Unified Collaboration Practice Overview

BlackHawk Data — Voice, Video, Contact Center & Analytics

Modern work demands modern collaboration. BlackHawk Data designs, deploys, and manages unified communications platforms that connect your workforce — wherever they are. From cloud calling and video conferencing to omnichannel contact centers and experience analytics, we deliver end-to-end UC solutions.

MARKET OPPORTUNITY

$262B	19.8%	72%	68%
UCaaS Market by 2030	CAGR Growth Rate	Orgs Adopted UC	Daily Video Usage

OUR COLLABORATION SERVICES

VOICE & UCaaS
- Cloud calling & PBX migration
- Microsoft Teams / Webex Calling
- SIP trunking & PSTN connectivity
- Number porting & management

VIDEO & MEETINGS
- Enterprise video conferencing
- Room system design & deploy
- Webinar & event platforms
- Hybrid meeting enablement

CONTACT CENTER (CCaaS)
- Omnichannel routing (voice, chat, email)
- Agent desktop & workforce mgmt
- IVR design & call flow optimization
- CRM & ticketing integrations

UC ANALYTICS
- Experience management & QoE
- Adoption & usage reporting
- Network readiness assessments
- Real-time dashboards

KEY INDUSTRY TRENDS

48%	20%+	72%	68%
Faster Decisions	SME CAGR	UC Adoption	Video Daily Use

ENGAGEMENT LIFECYCLE

PLAN	BUILD	OPERATE	MANAGE
UC strategy, platform selection	Voice/video/CC deploy	24x7 support, QoE monitoring	Optimization, adoption analytics

Schedule a Collaboration Assessment
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