At the heart of this change is a wave of new technologies that many businesses – and IT leaders – are yet to fully understand. At the same time, companies are also adjusting to a rapidly-changing worker mindset. Demand for flexible working practices, open office cultures, and a positive work-life balance are emerging across every level of the working world.

In a poll of 100 IT leaders, 53% of respondents polled said they used their mobile phone for voice communications when working remotely. Further 34% used some combination of a mobile phone and softphone (dial and connect via computer).

When working remotely, it’s not only the workers demonstrating a slow shift away from the office desk. More IT leaders are showing increasing responsiveness towards using video functionality in the workplace.

At the office, on the other hand, voice calls are made using a combination of methods. Most (29%) use mobile phones but 22% and 20% use softphones and desk phones respectively. A further 28% use some combination of all three.

31% turn on video functionality sometimes or ‘more often than not’ use video functionality for in-house calls. When attending internal meetings or calls, 31% of respondents said they would turn on video functionality. A further 33% said they would sometimes or ‘more often than not’ use video functionality for in-house calls.

59% for external meetings, this number increased with 59% using video functionality often or sometimes for external meetings.

Whether it’s voice or video, IT leaders are showing uniformity along one axis: the desire to have a single, unified communications tool that can serve both.

In addition to this, 57% have some unified system (either cloud-35% or on-prem-22%) that manages voice and conferencing communications. The remaining 43% have some mixture of on-prem, software or cloud solutions.

Fuze is a global cloud communications provider for the enterprise. Our intuitive unified communications and contact center platform enables seamless transition between calling, meeting, chatting, and sharing powered by the industry-leading cloud voice for the enterprise. Fuze empowers the digital and distributed workforce to communicate anywhere, anytime, and across any device.

74% of respondents polled said they are currently using one cloud-based unified communications tool for their business interactions. A further 17% plan to do so within the next 12 months.

Whether the teleworker is at a customer’s location or working from home, communication is the key. At Fuze, we believe technology helps us achieve a common goal. Contact Fuze today to learn more about how our solutions can help you.

---

### Why Move Towards Unified Communications?

“Leading corporations are recognizing that to achieve greater employee responsiveness, they must engage workers more, and discover when, where, and how they work best, as well as promote open mindsets.”

- Sophie Wade, Workforce Innovation Specialist - Flexcel Network

“Mobility, usability, and integration with existing systems are critical to what we do and working with Fuze allows our distributed network of full-time employees, volunteers, and partners to coordinate care utilizing a single application for all of their communication needs.”

- Stacey DePeau, CIO, Easterseals Southern California

“When specifically looking at workplace communications, the top three priorities for spending include web conferencing, smartphones for business purposes, and social media/collaboration tools.”

- Melanie Turek, VP of Research at Frost & Sullivan

---

*Image source: [Insights powered by PULSE](https://home.pulse.qa/)*