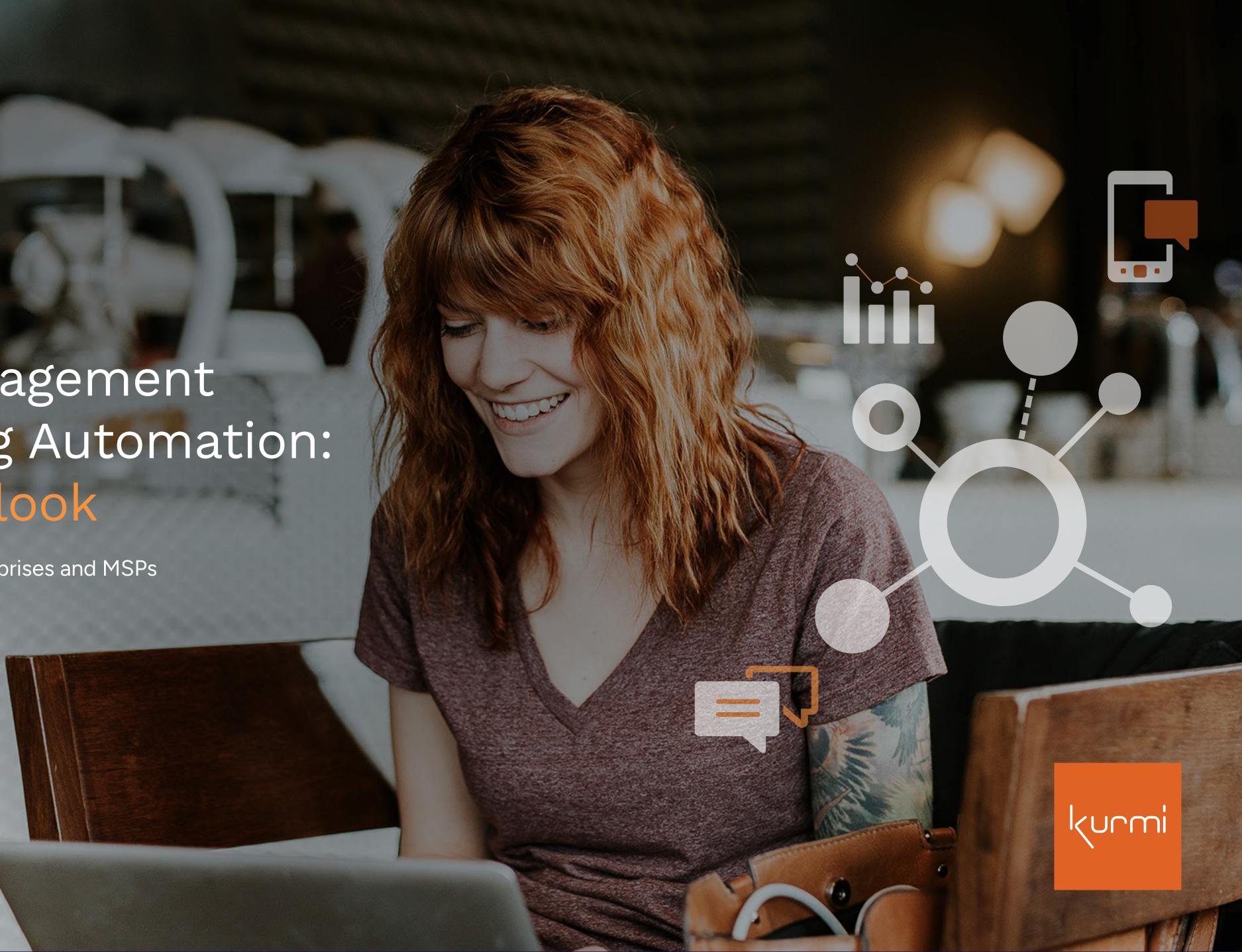
IMPACT REPORT

UC Service Management and Provisioning Automation: Trends and Outlook

Challenges and Opportunities for Enterprises and MSPs



Gartner. Peer Insights_™ UC Service Management and Provisioning Automation: **Executive Summary**

Executive Summary

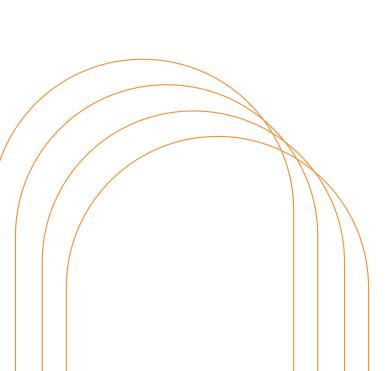
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Trends and Outlook IT Priorities Key Features Integrations Benefits Hosting About Kurmi

Data collection: Q4 2022

Respondents:

200 unified communications and collaboration decision-makers



Unified Communications (UC) platforms provide mission-critical capabilities for enterprises, enabling hybrid work and empowering employees to remain productive, meet and collaborate anywhere, anytime. Today, many organizations are investing in cloud-based UC Collaboration and UCaaS solutions, while moving away from traditional hardware-based, on-premises PBX/UC systems. This shift to the cloud allows companies to reduce setup and operational costs, and scale on demand.

To understand this landscape better and uncover the unique challenges IT teams face as they continue their digital transformation, Kurmi Software recently surveyed 200 unified communications (UC) and collaboration IT leaders from Large Enterprises using the Gartner Peer Community platform.

The results pointed to a few key findings:

- and competitive.

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Businesses are **streamlining daily** UC workflows and administration through automation to remain agile

• As cloud migrations and multi-vendor hybrid-system environments continue to add to the complexity, IT teams are looking to **simplify administration** from a single pane of management.

Cost savings, scalability, and the ability to integrate with other tools beyond UC (such as ITSMs and HRIS) are among the top drivers in the decision to adopt a third-party UC service management solution.



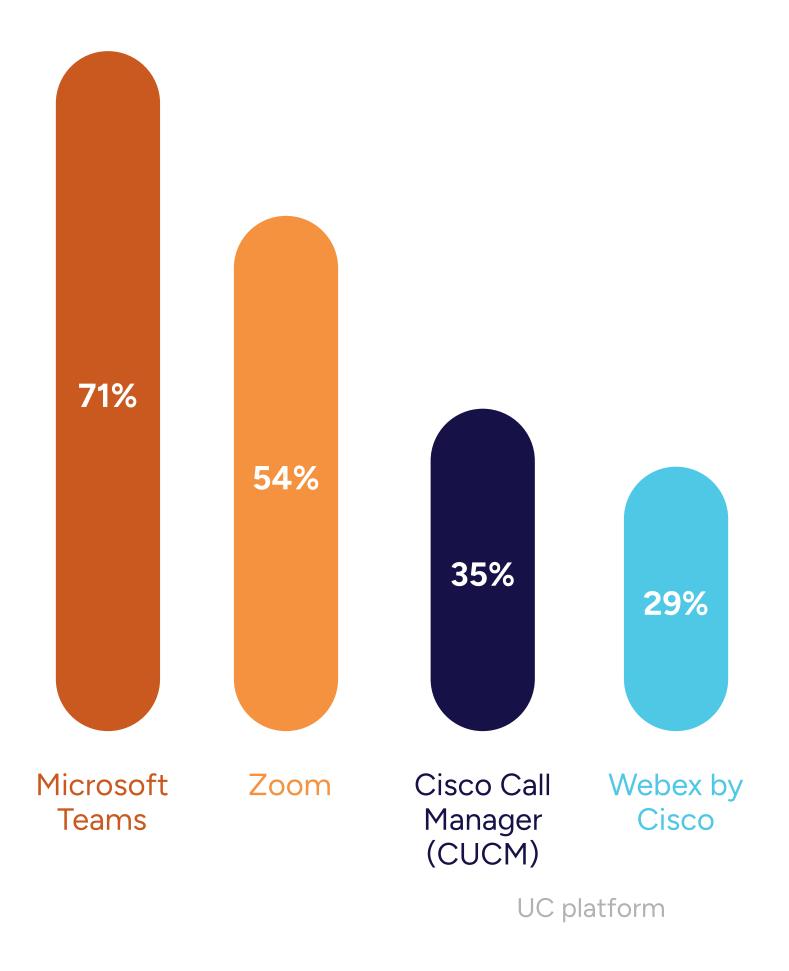


Trends and Outlook



UC Service Management and Provisioning Automation: Trends and Outlook

Q1: Which UC platforms does your organization use today? Select all that apply



Gartner Peer Insights...

Overall use of digital workplace technology has increased significantly since 2019, particularly for collaboration, file storage and sharing, and real-time mobile messaging. The desire to take advantage of new features and functions or to better support employee collaboration in a hybrid workplace are some of the key drivers. In our study, **86% of those** surveyed indicated that they utilize more than one UC platform, with Microsoft and Zoom accounting for the highest usage.

Kurmi Insights

Organizations increasingly deploying multiple UC platforms, managing multi-vendor, multi-system tech stacks need a better, more efficient way to manage users and licenses.





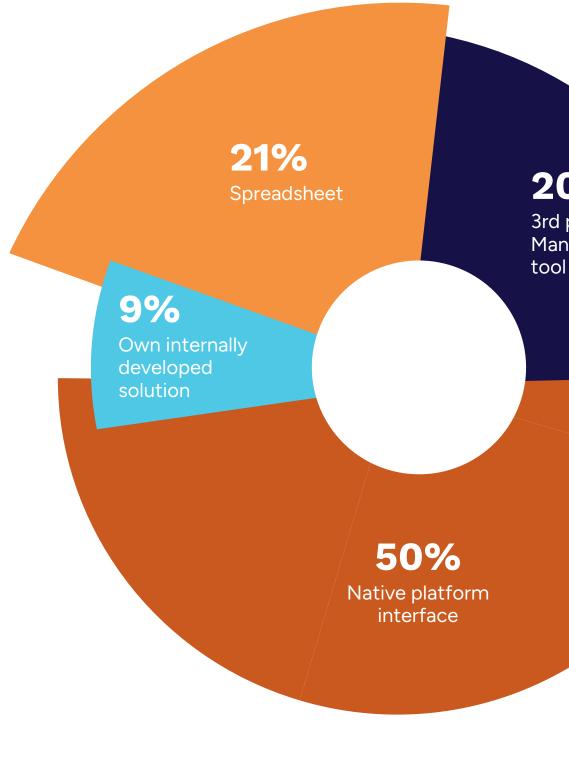






UC Service Management and Provisioning Automation: Trends and Outlook

Q2: How does your organization handle UC administration of users in your enterprise today?



Gartner Peer Insights... 20% 3rd part UC Management The study revealed that approximately 70% of IT administrators are facing the challenge of provisioning and managing users across multiple vendor Unified Communications (UC) technologies through their respective native admin portals or are relying on spreadsheets. This fragmented approach indicates a lack of integration and leads to inefficiencies and errors in the provisioning process.

Recognizing the need for a more streamlined solution, about 20% of companies surveyed have made investments in third-party UC management tools explicitly aimed at enhancing provisioning administration. These dedicated tools offer a centralized and automated approach, allowing businesses to optimize their UC deployment, reduce manual workloads, and minimize the risk of mistakes, ultimately leading to a more efficient and reliable UC environment.

Kurmi Insights

Organizations are juggling multiple native portals, others rely on in-house solutions or work with dedicated third-party service management tools. Of these options, third-party UC management solutions tend to be the most efficient.





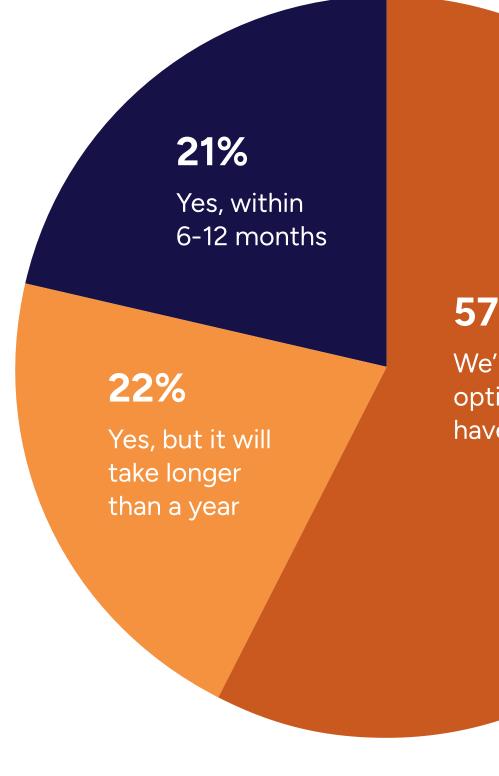






UC Service Management and Provisioning Automation: Trends and Outlook

Q3: Does your organization plan on implementing a third-party UC management automation solution, if you are not currently using one?



Gartner Peer Insights.

57%

We're exploring options, but don't have a timetable

A vast majority of companies that do not currently use a 3rd party management solution are actively considering adopting such a system to improve their UC provisioning and administration processes. Among the respondents, a substantial 42% have firm plans to implement a third-party UC management platform within the next 12 to 24 months. This indicates a proactive approach by these organizations to address the challenges of managing multi-vendor UC technologies efficiently.

A significant portion of respondents, 57% in total, are considering adopting a third-party Unified Communications (UC) automation solution. Although they haven't established a specific timeline, their interest reflects a growing recognition of the benefits offered by UC automation platforms.

As the market for UC management tools expands, more businesses are expected to embrace these platforms to enhance efficiency, minimize errors, and optimize their unified communications setup.

Kurmi Insights

Best-of-breed UC management platforms are rapidly gaining ground as the preferred solution for cloud migration, hybrid architecture environments, and for better interoperability.







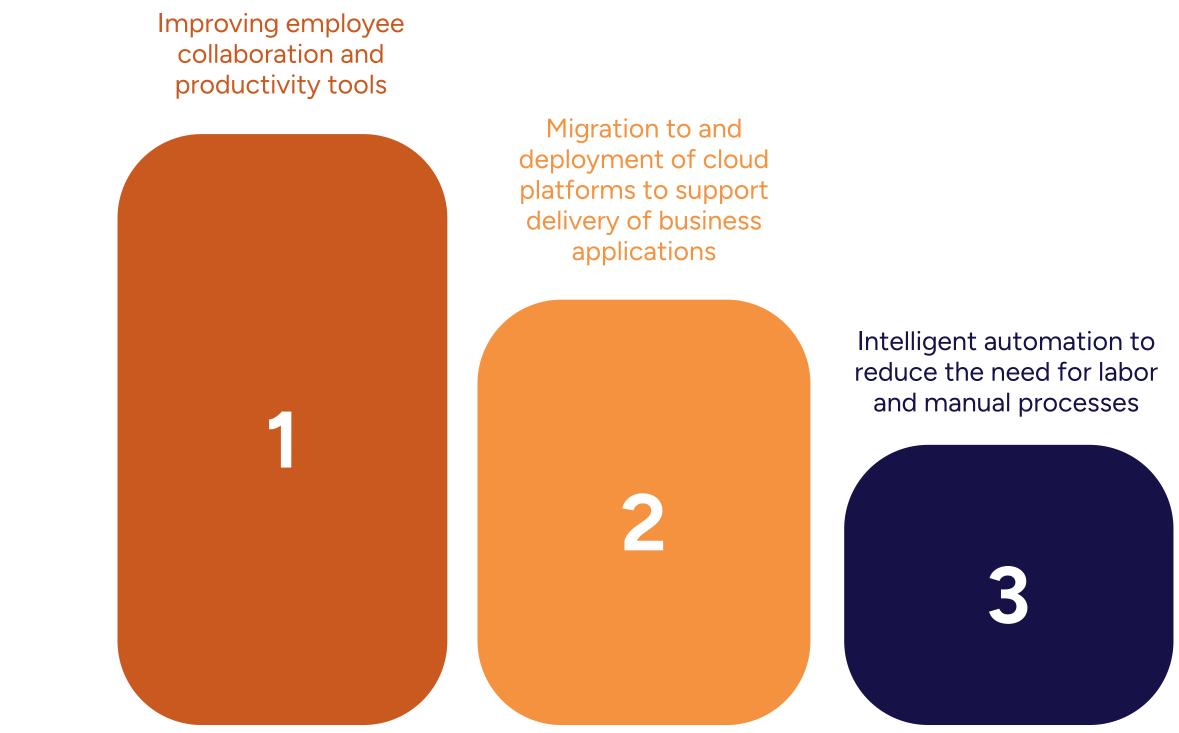




IT Priorities



Q4: What are the top UC digital transformation projects at your company?



#4 Support for continuous uptime (improved reliability of systems, networks etc.) **#5** Security measures, to mitigate vulnerabilities and risk **#6** IT-based initiatives supporting employee experience, culture, and happiness

Gartner Peer Insights...

The top **UC digital transformation** projects have been identified as crucial drivers for enhancing organizational efficiency. In the lead is a significant focus in **increasing employee collaboration** and productivity through the adoption of comprehensive Unified Communications (UC) technologies.

The research also indicated a growing trend of **migrating to and** deploying cloud platforms as part of digital transformation initiatives. Respondents highlighted that leveraging cloud-based solutions offers scalability and flexibility, leading to improved agility and accessibility for the workforce. As a result of this migration, organizations reported empowering their employees to work remotely and access essential resources from anywhere, ultimately fostering a more adaptable and responsive work environment.

Moreover, the study emphasized the significance of intelligent automation to reduce manual tasks within companies. With the increasing complexity of modern business operations, there is a growing realization that relying solely on manual processes can lead to inefficiencies, errors, and unnecessary resource consumption.

Kurmi Insights

Of those we surveyed, 97% are in the middle of IT-led digital transformation projects for their Enterprise Collaboration tools. UC leaders place high priority on projects that support employee productivity and streamline operations through automation.















Q5: What key UC management challenges are you facing in your enterprise today?

38%

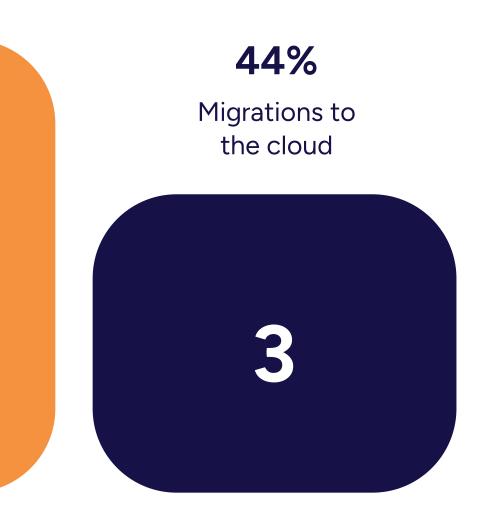
High volume of UC operational tasks (like MACDs, etc)



62%

Multiple portal interfaces (for multiple apps)

Gartner Peer Insights...



The research study highlights three main UC management challenges in the enterprise:

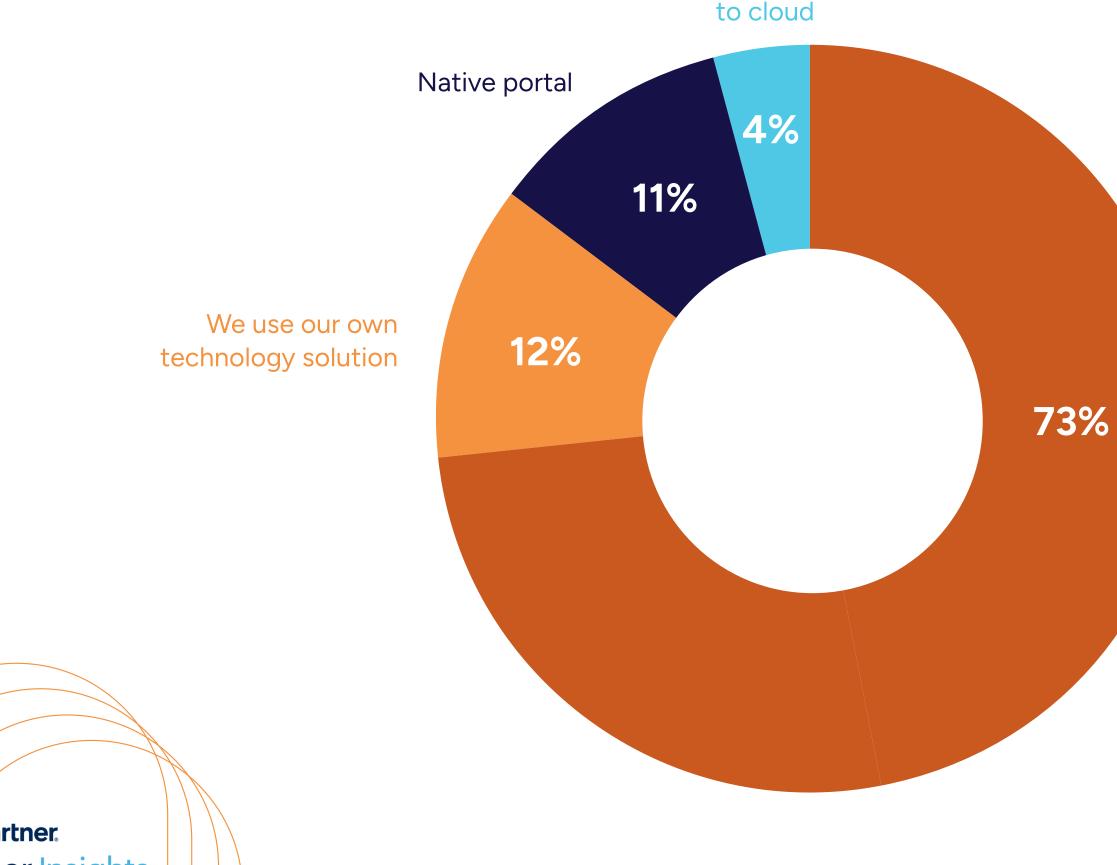
- A high volume of Unified Communications tasks is straining the efficiency of IT teams, leading to time-consuming and resource-intensive provisioning and management processes.
- The presence of multiple provider interfaces causes fragmentation and increased workload for IT administrators, leading to inefficiencies and potential errors.
- Migrations to the cloud introduce **complexities** in integrating and migrating data between on-premises and cloud environments, necessitating a seamless transition for users.

Kurmi Insights

To address these challenges, the study indicates that companies fair better if they adopt a third party UC management solution with automation and centralization capabilities to streamline tasks, provide a unified interface for managing multiple vendors, and simplify cloud migrations.



Q6: How are you managing cloud migrations today? Our users are not



Gartner Peer Insights...

currently migrating

Third party UC tools

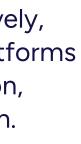
To manage the migration process effectively, enterprises leverage various tools and platforms to automate and streamline data migration, application deployment, and configuration. These tools enable efficient data transfer, ensure compatibility with the cloud environment, and minimize downtime during the migration.

Beyond management of day-to-day tasks, almost 73% of companies are already using some type of third-party solution to aid with planning, execution, and post-migration support. These experts offer valuable insights, best practices, and technical expertise to ensure a successful migration.

Kurmi Insights

IT teams are already turning to third-party UC management and dedicated migration providers to optimize the migration process to new cloud-based platforms.





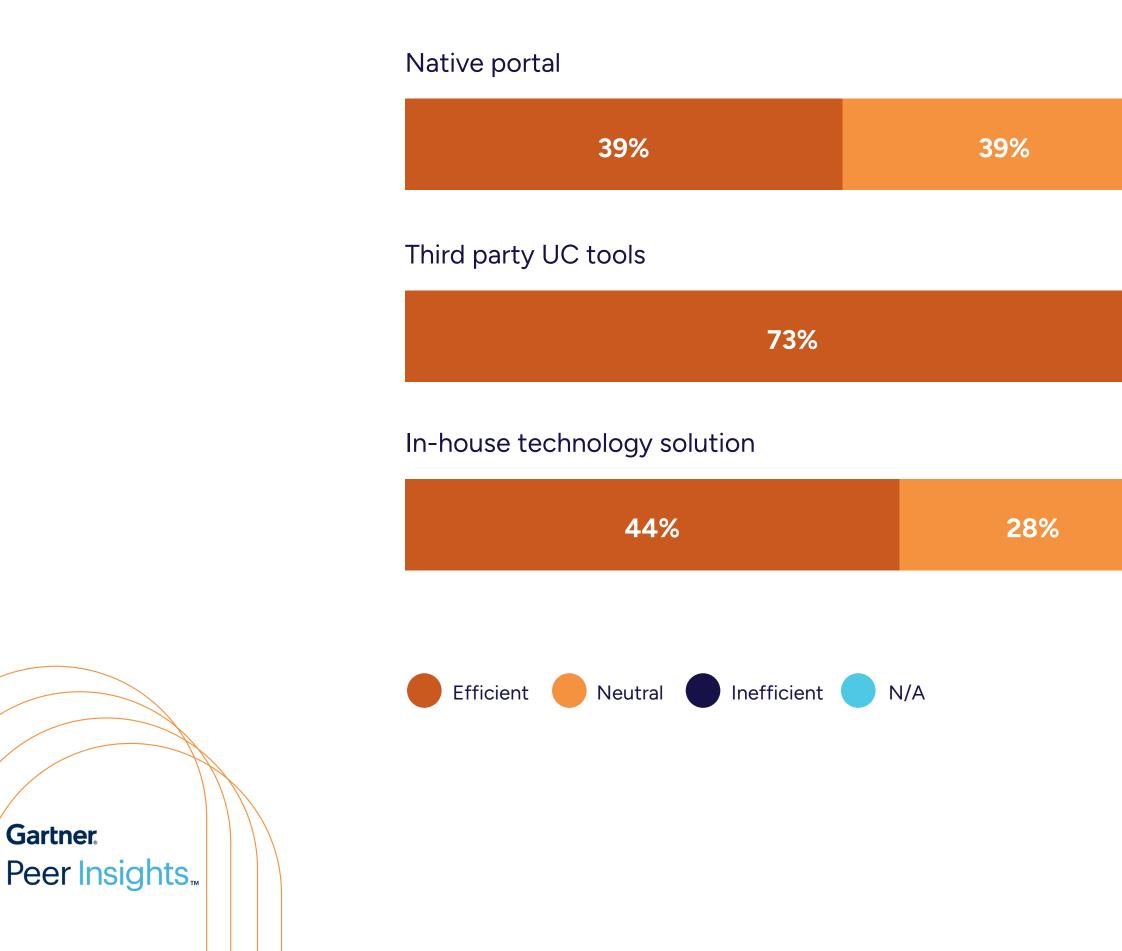


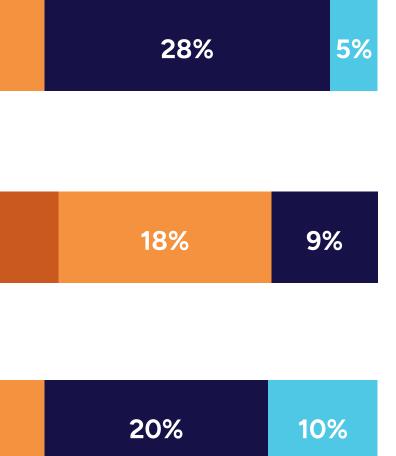






Q7: How efficient are these solutions for managing cloud migrations?





Our study found that native portals and home-grown solutions are perceived as the least efficient methods for handling cloud migrations. IT administrators involved in these large-scale projects expressed concerns about the limitations and complexities of using native portals and in-house solutions, which often lead to inefficiencies, manual errors, and extended downtime during the migration process.

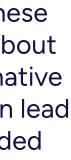
In contrast, the study highlighted that a significant proportion of IT administrators, approximately 73%, preferred relying on third-party management tools and dedicated migration solutions. These 3rd party tools were recognized for their ability to streamline the migration process, automate repetitive tasks, and offer specialized features designed explicitly for large-scale cloud migration projects.

Kurmi Insights

Large enterprises are increasingly recognizing the value of using third-party tools to enhance the efficiency and success of their cloud migration endeavors. By leveraging these dedicated solutions, they can ensure a smoother transition and ultimately achieve their cloud migration objectives more effectively.











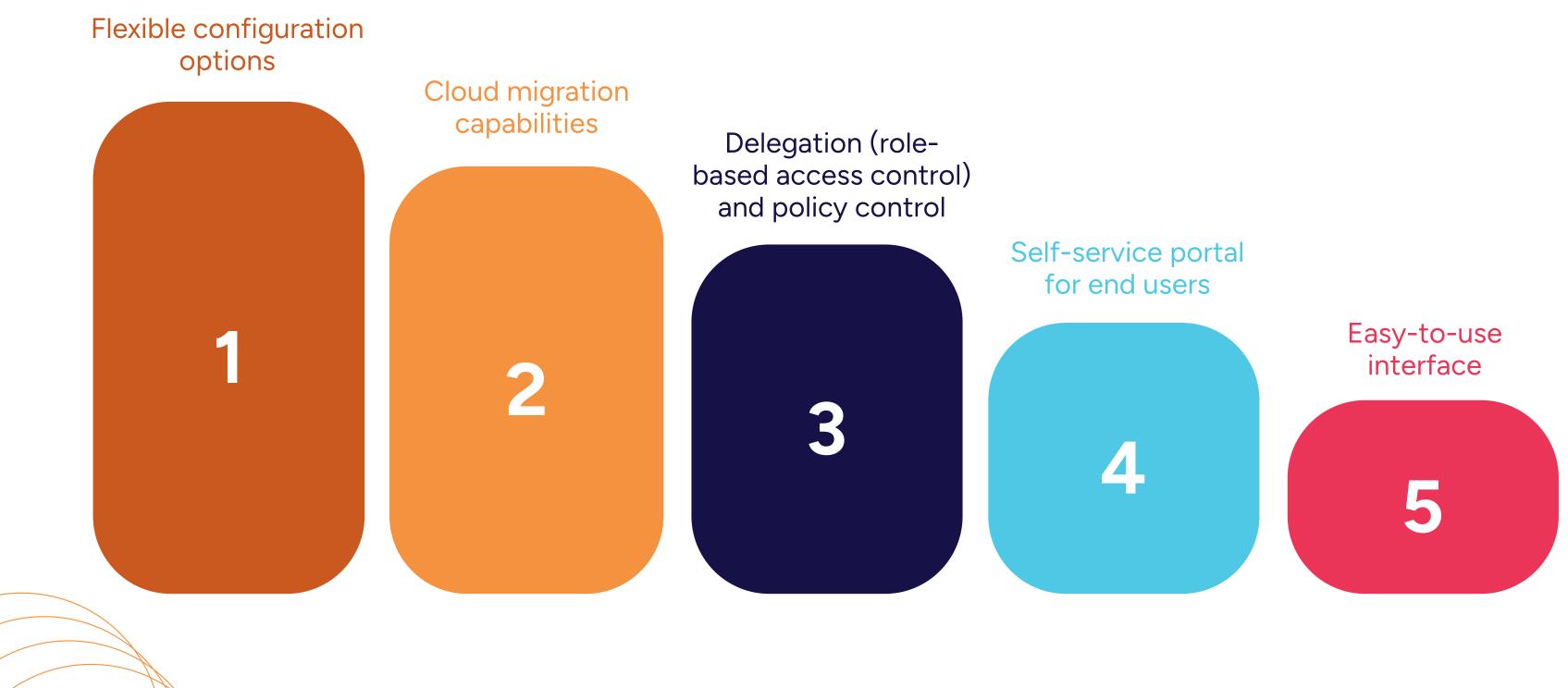


Key Features



UC Service Management and Provisioning Automation: Key Features

Q8: What are the key features you look for in a third-party UC management solution?



Gartner Peer Insights...

The data in the study suggests that the top three features of a UC management solution include:

- flexible configuration options, enabling organizations to tailor communication settings to their specific needs.
- cloud migration capabilities to adapt to the modern business landscape's demands.
- the platform should facilitate **delegation** and role-based access to ensure efficient management and streamline UC processes in larger organizations.

Some of the other features ranking high were the ability to have a self-service portal for end users, who could take some of the load off of busy IT admins and an easy-to use interface, that would make the provisioning process more accessible to non-IT staff.

By investing in a robust UC management platform with these features, businesses can enhance collaboration, productivity, and overall success in their unified communications.

Kurmi Insights

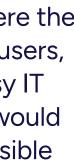
Decision makers value UC management tools that are highly configurable to their needs, facilitate migrations to cloud services and enable delegation of UC tasks.















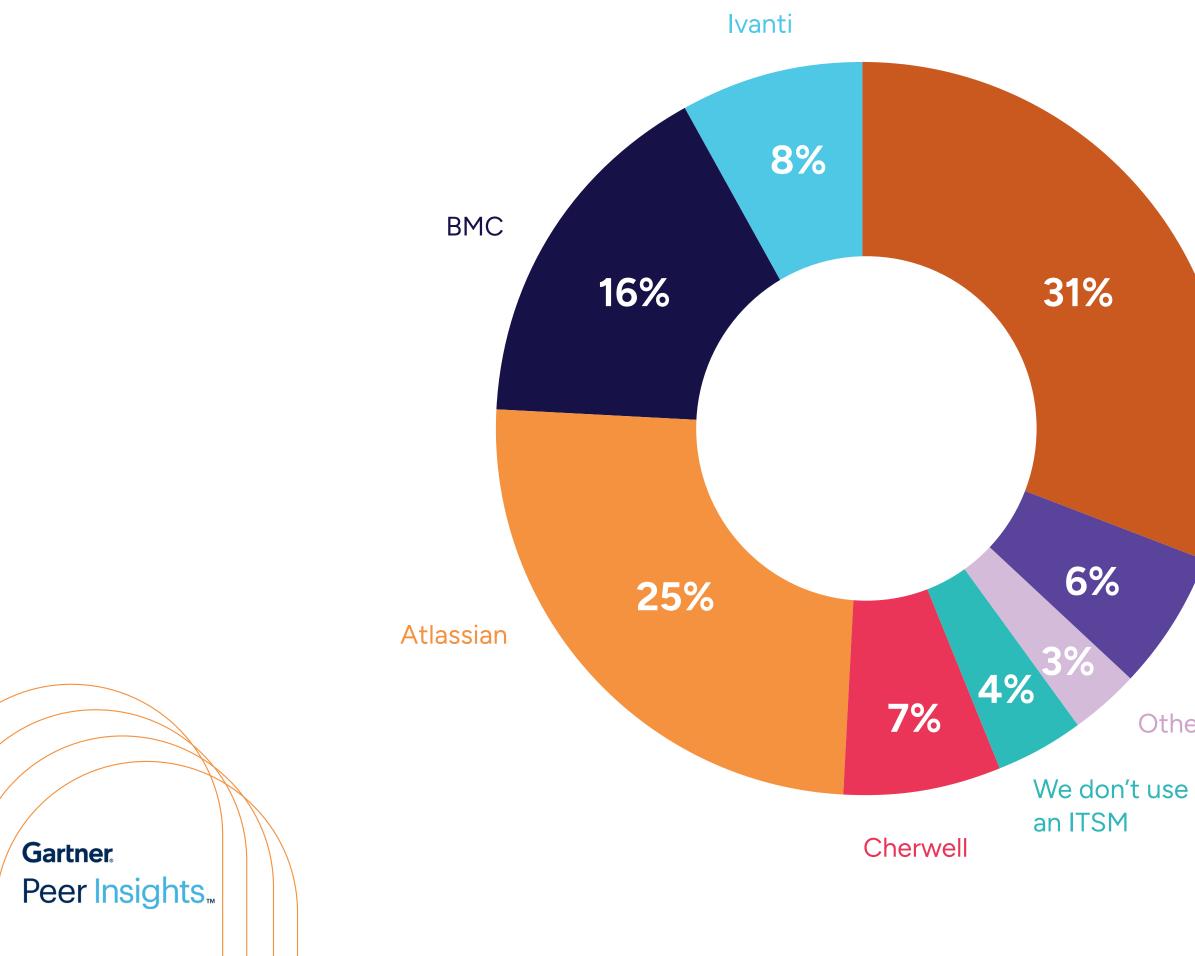


Integrations



UC Service Management and Provisioning Automation: Integrations

Q9: What ITSM platform is used in your enterprise today?



ServiceNow

SolarWinds Service Desk and Service Desk Plus

Other

In today's digital era, organizations face mounting pressure to optimize internal processes and enhance employee experiences. The rise of IT Service Management (ITSM) applications has enabled IT teams to extend their capabilities beyond traditional IT functions to support a growing number of employee self-service functions. The top ITSM systems used by the IT decision makers in our study were ServiceNow, Atlassian, and BMC.

Most platforms support organizational functions, such as enabling employees to access self-service portals for IT-related requests, HR inquiries, facilities management, and more.

Kurmi Insights

By integrating with a UC management solution, ITSM applications address employee needs for collaboration tools more efficiently, reducing the dependency on support teams and streamlining service delivery.





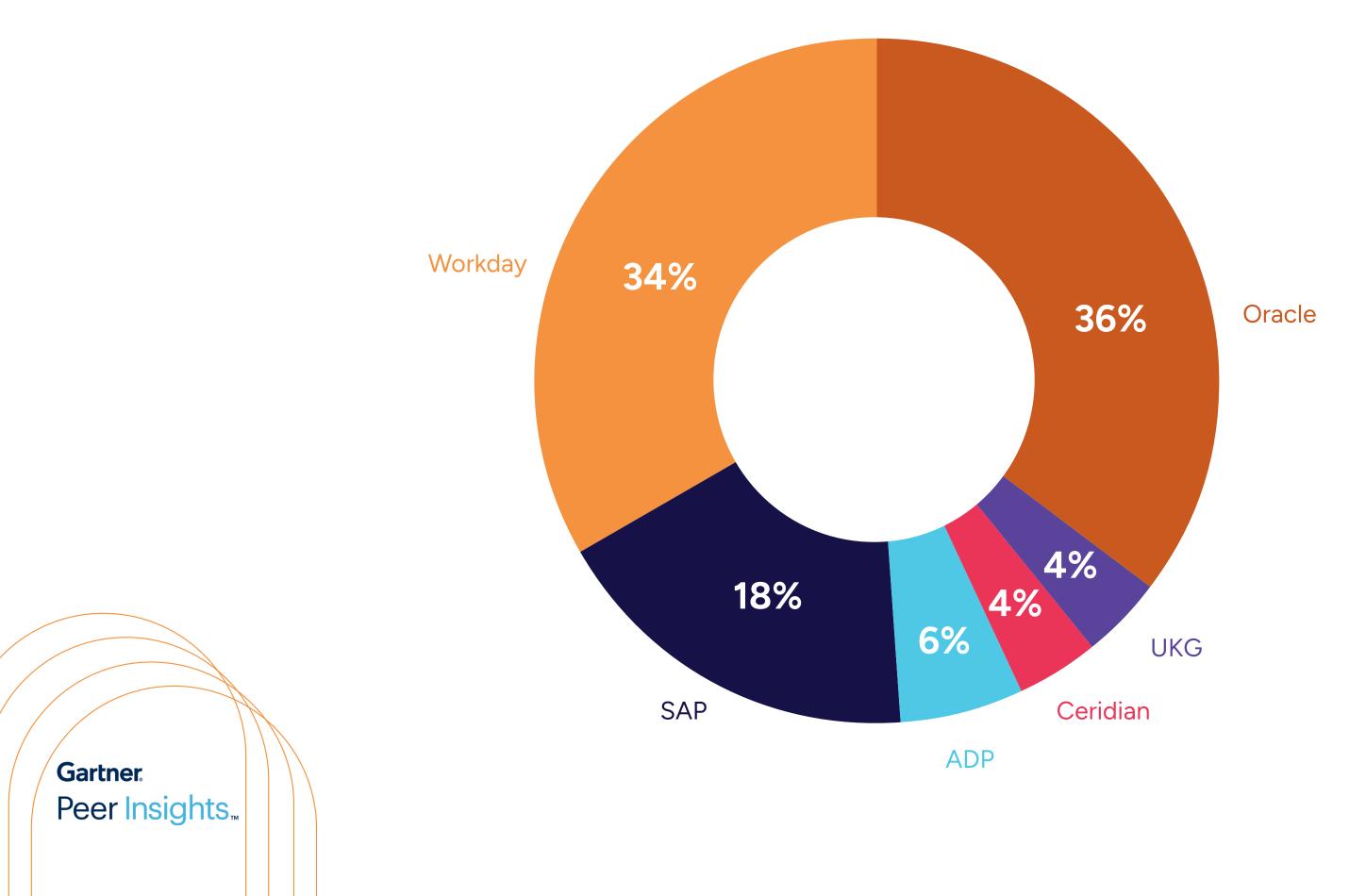






UC Service Management and Provisioning Automation: Integrations

Q10: Which HRIS platform is used in your enterprise today?





Human Resources Information Systems (HRIS) bring numerous benefits to organizations. These integrated platforms streamline HR processes, automating tasks such as recruitment, onboarding, payroll, and performance management, resulting in increased efficiency and reduced errors.

With advanced analytics and reporting capabilities, organizations can make data-driven decisions, gaining insights into workforce trends, employee engagement, and training needs.

Kurmi Insights

The scalability and seamless integration with other enterprise systems make solutions like Oracle, Workday, and SAP indispensable tools for organizations seeking to build a strong, agile, and compliant workforce in today's competitive landscape.



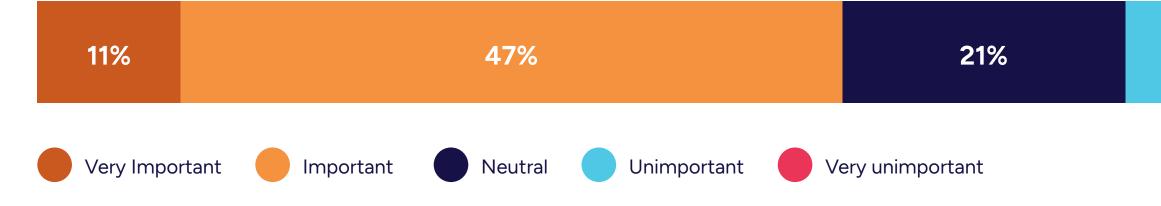




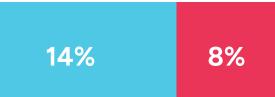


UC Service Management and Provisioning Automation: Integrations

Q11: How important is it to integrate the management of your UC systems with ITSM or HRIS platforms?



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A total of 58% of decision-makers also note the importance of integrating their UC Management Platform with their IT Service Management (ITSM) platform and HR Information System (HRIS).

However, it's important to note that these solutions are not typically equipped to handle Unified Communications (UC) user provisioning. UC provisioning involves the setup and configuration of communication tools and platforms, which requires specialized software designed explicitly for managing UC environments.

Kurmi Insights

To further automate and streamline daily management of their communications and collaboration tools, IT decisionmakers look for UC-management platforms that integrate with leading ITSM tools like ServiceNow and HRIS solutions like Oracle and Workday.









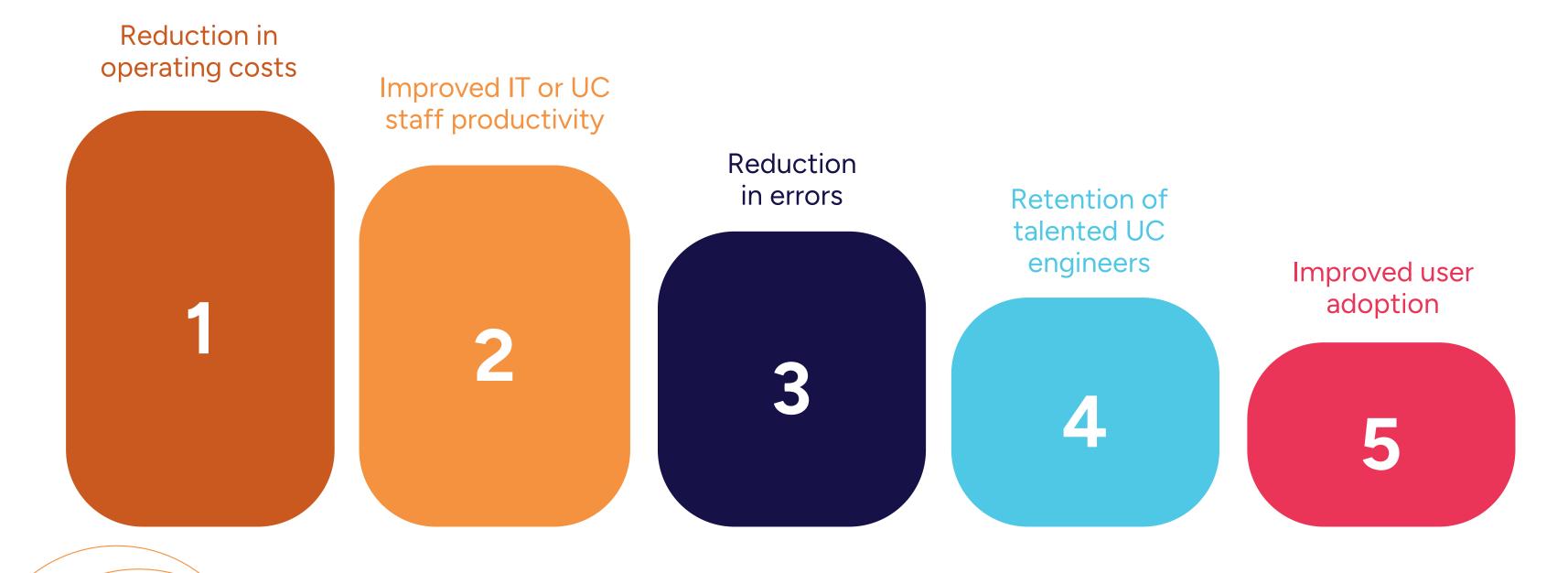


Benefits



UC Service Management and Provisioning Automation: Benefits

Q12: Rank your top 5 perceived benefits from a UC management solution, from most important to your business (1) to least important (5).



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Decision-makers are seeking a tool that offers a strong return on investment by aligning with digital priorities and delivering significant advantages to the enterprise. The top benefits indicated in the study included reduced costs through streamlined processes and eliminating unnecessary expenses, **improved staff productivity** by enabling seamless communication and collaboration, and minimized errors due to automation of critical business processes. Embracing a reliable UC management solution becomes crucial for organizations looking to optimize communication infrastructure and achieve success in the digital age, while also reaping the benefits of improved talent retention. By streamlining communication processes and enhancing collaboration through effective UC management, businesses can create a more engaging and satisfying work environment.

Kurmi Insights

IT leaders are primarily motivated by cost savings and productivity gains in adopting UC management solutions, with the added benefit of fostering talent retention. Embracing such a thirdparty solution aligns with digital priorities, empowering enterprises to optimize their communication infrastructure.









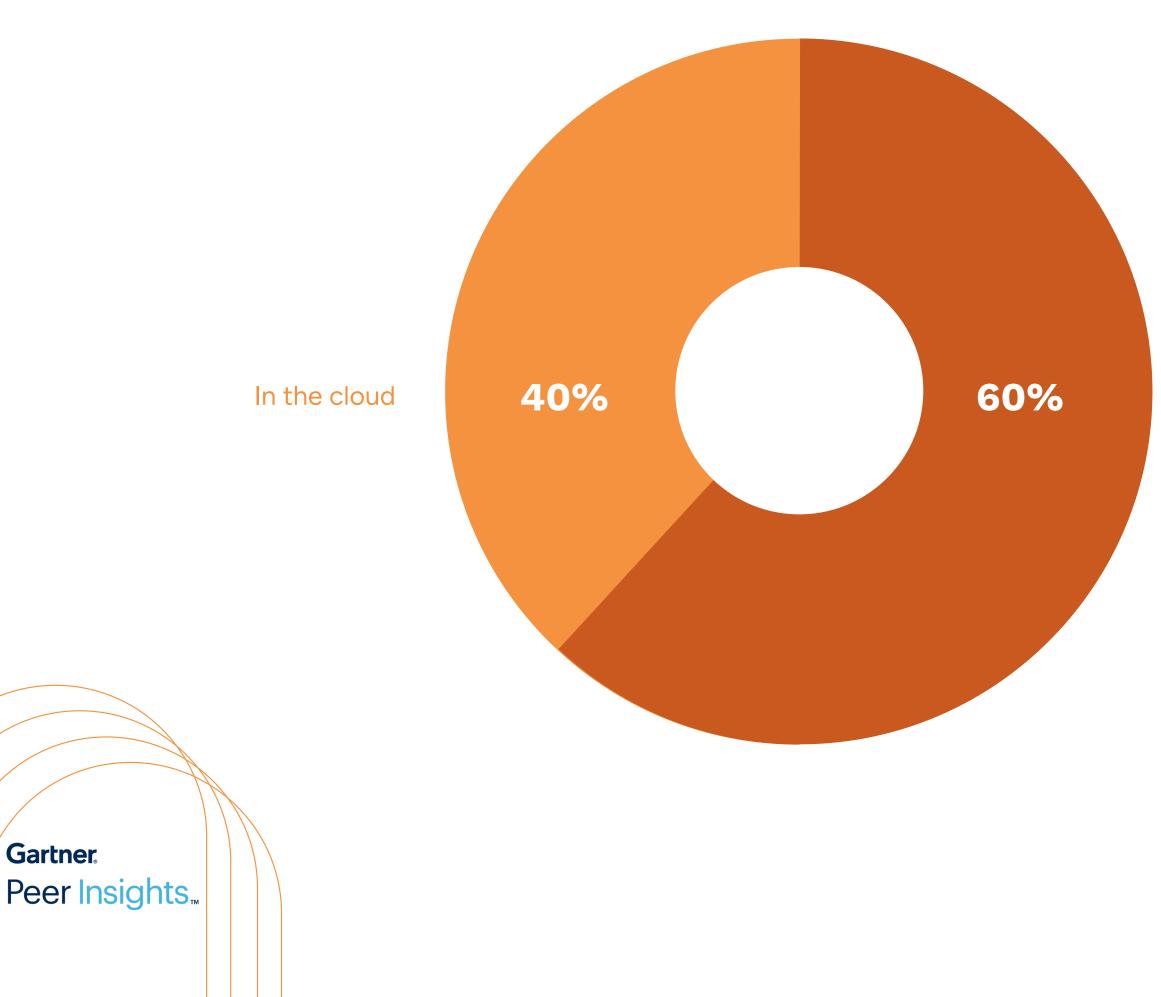


Hosting



UC Service Management and Provisioning Automation: Hosting

Q13: How do you prefer to host your UC management solution?



On-premises

The preference for hosting a UC management solution can vary depending on an organization's specific requirements and circumstances.

In our study the on-premises model, where the UC management solution is hosted and managed within the organization's own data centers or servers, accounted for 60% of total responses. This approach offers complete control over the infrastructure, data security, and customization options.

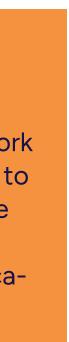
But we are seeing as shift to cloud-based UC management solutions. This model offers scalability, flexibility, and lower upfront costs since organizations do not need to invest in hardware or maintenance. It allows for quick deployment and easy access to updates and new features.

Kurmi Insights

The adoption of Unified Communications (UC) cloud technologies is driven by the need for flexible remote work collaboration, scalable solutions, cost efficiency, access to advanced features, and streamlined management. These factors are also pushing organizations to embrace cloud based UC management solutions, that offer enhanced capabilities and ease of maintenance.









About Kurmi



About Kurmi

Kurmi Provisioning Suite is an award-winning UC management platform that checks all the boxes, saving IT teams up to 80% of time spent on daily UC tasks and streamlining cloud migrations.

Manage multi-system, multi-vendor UC ecosystems from a single pane of glass

Kurmi connects with Avaya, the entire suite of Cisco UC products, Microsoft Teams and Zoom so that admins can manage all from one unified UC Management tool.

Automate provisioning workflows from end-to-end

Kurmi integrates with leading ITSM and HRIS platforms, like ServiceNow, Oracle and Workday.

Move to a cloud-based system in a matter of clicks

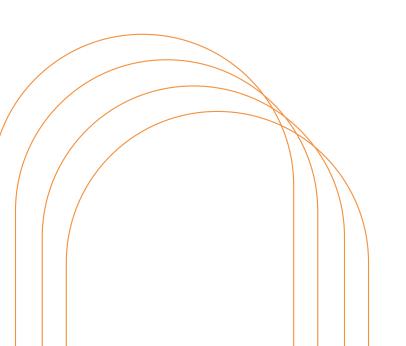
Kurmi will auto-detect your current user settings and instantly apply them when you provision users on a new platform.

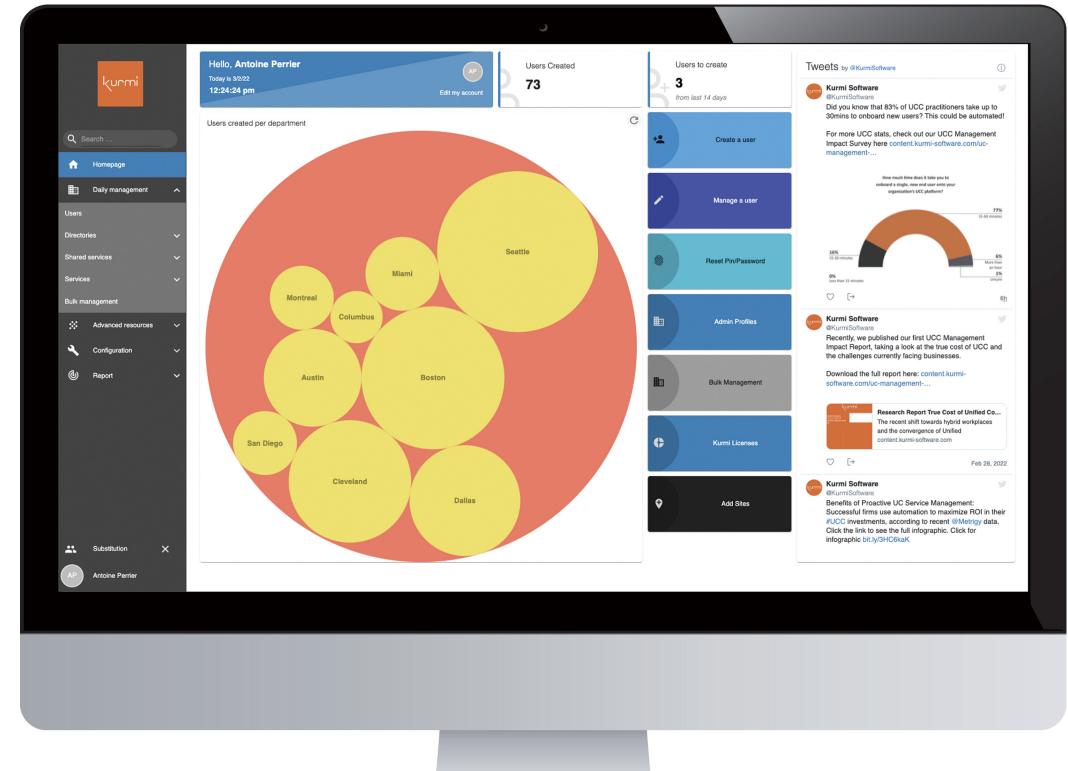
Configure settings, rules, and workflows to your organization's unique needs

Kurmi allows you to configure various communication and collaboration services: user profile management, endpoints and devices, call routing and forwarding, synchronize LDAP or Active Directory for user authentication and many more.

Get started today with a no obligation demo:

Email: contact@kurmi-software.com North America: +1 332 236 8120 EMEA: +33 1 58 88 30 72 www.kurmi-software.com



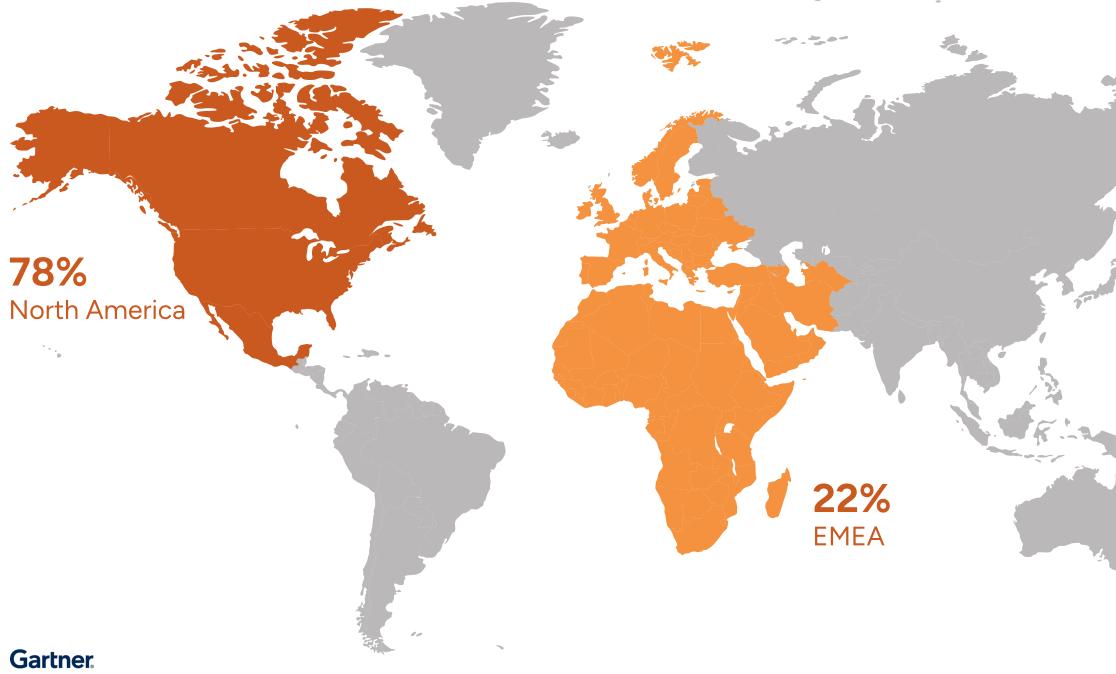




UC Service Management and Provisioning Automation: Respondent Breakdown

About the Survey Respondent Breakdown

Region



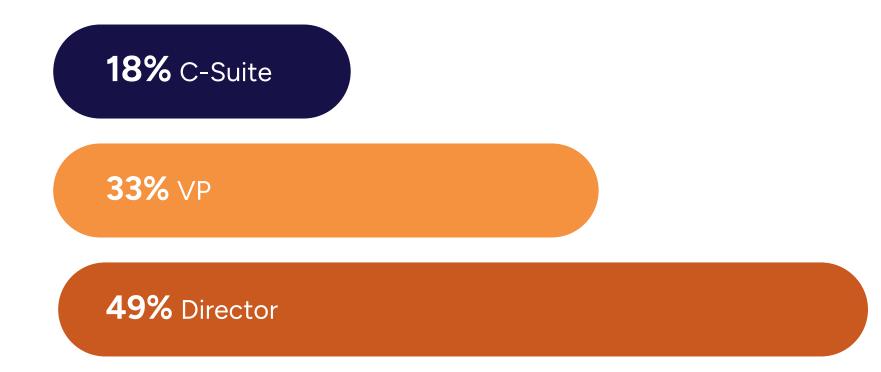
Peer Insights...

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Title



Company Slze

