

Cloud calling comes in all shapes and sizes

Find the perfect balance for your organization.

Cloud calling is the more secure, scalable way to serve your business communication needs. But that doesn't mean you have to completely abandon your existing Private Branch Exchange (PBX) infrastructure. See how you can integrate cloud features to create the perfect balance for your unified communications (UC) needs – whether on-premises, in the cloud, or a mix of both.

Work smarter with cloud calling from Webex.

Calling and unified communications are moving to the cloud

74%

of new unified communications licensed purchased by organizations will be cloud based by 2024¹

43%

estimated adoption of cloud-based calling by 2024²

\$27B

in annual end user spending on cloud UC by 2024²

Cloud momentum is already strong

77%

of IT telephony investment in 2020 was directed to the cloud³

24%

of users have adopted UCaaS by 2020²

78%

of office employees have long-term mandatory or optional WFH arrangements⁴



What are the benefits of cloud?

Always up to date

Release cycles run in weeks, not years.

Fully integrated

Works with cloud apps you already use like Google Workspace and Office 365.

Built for a mobile workforce

Connect from anywhere, anytime.

Easy to maintain

Reduces the burden on IT management.

Avoids disruption

Greater resilience and security than on-site.

Proven secure

Audited, professional security practices.



Webex cloud calling offers distinct advantages.

Secure calling with encryption and carrier-grade cloud infrastructure.

Easier control for IT through simple web portals.

Global regulatory expertise and compliance across all markets served.

Option to get the best of cloud services while leveraging existing investments, or go straight to the cloud and avoid major capital outlays.



It's not an all-or-nothing solution. Find the balance that's right for you.

01

Evaluate your current system for costs and agility.

02

Consider your calling and collaboration needs today and in the future.

03

Find a partner that addresses your major concerns.

04

Decide which cloud-based services make sense now.

05

Plan how to integrate cloud-based apps into on-premises platforms.

06

Create a long-term plan for your organization.

Webex Calling not only enables you to upgrade your PBX network with a secure cloud solution, but also extends your capability to meet future collaboration needs.

Learn about the real-world cost and benefits of cloud unified communications and collaboration from leading analyst firm Metrigy Research.

[Learn more](#)

1. Gartner: Magic Quadrant for Unified Communications as a Service, Worldwide, November 2020. Rafael Benitez, Megan Fernandez, Daniel O'Connell, Christopher Trueman, Pankil Sheth.
2. Gartner: Forecast Analysis: Unified Communications, Worldwide, January 2021. Megan Fernandez, Daniel O'Connell, Tom Eagle, Brian Doherty.
3. Gartner: Forecast: Unified Communications, Worldwide, 2017–2024, 4Q20, December 2020. Megan Marek Fernandez, Tom Eagle, Daniel O'Connell, Brian Doherty.
4. Metrigy Workplace Collaboration: 2021–22 Benchmark Study. Irwin Lazar, Robin Gareiss.