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CLOUD COMPUTING & COMMUNICATION SERVICES FOR THE AUSTRALIAN MID AND LARGE ENTERPRISE MARKET

October 2009

Hosted Telephony or IP Centrex was considered the next wave of leading edge communications services, earlier in the millennium, which never materialised in the MLE market in Australia. However, in recent times, Australian carriers and service providers have responded to prevailing market conditions, by offering Hosted Telephony/Unified Communication services, which encompasses feature-rich overlay. Cloud Computing has evolved from Mainframe Computing to also resurfaced as the leading edge alternative to current distributed and fragmented computing model.

As Australian businesses look to take full advantage of the Unified Communications (UC) and computing platform, the reduction of costs, increase in workforce productivity and business process improvements will be among the priorities for decision makers in 2009.

This Telsyte report looks at the re-emergence of the Cloud-based computing and communication services for the mid and large enterprise market:

- The uptake, drivers and inhibitors to the uptake of Cloud Computing and Software-as-a-Service;
- The issues to consider for MLE decision makers about the adoption of Cloud Computing and SaaS;
- The uptake, drivers and inhibitors to the uptake of Hosted Telephony and UC;
- A typical profile of MLE businesses with a likelihood of Hosted Communications adoption;
- Current Hosted Telephony and UC offerings from equipment vendors, Australian carriers and service providers;
- The future of Hosted Communication services in the Australian MLE market; and
- Conclusion and Recommendations.

Cloud Computing & Communication Services for the Australian Mid and Large Enterprise Market is a 29-page report costing \$3,995 (excluding GST) and includes 15 Figures and 3 Tables.

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