

Re-shaping Businesses with Mobile IP Communications



Mobile-Centric Communication is Becoming Ubiquitous

Mobile Workforce
105M by 2020
(75% of US Workforce)

Teleworking
100%
Increase in past decade

BYOD
66%
Enterprises allow employees to bring their own device

Cost Savings, Operational Efficiencies and Mobility Enablement are Driving Adoption of VoIP-Based Communications and Collaboration

IP Communication & Collaboration

20-25%
Increase in workforce productivity



10-35%
Reduction in operational and capital expenses



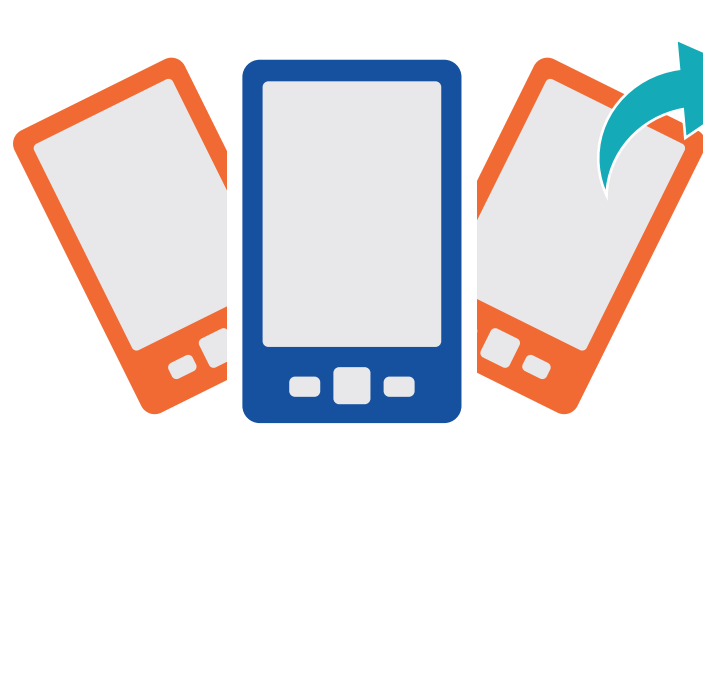
Up to **20%**
improvement in service levels



SIP Trunking and UC are Driving New Omni-Channel Customer Experiences

Consumers prefer the following channels

Phone
61%



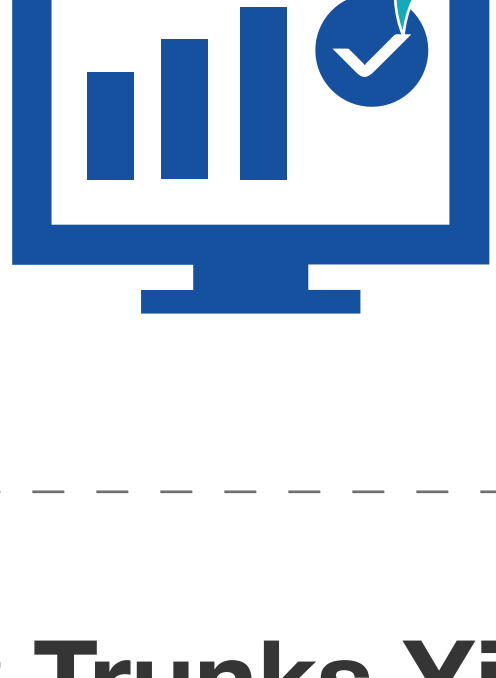
Email
60%



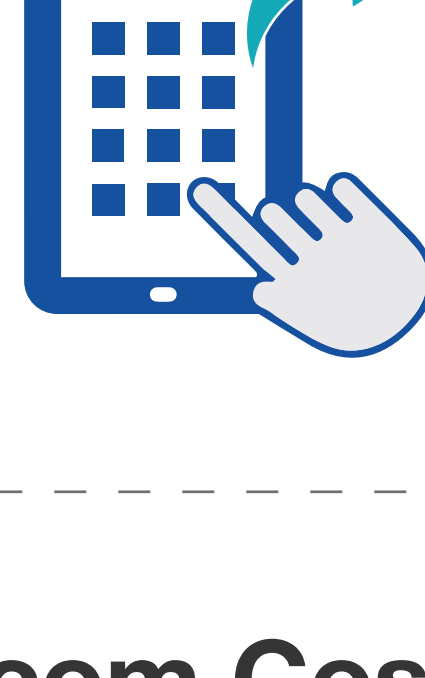
Live Chat
57%



Knowledge Base
51%

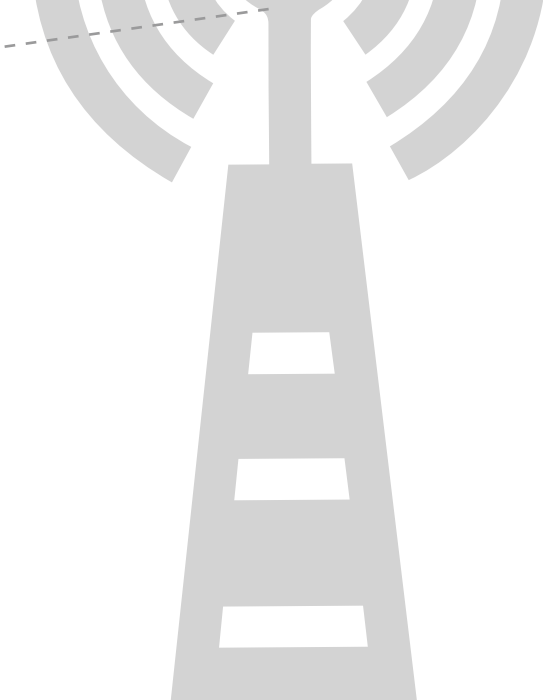


"Click to Call" Support Automation
34%



SIP Trunks Yield > 40% Telecom Cost Savings due to

- Optimization of unused trunk capacities
- Reduction in long distance charges
- Dynamic trunk scaling
- Multi-site consolidation
- Simplified management



UC Adoption Results in

44%
Mobile Application Strategy

55%
Improved Corporate Collaboration

39%
Cost Savings

48%
Extended UC Features to Home Workers & Road Warriors

44%
BYOD Implementation



Mobile UC&C is Enabling Teleworking

\$11,000
Per teleworker savings



VoIP is Increasingly Transforming Businesses

>30%

Of IP-PBX business phone lines shipped in 2015 were softphone apps (smartphones and tablets)



>80%

Of PBX business phones will be IP-based by 2019



SIP is the New PRI

30%
Enterprises in North America (NA) use SIP Trunks (2015); Growing at nearly **20%** annually

12M
SIP Trunks deployed in NA in 2015; Growing to **22M** in 2019



IP-PBX & UC revenues to grow to **\$1.8B** by 2019 in NA



Wi-Fi is Becoming the De-facto Network for Enterprise Communications

40%

Of enterprises, by 2018, will specify Wi-Fi as the default connection for non-mobile devices, such as desktops, desk phones, projectors, conference room

Businesses with 100 workstations can save up to **\$30,000*** by avoiding Cat 5/6 cabling and using Wi-Fi enabled IP phones

*Assuming \$300 per Cable Installation



Sources:

[1] All Stream, [2] CTI Group, [3] eConsultancy, [4] Frost & Sullivan, [5] Gartner, [6] GlobalWorkPlaceAnalytics.com, [7] IDC [8] Infonetics, [9] Tech Target, [10] The University of Texas at Austin

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