DIGITAL WORKSPACE SOLUTIONS
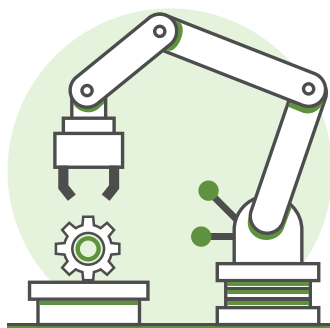
UCaaS in Manufacturing at a Glance

Unified Communications as a Service (UCaaS) is about giving manufacturers the modern communication foundation they need to work smarter, not harder. Whether it's consolidating call platforms or simplifying remote collaboration, UCaaS helps IT leaders streamline infrastructure and empower users across every function.

Why It Matters in Manufacturing

- Connected machines and mobile field service require real-time communication.
- Outdated systems impact productivity and operational efficiency.
- UCaaS offers seamless collaboration across logistics, engineering, procurement, and sales.

Modern Manufacturing Requires Modern Communication

How UCaaS Supports Manufacturing Communication

Challenge		UCaaS Solution
Outdated voice systems		Consolidation of call platforms
Siloed conferencing tools		Unified interface for calls, meetings, and messaging
Legacy hardware		Modern, cloud-based communication tools
Remote collaboration		Simplified remote collaboration with integrated AV setups
Customer support		AI-enabled UCaaS platforms for improved customer experience

UCaaS Trends and Benefits

By 2027, **80% of organizations** will use existing cloud office/collaboration platforms for enterprise telephony, up from 20% in 2023.[1]

Many organizations report **~20% cost savings** when replacing traditional on-premises PBX systems with UCaaS platforms.[2]

UCaaS enables multichannel communication (voice, video, chat, and file sharing) through a single platform, improving collaboration and reducing IT complexity.[3]

Real-World Examples

Connection works with a wide range of UCaaS providers to match each manufacturer's technical requirements, compliance needs, and budget with options that include:

Microsoft Teams Phone
A fully integrated UCaaS experience within Microsoft 365, enabling secure, enterprise-grade voice, video, and messaging. It's ideal for manufacturers already using Microsoft tools and seeking to streamline collaboration across departments.

Cisco Webex
A trusted UCaaS platform for organizations prioritizing robust voice, video, and contact center features—especially those already invested in Cisco networking gear.

Fusion Connect
A managed UCaaS solutions with built-in SD-WAN and security services, making it a strong fit for distributed manufacturing environments that require high availability and compliance support.

Why Connection?

With decades of experience in modernizing communication infrastructure across both IT and industrial environments, our Manufacturing Practice offers tailored UCaaS solutions that fit specific workforce, compliance, and customer experience needs. We understand the unique challenges manufacturers face—and we've built solutions to address them head-on through partnerships with AudioCodes, Cisco, 8x8, Kore.ai, Microsoft, and many more.

Learn More
Unified Communications as a Service (UCaaS):
Transforming Business Communications

Explore our Solutions and Services
Manufacturing
Digital Workspace

Contact an Expert
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