

Lync/Skype for Business 2014 Reflections & 2015 Predictions

Here's just a few lessons, trends, observations and predictions in the UC transformational journey that we are traversing with 100's of enterprises around the globe.

Looking Back 2014



80% of Companies fell short with their UC initiative budgets.

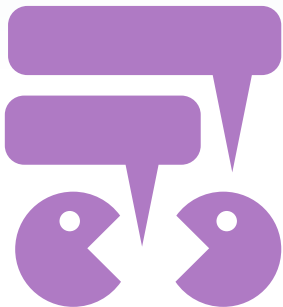
Companies did budget well for Lync infrastructure expenses yet underestimated the investment required for critical programs related to user adoption, cross team process initiatives and ongoing operational related requirements.

70% of Companies are making their bet on Lync as compared to 20% last year.



We saw much less of a "wait and see" and more of a "jump in and swim" environment in 2014.

60% of Telecom and IT teams are "just talking" while only 20% of them are working together effectively to support Lync.



2014 was the year of ONE-CLICK CONFERENCING for the Global Enterprise

60% of Enterprises got very serious about global scale conferencing with Lync.



90% of Enterprises attempting to enable remote access for Lync succeeded in passing IT security requirements.



Predictions 2015

Companies adopting "metrics that matter" will reach high levels of user adoption and healthy run states for Lync/Skype for Business **4X FASTER** than those who don't.



50% of Enterprises will have formal Lync/Skype for Business operational plans by the end of 2015 while the need for centralized and automated user provisioning will sky rocket.



In 2015 we predict that user sentiment for Lync swings much more **positive with 50% voting IN** Lync whereas in 2014 20% of end-users explicitly voted **OUT** Lync/Skype for Business.



The uninformed CIO could conclude that "Lync-in-the-cloud" is a much easier UC Transformation.

Don't be surprised – UC Transformation is an extremely complex people, process, and technology undertaking – which the move to the cloud solves 15%, at best.



60% of Companies are going to plan limited cloud trials of the new Skype for Business offerings.

Companies who keep their eyes on user adoption & operational practices will be better positioned to take advantage of Skype for Business and not stumble by repeating the "sins of the past".