



Japan Unified Communications and Collaboration

AN IDC CONTINUOUS INTELLIGENCE SERVICE

The unified communications (UC) and collaboration market in Japan is growing rapidly. The IT users need real-time collaboration systems due to globalization of their business location and increase of their business flow. Also an enterprise's needs to reduce costs, improve workflow efficiencies, generate new revenue streams, and transform the business are greater than ever. UC/collaboration system is a valuable technology for solving business issues and creating new business value for users. IDC's *Japan Unified Communications and Collaboration* service is designed to provide detailed analyses and essential guidance to vendors and channels competing in the Japan UC/collaboration market.

Markets and Subjects Analyzed

- Enterprise IP telephony equipment (including IP PBX, VoIP gateway, IP phone, and IP key telephone systems)
- IP conferencing systems and services
- Integrated collaborative environment (ICE), UC messaging systems
- IP contact center systems and services
- Enterprise mobile working solutions and social platform

Core Research

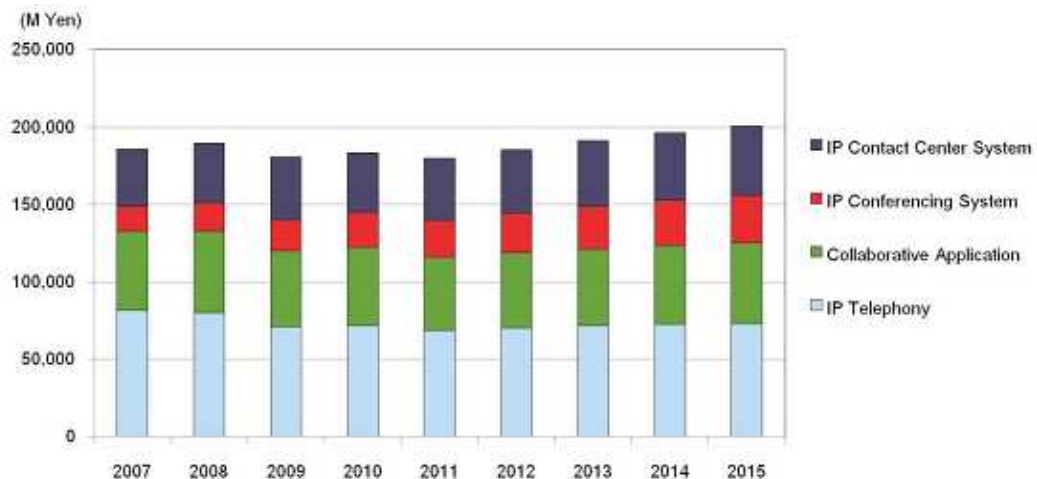
- Japan Unified Communications and Collaboration Systems Market Analysis and Forecast
- Japan Enterprise Mobile Working Market Analysis
- Japan Unified Communications Systems Enterprise User Survey
- Japan Unified Communications and Collaboration Systems Competitive Analysis
- Japan IP Conference Solutions User Survey

In addition to the insight provided in this service, IDC may conduct research on specific topics or emerging market segments via research offerings that require additional IDC funding and client investment. To learn more about the analysts and published research, please visit: [Japan Unified Communications and Collaboration](#).

Key Questions Answered

1. What is the total addressable market of UC including hardware and UC applications?
2. Which UC solution is growing and has future opportunity?
3. What factors are driving adoption of UC solution implementation in Japan, including IP conferencing and UC messaging?
4. What is the total opportunity for IP contact center solutions, and how will it grow in the near future?
5. What is the current state of the enterprise mobility market and factors driving demand?

Japan Unified Communications and Collaboration Systems Forecast, 2007–2015



Source: IDC

Competitive Analysis

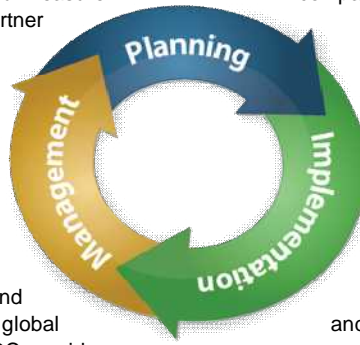
IDC's *Japan Unified Communications and Collaboration* service reviews strategies, market positioning, and future direction of several providers in the Japan UC/collaboration market, including:

Aspect, Avaya, Cisco Systems, Cosmo Com, Fujitsu, Genesys, Hitachi, IBM, Interactive Intelligence, KDDI, Microsoft, NEC, NTT Communications, OKI Networks, Polycom, and Sony.

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