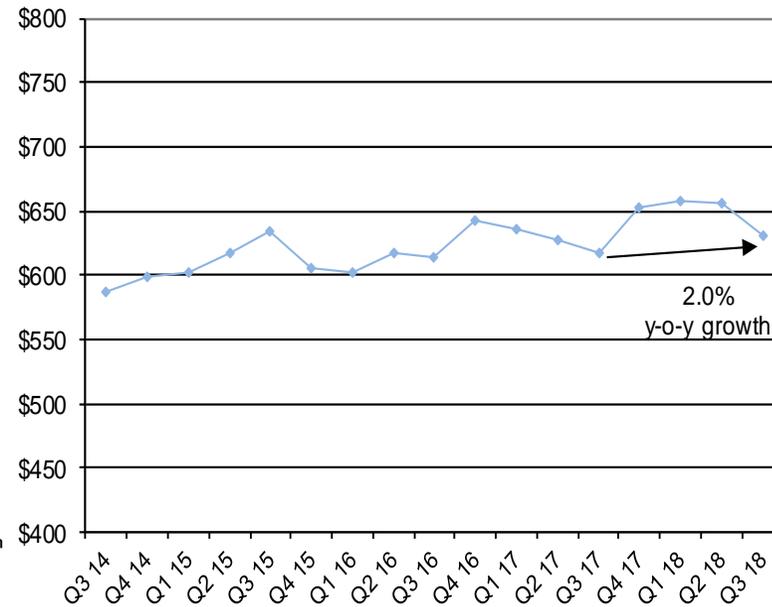
# Worldwide Market

**Figure 10. WW PWC Market Current Qtr. vs. 1 Yr. Ago**



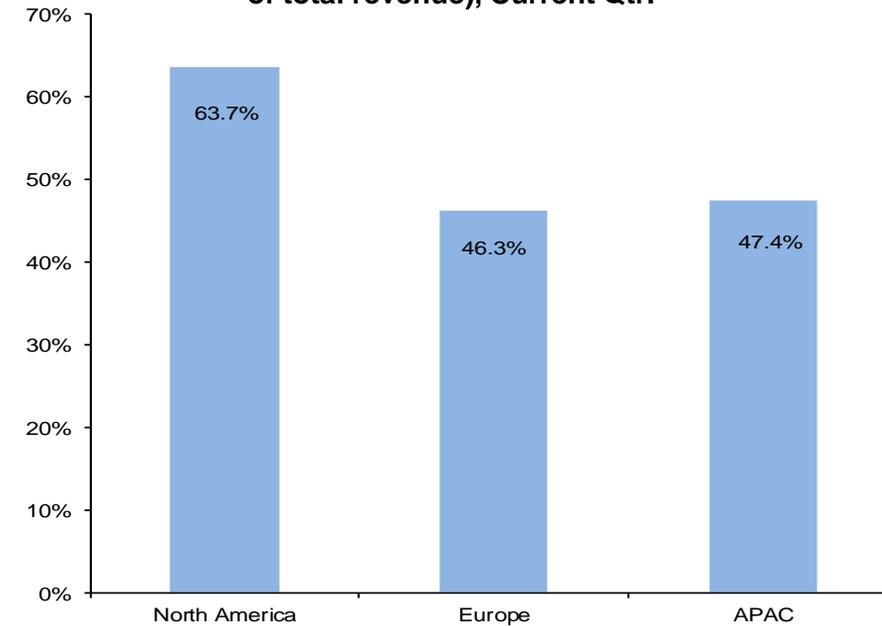
Source: Wainhouse Research, 11/18

**Figure 11. WW Growth of PWC Q3 14 to Current Qtr.**



Source: Wainhouse Research, 11/18

**Figure 12. PWC Penetration by Region (as a percentage of total revenue), Current Qtr.**



Source: Wainhouse Research, 11/18

# North American Market

## North America

**CSP Ranking by Total Minute Volume:** WR ranks FreeConferenceCall.com, but does not incorporate their volume data in this report as it is not associated with any revenue that WR can track.

West UC is ranked first in **Total Audio Volume** in North America, followed by FreeConferenceCall.com, AT&T, PGi and BT.

### Year-over-Year (Q3 2018 vs. Q3 2017)

Year-over-year **North American CSP total revenue** declined 11%. **Unattended audio revenue** decreased 28%, **unattended minutes** declined 15% and **unattended ASP** declined 16%. **Attended audio revenue** declined 9% driven by a 17% decline in minutes. **Attended ASP** grew 11%. **PWC revenue** was flat.

### Curent Quarter (Q3 2018 vs. Q2 2018)

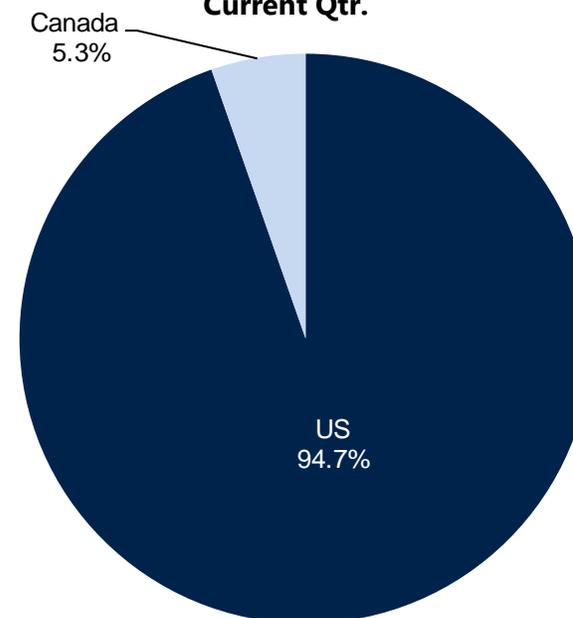
Quarter-over-quarter, the overall **North American CSP market** declined 6%. **Unattended audio revenue** declined 9%, **unattended minutes** declined 7% and **unattended ASP** declined 2%. **Attended audio revenue** declined 10%, **attended minutes** declined 8% and **attended ASP** declined 2%. **PWC revenue** declined 4% on a quarterly basis.

**Table 10. North America, Quarterly Ranking, Total Volume**

Q3 18	North American Total Audio Volume
1	West
2	FCC
3	AT&T
4	PGi
5	BT

Source: Wainhouse Research, 11/18

**Figure 13. North American Market Share by Country, Current Qtr.**

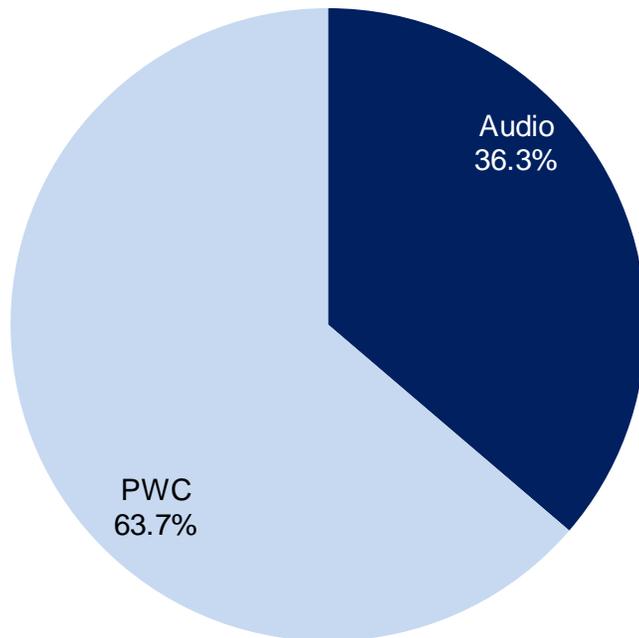


Source: Wainhouse Research, 11/18

	Revenue
US	\$667.4
Canada	\$37.7

# North American Market

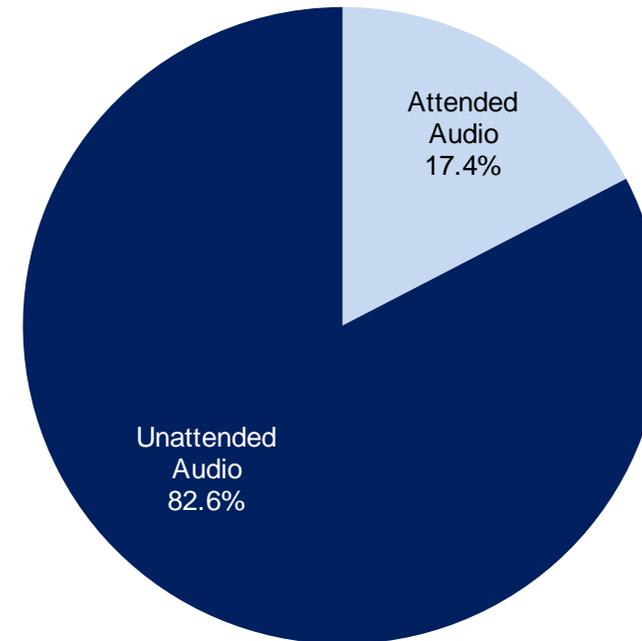
Figure 14. NA Revenue by Service, Current Quarter



Source: Wainhouse Research, 11/18

<b>Audio</b>	\$255.8
<b>PWC</b>	\$449.3

Figure 15. NA Audio Revenue by Service, Current Quarter

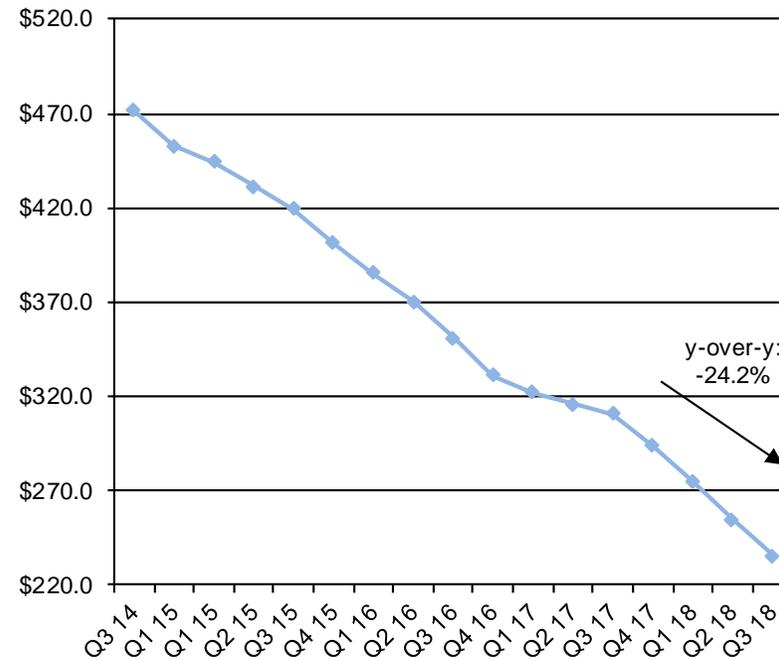


Source: Wainhouse Research, 11/18

<b>Attended Audio</b>	\$44.5
<b>Unattended Audio</b>	\$211.3

# North American Market

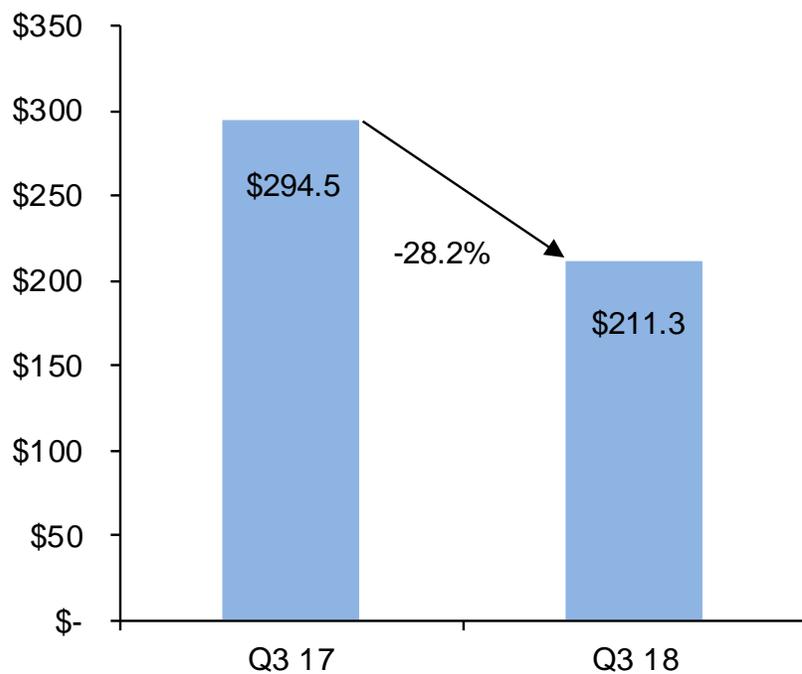
**Figure 16. NA Unattended Revenue Q3 14 to Current Qtr.  
(based on a moving average)**



Source: Wainhouse Research, 11/18

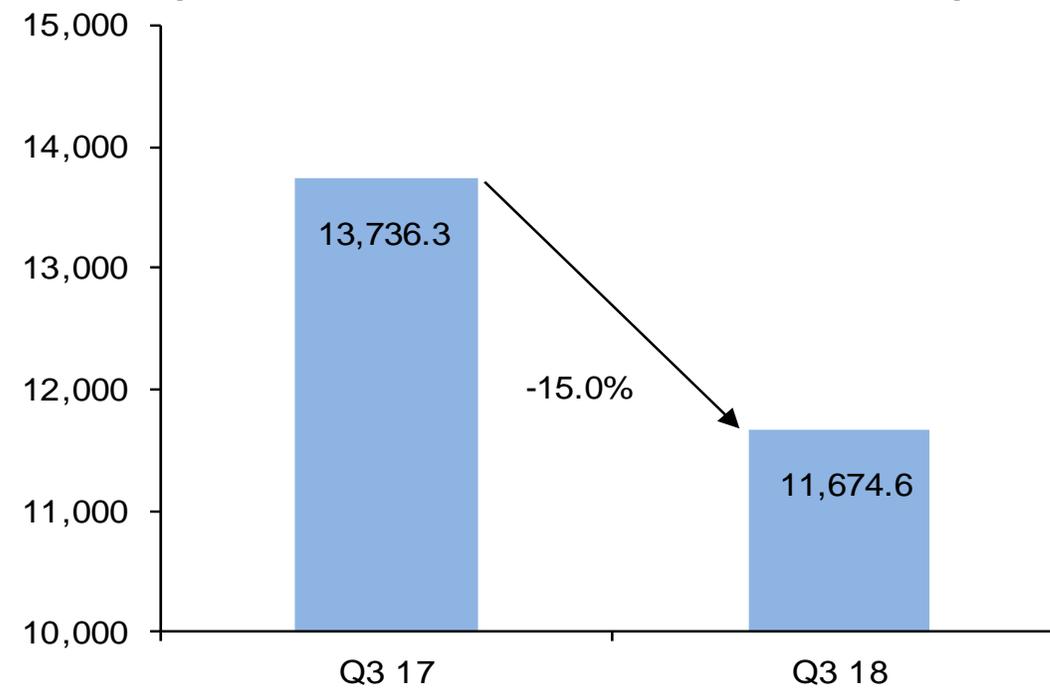
# North American Market

**Figure 17. NA Unattended Audio Revenue. Current Qtr. vs. 1 Yr. Ago**



Source: Wainhouse Research, 11/18

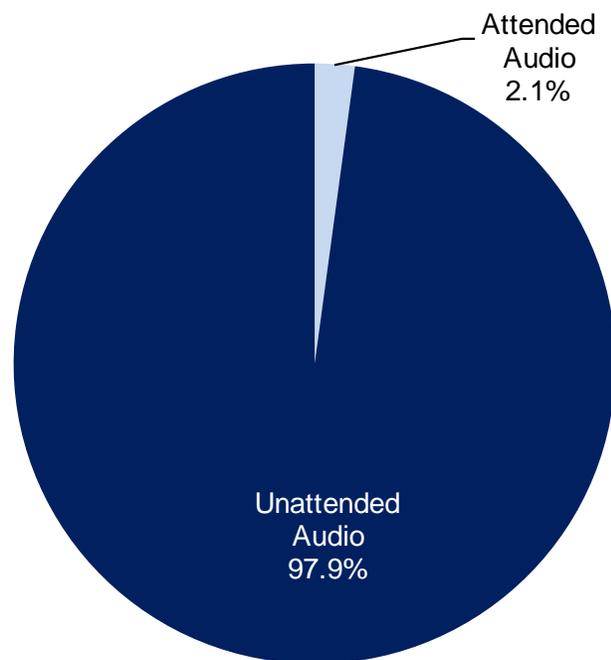
**Figure 18. NA Unattended Minutes, Current Qtr. vs. 1 Yr. Ago**



Source: Wainhouse Research, 11/18

# North American Market

Figure 19. NA Audio Unattended Audio Min. Growth, Current Qtr. vs. 1 Yr. Ago



Source: Wainhouse Research, 11/18

<b>Attended Audio</b>	255.2
<b>Unattended Audio</b>	11,674.6

Table 11. NA Year-over-Year Audio Volume & ASP Comparison

	Attended Minutes	Attended ASP	Unattended Minutes	Unattended ASP
<b>Q3 17</b>	308.6	\$0.157	13,736.3	\$0.021
<b>Q3 18</b>	255.2	\$0.174	11,674.6	\$0.018
<b>Growth</b>	<b>-17.3%</b>	<b>10.7%</b>	<b>-15.0%</b>	<b>-15.6%</b>

Source: Wainhouse Research, 11/18

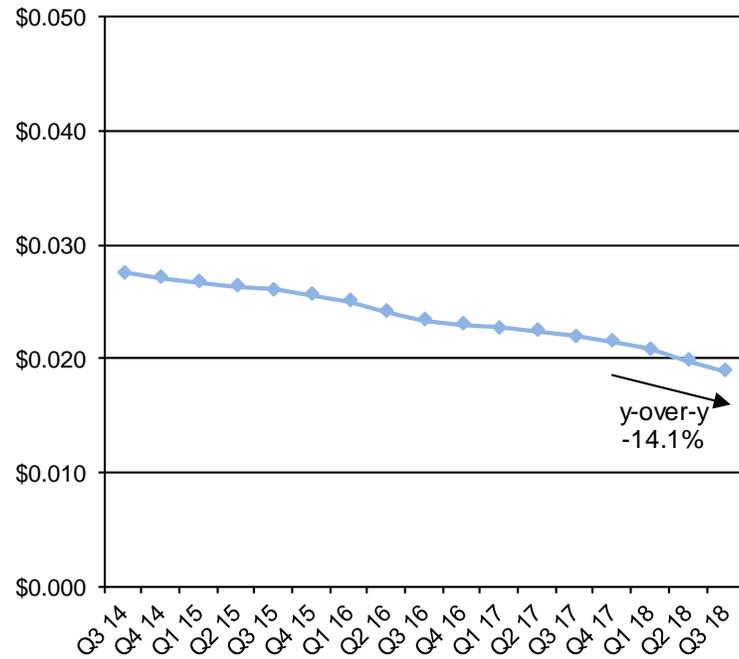
Table 12. NA Audio ASPs & Price Range

Per Minute	Attended	Unattended
<b>Price Range</b>	\$0.030-\$0.336	\$0.013-\$0.102
<b>Average</b>	\$0.174	\$0.018

Source: Wainhouse Research, 11/18

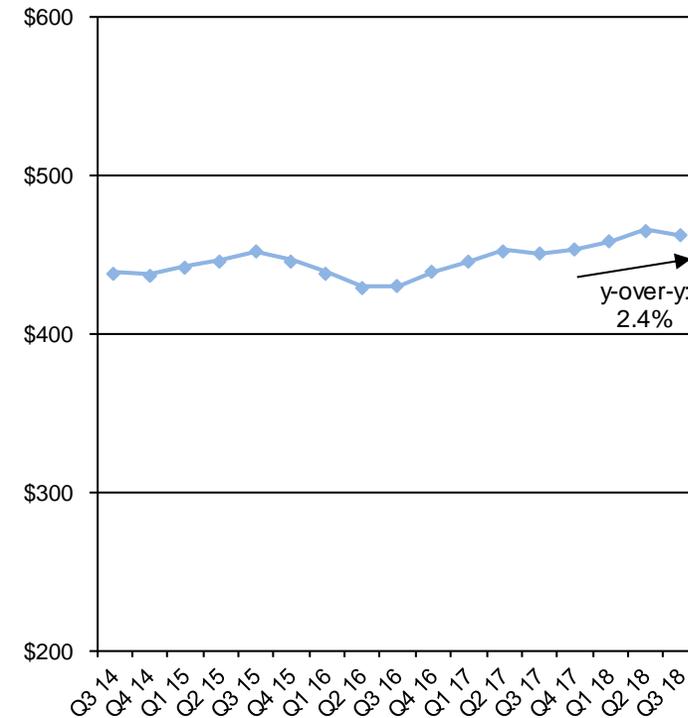
# North American Market

**Figure 20. NA Unattended Price Trends  
(based on a moving average)**



Source: Wainhouse Research, 11/18

**Figure 21. NA PWC Revenue Q3 14 to Current Qtr.  
(based on a moving average)**



Source: Wainhouse Research, 11/18

# Western European Market

## Western European Market

**CSP Ranking by Total Minute Volume:** WR ranks FreeConferenceCall.com, but does not incorporate their volume data in this report as it is not associated with any revenue that WR can track.

In the Western European region, West UC is ranked first in **Total Audio Volume**, followed by , PGi, BT, Arkadin and FreeConferenceCall.com.

### Year-over-Year (Q3 2018 vs. Q3 2017)

Year-over-year, the **Western European CSP market** declined 8%. **Unattended audio revenue** dropped 18%, **unattended minutes** declined 12%, and the **unattended ASP** declined 6%. **Attended audio revenue** declined 7%, **attended minutes** declined 13% and **attended ASP** grew 7%. **PWC revenue** grew 3%.

### Curent Quarter (Q3 2018 vs. Q2 2018)

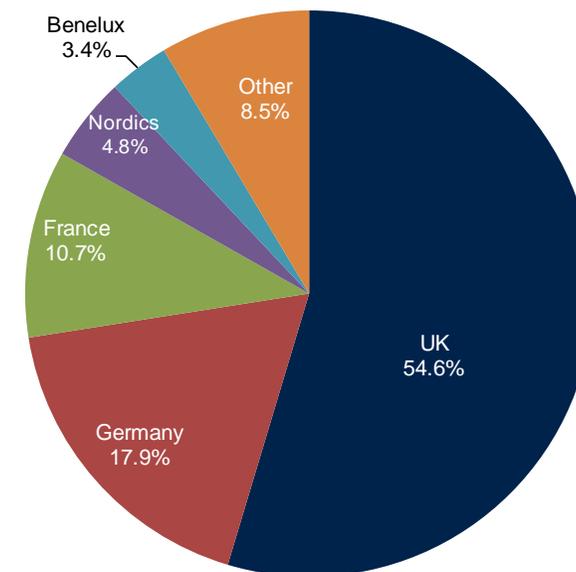
Quarter-over-quarter, the overall **Western European CSP market** declined 8%. **Unattended audio revenue** declined 12%, **unattended volume** declined 14% and **unattended ASP** grew 2%. **Attended audio revenue** declined 10%, **attended volume** declined 13%, and **attended ASP** grew 3%. **PWC revenue** declined 4%.

**Table 13. Western Europe, Quarterly Ranking, Total Volume**

Q3 18	Western European Total Audio Volume
1	West
2	PGi
3	BT
4	Arkadin
5	FCC

Source: Wainhouse Research, 11/18

**Figure 22. Western European Market Share by Country, Current Qtr.**

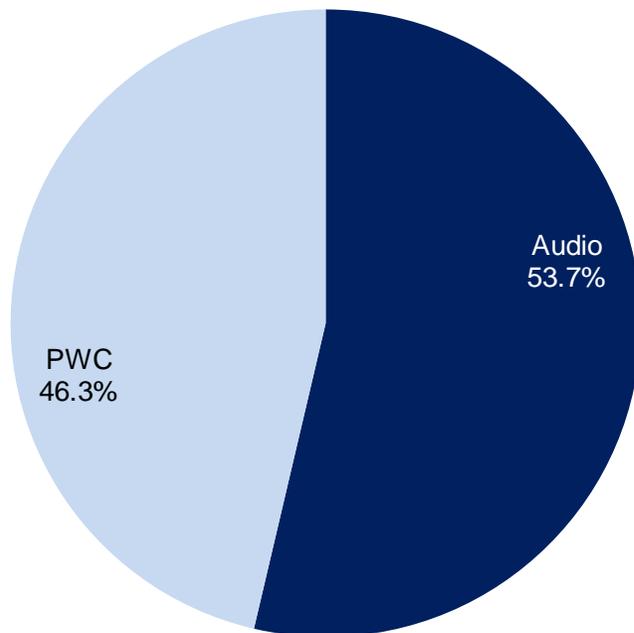


Source: Wainhouse Research, 11/18

	Revenue
<b>UK</b>	\$137.3
<b>Germany</b>	\$44.9
<b>France</b>	\$26.9
<b>Nordics</b>	\$12.0
<b>Benelux</b>	\$8.7
<b>Other</b>	\$21.5

# Western European Market

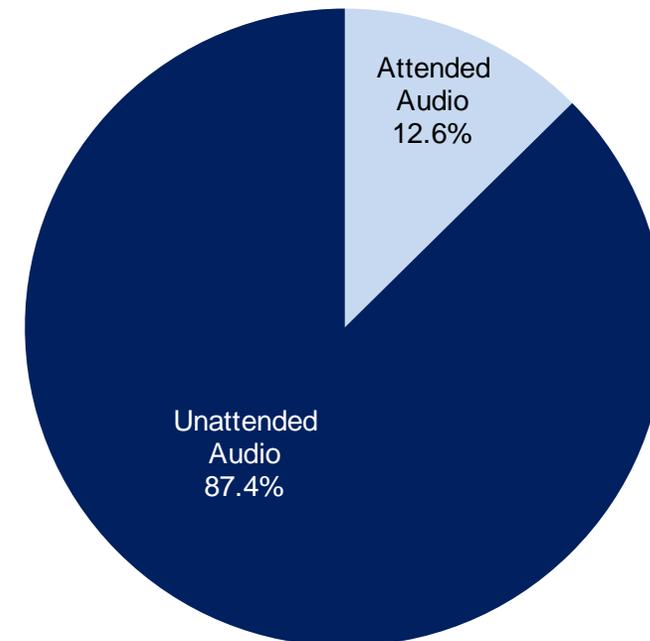
Figure 23. Western European Revenue by Service, Current Qtr.



Source: Wainhouse Research, 11/18

<b>Audio</b>	\$134.9
<b>PWC</b>	\$116.5

Figure 24. Western European Audio Revenue by Service, Current Qtr.

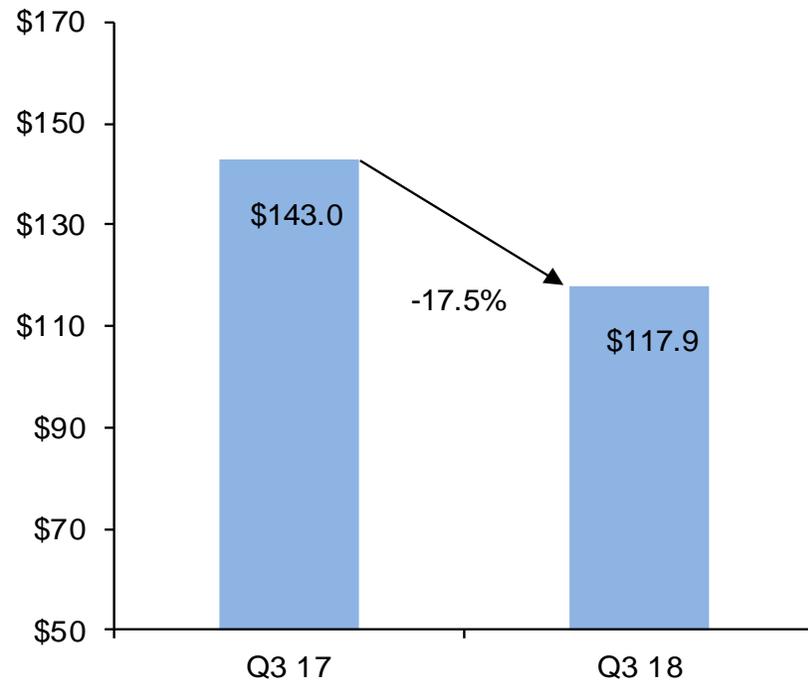


Source: Wainhouse Research, 11/18

<b>Attended Audio</b>	\$17.0
<b>Unattended Audio</b>	\$117.9

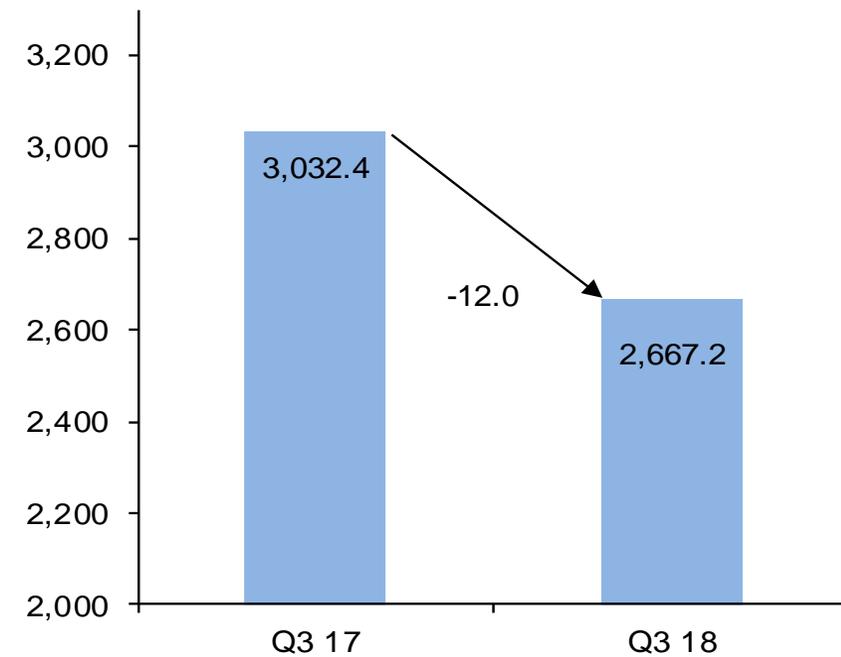
# Western European Market

**Figure 25. Western European Unattended Audio Rev. Growth, Current Qtr. vs. 1 Yr. Ago**



Source: Wainhouse Research, 11/18

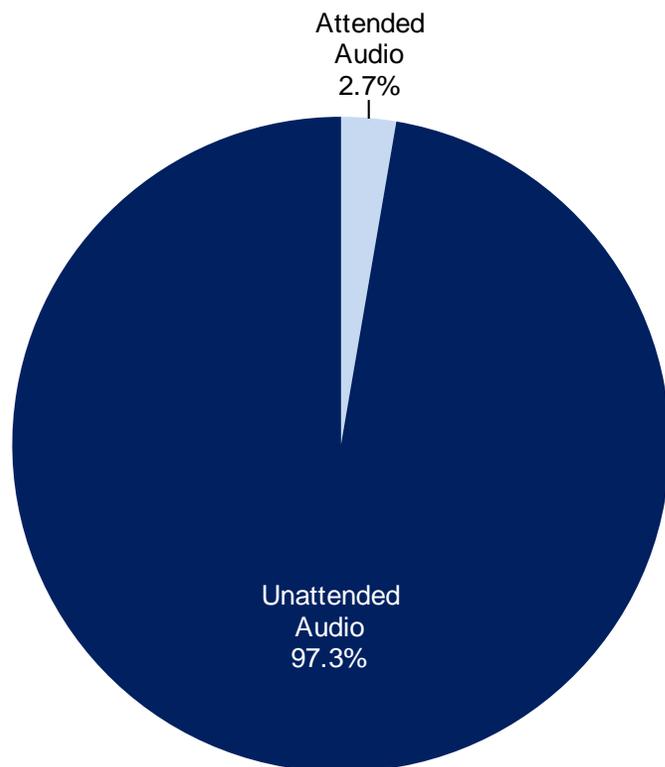
**Figure 26. Western European Unattended Audio Min. Growth, Current Qtr. vs. 1 Yr. Ago**



Source: Wainhouse Research, 11/18

# Western European Market

**Figure 27. Western European Audio Minutes by Service, Current Qtr.**



Source: Wainhouse Research, 11/18

<b>Attended Audio</b>	73.8
<b>Unattended Audio</b>	2,667.2

**Table 14. Western European Volume & ASPs, Current Qtr. vs. 1 Yr. Ago**

	Attended Minutes	Attended ASP	Unattended Minutes	Unattended ASP
<b>Q3 17</b>	84.5	\$0.216	3,032.4	\$0.047
<b>Q3 18</b>	73.8	\$0.230	2,667.2	\$0.044
<b>Growth</b>	<b>-12.7%</b>	<b>6.6%</b>	<b>-12.0%</b>	<b>-6.3%</b>

Source: Wainhouse Research, 11/18

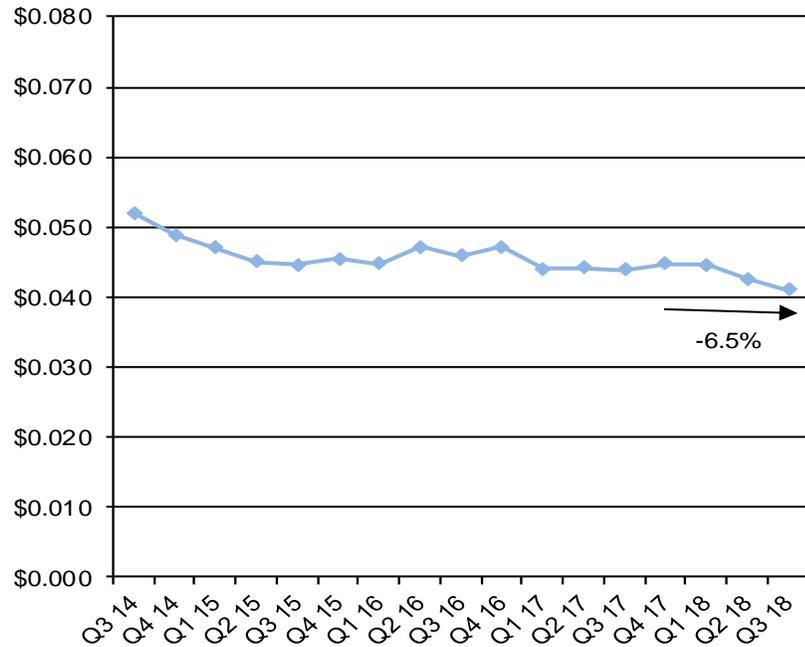
**Table 15. Western European Audio ASPs & Price Range**

Per Minute	Attended	Unattended
<b>Price Range</b>	\$0.070-\$1.040	\$0.024-\$0.450
<b>Average</b>	\$0.230	\$0.044

Source: Wainhouse Research, 11/18

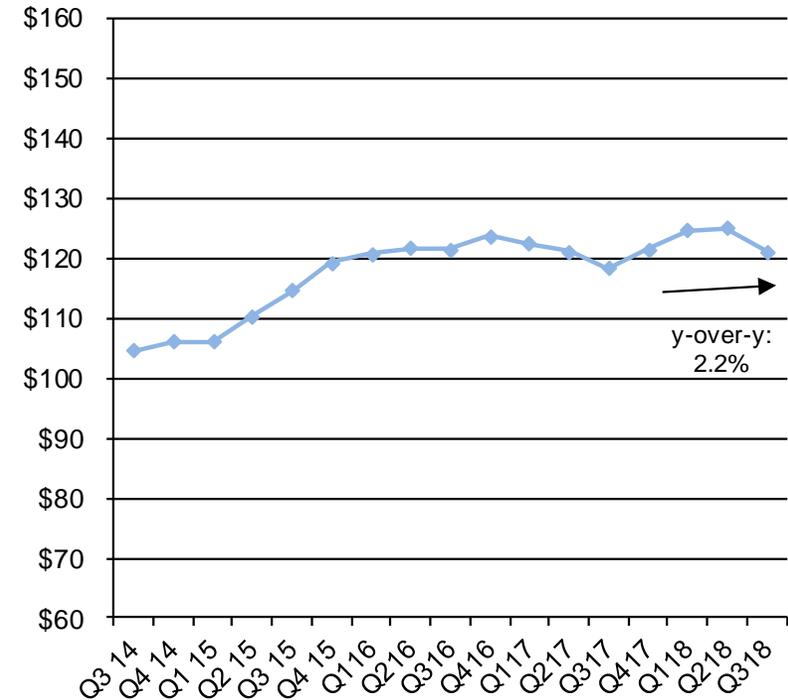
# Western European Market

**Figure 28. UK Unattended Price Trends (based on moving average)**



Source: Wainhouse Research, 11/18

**Figure 29. Western European PWC Revenue Q3 14 to Current Qtr. (based on moving average)**



Source: Wainhouse Research, 11/18

# Asia Pacific Market

## Asia Pacific Market

**CSP Ranking by Total Minute Volume:** In the Asian Pacific region, West UC is ranked first in **Total Audio Volume**, followed by PGi, BT, SK Telecom, and Arkadin.

### Year-over-Year (Q3 2018 vs. Q3 2017)

Year-over-year, the **Asia Pacific CSP market** declined 8%. **Unattended audio revenue** decreased 20%, **unattended minutes** declined 4% and **unattended ASP** declined 16%. **Attended audio revenue** declined 21%, **attended minutes** declined 16% and **attended ASPs** declined 6%. **PWC revenue** grew 10%.

### Current Quarter (Q3 2018 vs. Q2 2018)

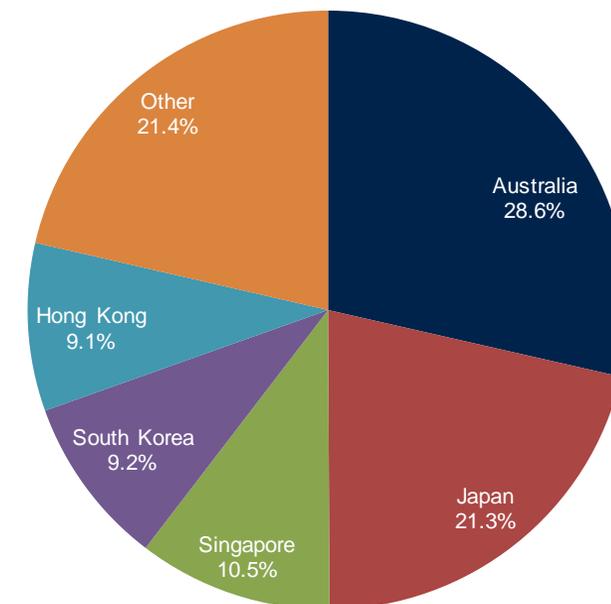
Quarter-over-quarter, the **Asia Pacific CSP market** declined 6%. **Unattended audio revenue** dropped 8%, **unattended minutes** declined 3%, and **unattended ASP** declined 4%. **Attended audio revenue** declined 5%, **attended minutes** declined 6% and **attended ASP** grew 1%. **PWC revenue** declined 3%.

**Table 16. Asia Pacific, Quarterly Ranking, Total Volume**

Q3 18	Asia Pacific Total Audio Volume
1	West
2	PGi
3	BT
4	SK Telecom
5	Arkadin

Source: Wainhouse Research, 11/18

**Figure 30. APAC Market Share by Country, Current Qtr.**

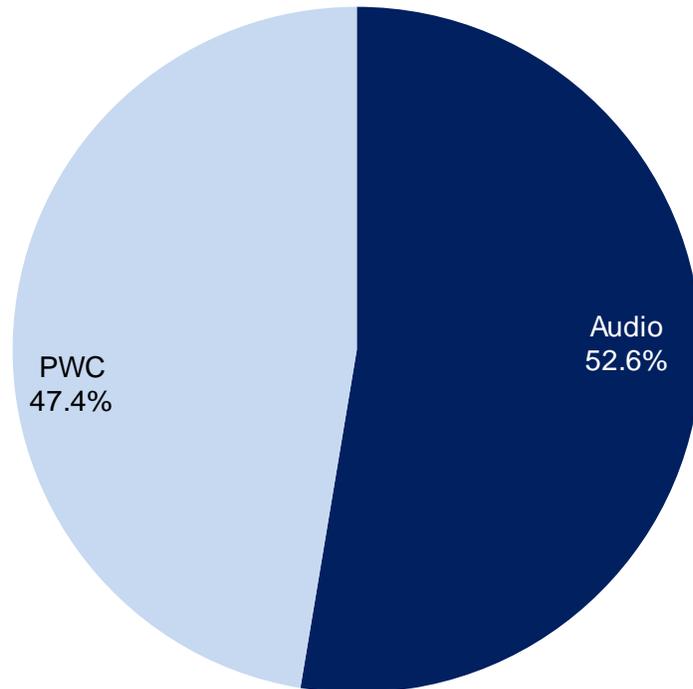


Source: Wainhouse Research, 11/18

	Revenue
Australia	\$38.7
Japan	\$28.9
Singapore	\$14.2
South Korea	\$12.4
Hong Kong	\$12.3
Other	\$29.0

# Asia Pacific Market

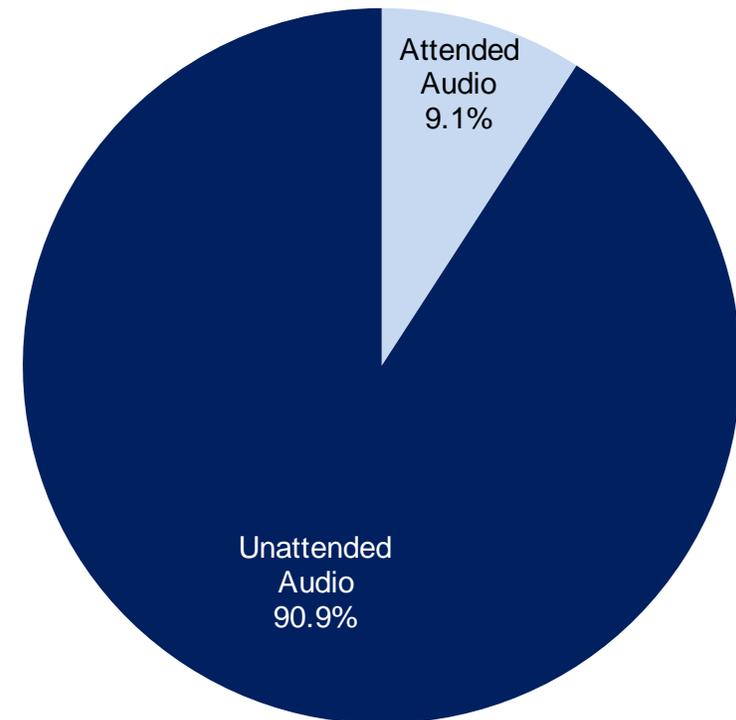
Figure 31. APAC Revenue by Service, Current Qtr.



Source: Wainhouse Research, 11/18

<b>Audio</b>	\$71.3
<b>PWC</b>	\$64.2

Figure 32. APAC Audio Revenue by Service, Current Qtr.

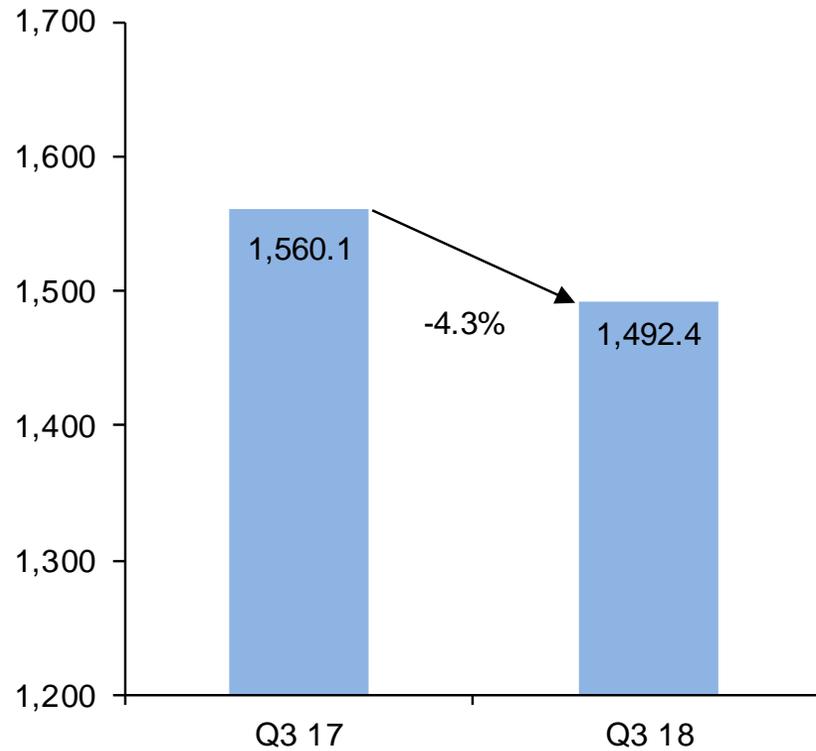


Source: Wainhouse Research, 11/18

<b>Attended Audio</b>	\$6.5
<b>Unattended Audio</b>	\$64.8

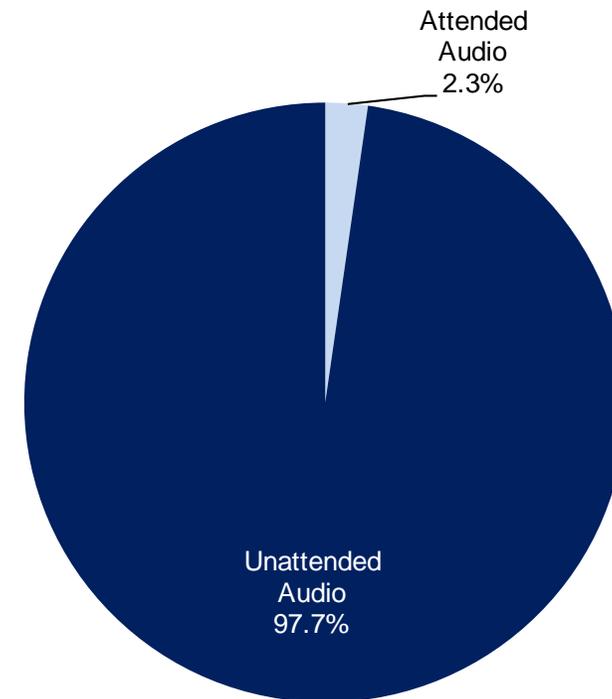
# Asia Pacific Market

**Figure 33. APAC Unattended Audio Min., Current Qtr. vs. 1 Yr. Ago.**



Source: Wainhouse Research, 11/18

**Figure 34. APAC Audio Minutes by Service, Current Qtr.**

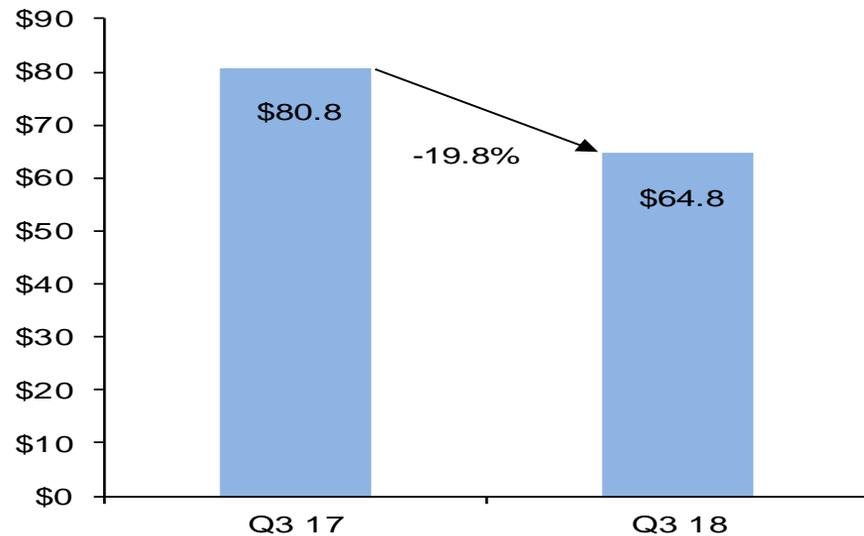


Source: Wainhouse Research, 11/18

<b>Attended Audio</b>	34.7
<b>Unattended Audio</b>	1,492.4

# Asia Pacific Market

Figure 35. APAC Unattended Audio Rev., Current Qtr. vs. 1 Yr. Ago



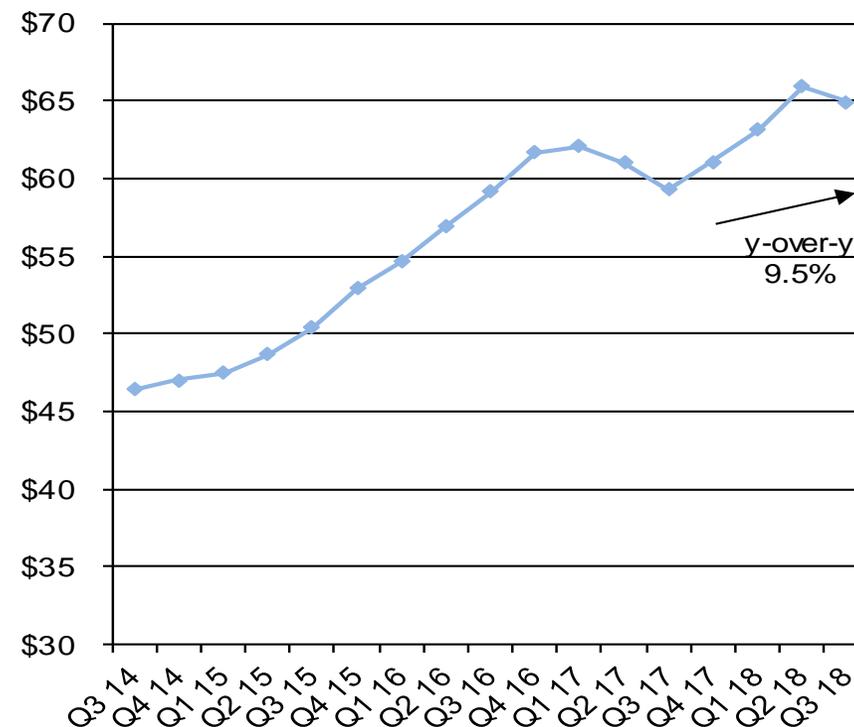
Source: Wainhouse Research, 11/18

Table 17. APAC Volume & ASP Current Quarter vs. 1 Year Ago

	Attended Minutes	Attended ASP	Unattended Minutes	Unattended ASP
Q3 17	41.3	\$0.210	1,809.3	\$0.055
Q3 18	34.7	\$0.188	1,492.4	\$0.043
<b>Growth</b>	<b>-16.0%</b>	<b>-10.5%</b>	<b>-17.5%</b>	<b>-21.3%</b>

Source: Wainhouse Research, 11/18

Figure 36. APAC PWC Revenue Q3 14 to Current Qtr. (based on a moving average)



Source: Wainhouse Research, 11/18

# About Us

## About the Authors



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Wainhouse Research is an independent analyst firm that focuses on critical issues in the unified communications and collaboration market. The company provides 6 different vendor subscriptions covering unified communications, group videoconferencing, personal & web-based collaboration, audio conferencing, streaming and webcasting, and distance education and e-Learning solutions, as well as a single all-inclusive subscription for enterprise users. The company acts as a trusted advisor providing strategic advice and direction for both the UC&C industry and its enterprise users. For further details contact [sales@wainhouse.com](mailto:sales@wainhouse.com) or see <http://www.wainhouse.com>.



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