Continuant

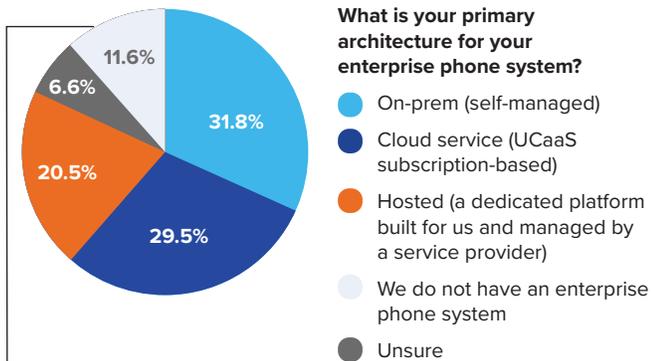# Enterprise Teams Phone: Adoption Data and Key Drivers

On-premise PBX is still being utilized by enterprise. It's a deliberate move to the cloud:
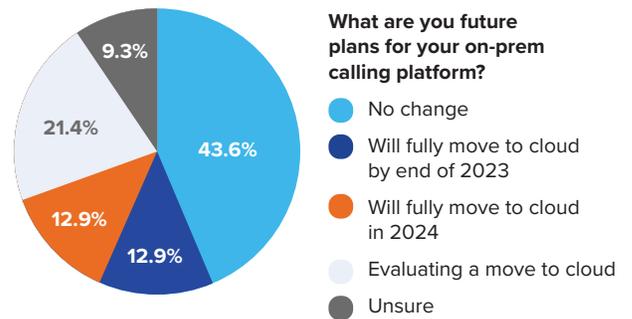
Primary Calling Architecture

What is your primary architecture for your enterprise phone system?

- On-prem (self-managed) — 31.8%
- Cloud service (UCaaS subscription-based) — 29.5%
- Hosted (a dedicated platform built for us and managed by a service provider) — 20.5%
- We do not have an enterprise phone system — 11.6%
- Unsure — 6.6%

No enterprise phone systems:
- 52.9% use company-provided devices
- 43.1% use BTOD mobile devices
- 15.7% use personal home phones

Future On-Prem Plans

What are you future plans for your on-prem calling platform?

- No change — 43.6%
- Will fully move to cloud by end of 2023 — 12.9%
- Will fully move to cloud in 2024 — 12.9%
- Evaluating a move to cloud — 21.4%
- Unsure — 9.3%

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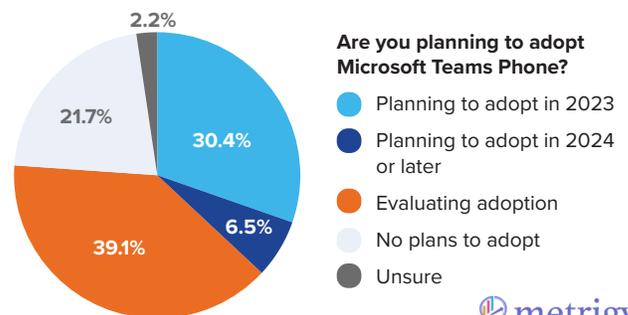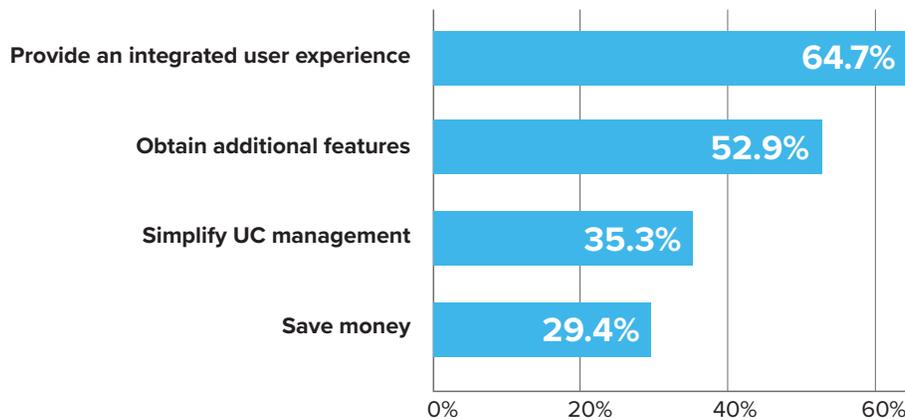## 36.9% of enterprises plan to adopt Teams Phone

Microsoft Teams Phone System adoption plans for those organizations that **currently** have Microsoft 365 licenses but **do not** currently use Teams Phone for calling.

Microsoft Teams Phone Adoption Plans

Are you planning to adopt Microsoft Teams Phone?

- Planning to adopt in 2023 — 30.4%
- Planning to adopt in 2024 or later — 6.5%
- Evaluating adoption — 39.1%
- No plans to adopt — 21.7%
- Unsure — 2.2%

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Microsoft Teams Phone System Adoption Drivers

Provide an integrated user experience — **64.7%**

Obtain additional features — **52.9%**

Simplify UC management — **35.3%**

Save money — **29.4%**

0%   20%   40%   60%
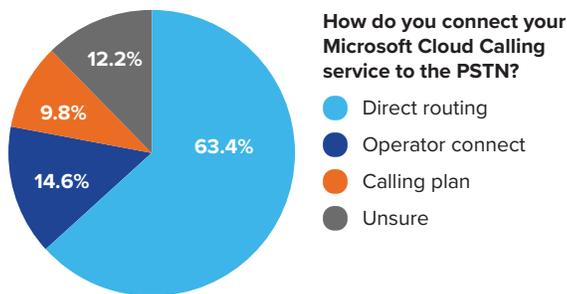
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Teams consumption model for enterprise: mostly direct routing, single provider

63.4% Direct routing

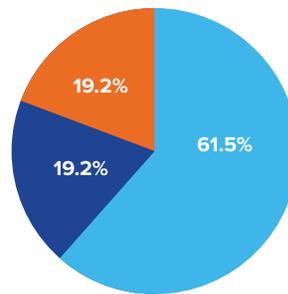**61.5%** From a single global provider

Microsoft PSTN Connectivity Approach

How do you connect your Microsoft Cloud Calling service to the PSTN?

- Direct routing — 63.4%
- Operator connect — 14.6%
- Calling plan — 9.8%
- Unsure — 12.2%

Direct Routing Provider

How do you purchase Direct Routing services?

- From a single global provider — 61.5%
- From providers within different regions — 19.2%
- Through a managed service — 19.2%

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About Continuant

Continuant is a global Managed Services Provider and Systems Integrator operating in the enterprise Unified Communications and Collaboration space. We specialize in PBX Maintenance and Migration, Microsoft Teams Calling and Meeting Rooms and Audio Video systems.

Recognized as a Microsoft Partner of the Year for Teams Calling and Meetings, Continuant is trusted by hundreds of Fortune 500, healthcare, and higher education organizations—in over 50 countries—to design, deploy, and manage solutions within their UC&C ecosystems.

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