

Managed Communication Services - Market Share Analysis, Industry Trends & Statistics, Growth Forecasts (2025 - 2030)

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Report description:

The Managed Communication Services Market size is estimated at USD 26.87 billion in 2025, and is expected to reach USD 49.82 billion by 2030, at a CAGR of 13.14% during the forecast period (2025-2030).

Key Highlights

- The rapidly growing use of cloud, mobility and Big Data in all industry sectors has given rise to managed communication services. The demand for managed communications services is also increasing as a result of an increase in cyber attacks and emerging requirements from the public administration to comply with them.
- Managed communication services (MCS) is a smart operational and financial strategy. It allows firms to focus on the core competencies and take advantage of their expertise, resources and technology investments in a business focused exclusively on those services so that they can best service their customers.
- Unified communication, which is available to businesses across sectors such as healthcare, BFSI and retail, has emerged as a cost effective solution. Organisations making strategic technology decisions to deploy unified communications and collaboration environments based on the capability and integration of the collaboration stack. The workforce is spread out over various locations as a result of an increasing hybrid or distant working environment. Thus, unified communication solutions helps businesses to provide access to business tools and work together. The growing demand for cloud-based solutions creates ample opportunities for market growth.
- There's a growing interest in using voice over internet protocol in recent years has occurred because of its better audio quality, cloud based access and affordable prices for SMEs. More and more of the VoIP technology is now equipped with voice call routing capabilities in which calls are automatically made to relevant sales representatives. For instance, you may identify and route calls in more than 70 languages with RingCentral. Based on needed agent competency, urgency, and skill set, VoIP service providers will now be smarter at automatically identifying and assigning incoming messages.

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- The high demand is bringing greater challenges to MSPs, due to the growing complexity of IT infrastructure, rising adoption of cloud services, constantly increasing security threats, new regulatory needs, increased customer demands and a shortage of available IT talent.
- Remote work mandates caused by COVID-19 are creating an unprecedented opportunity for telecommunications service providers to support software based communications as an essential business tool, continuity and demonstrate the flexibility of communication services in terms of capacity adjustments and service delivery (irrespective of location). The growth of the market is anticipated to be supported by this trend.

Managed Communication Services Market Trends

VoIP to hold significant share

- The adoption of communications solutions like Voice Over Internet Protocol, orVoIP, is projected to increase as a result of the rapid growth in use of Bring Your Own Device (BYOD) trend and additional mobility solutions. As IT and other sectors invest in infrastructure improvements, BYOD has become a significant trend during this new period of flexibility and network access for workers from different companies around the world that will make workplaces more productive.
- The average monthly revenue per user from VoIP telephony in Poland fluctuated in the observed period, reaching nearly PLN 9 in 2023. Fraud detection using voice and biometric indicators is facilitated by the AI-integrated VoIP system. Advanced VoIP tools will be more easily adopted due to the increasing number of frauds.
- In addition, AI reduces the delay in calls made by Voice over Internet Protocol. Based on the agent's expertise, urgency and skill level, VoIP service providers will be able to identify and assign outgoing messages more effectively. AI-integrated VoIP system enable call centers to provide seamless service to its customers by reducing the human intervention. Also, an AI-integrated system is capable of record and analyze all the calls, which helps agents to understand customer emotions and handle calls according to it.
- The growth in this segment is driven by market players, who are investing substantial sums to deploy VOIP services across different countries. For example, recently, the Indian government issued an approval for Zoom Phone services to be launched by ZOOM Video Communications Inc., a United States of America owned communication platform. It is a voice over internet protocol (VoIP) service uses a cloud platform, Zoom software that will enable organisations to make phone calls.
- Furthermore, due to the growing demand for communications services in Saudi Arabia, on February 23, 2023 a video and voice call application Beem was launched by Saudi Telecom Co. STC which is an integrated telecommunications company located in Saudi Arabia as well as Mena Communications Holding.

Asia Pacific is Expected to Witness Significant Growth

- As network connectivity continues to grow, cloud and artificial intelligence become more widespread as well as investment in IT transformation of business operations, the Asia Pacific region is experience growth. The growing use of cloud services in countries like China, Japan and India has led to an increase in demand for unified communication services using cloud technology.
- Furthermore, it means bringing people from all over the place together quickly and effectively in today's corporate environment so that they can share thoughts, solve problems and make decisions. Productivity depends on the presentation of ideas by means of a virtual meeting, video, live stream, instant messaging, texting, phone calls and document exchange. The MCS allows all of this to happen in a way that results in greater market growth across the region.
- Several organisations in the region adopted hybrid or remote work culture post pandemic. It increases demand for integrated connection for all locations such as home and office. Recently, FUJIFILM Business Innovation Asia Pacific announced the launch of

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Work:Sphere, Newline, Fun Technologies Innovation Inc., Jabra, ViewSonic, Microsoft Teams, Reactive Suite and Zoom are the partners that will benefit from this solution for improving customer experience, enabling seamless communication as well as enhanced engagement with their employees.

- The growing frauds in VoIP communication will increase the demand for advanced, AI-integrated VoIP services during forecast period. For example, the government in India suffered revenue losses amounting to 2.6 billion Indian rupees (USD 0.031 billion) as a result of an international call fraud carried out by the Ministry of Telecommunications. In December of 2022, the call center was discovered to be offering unauthorised Voice Over Internet Protocols in Mumbai, India. The demand for secure VoIP services in the country is growing as a result of these incidents.

Managed Communication Services Industry Overview

The managed communication services market is highly competitive. Product launches, high expense on research and development, partnerships and acquisitions, etc., are the prime growth strategies adopted by the companies to sustain the intense competition. Key players in the market are Cisco Systems, Inc., Polycom Inc. (Plantronics), Avaya Inc., and others.

The managed communication services landscape in 2025 is characterized by a strong focus on cybersecurity, personalized service delivery, and the integration of advanced technologies like AI. As businesses continue to adapt to new challenges and opportunities, MSPs must innovate their service models to remain competitive and meet evolving client expectations.

Additional Benefits:

- The market estimate (ME) sheet in Excel format
- 3 months of analyst support

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