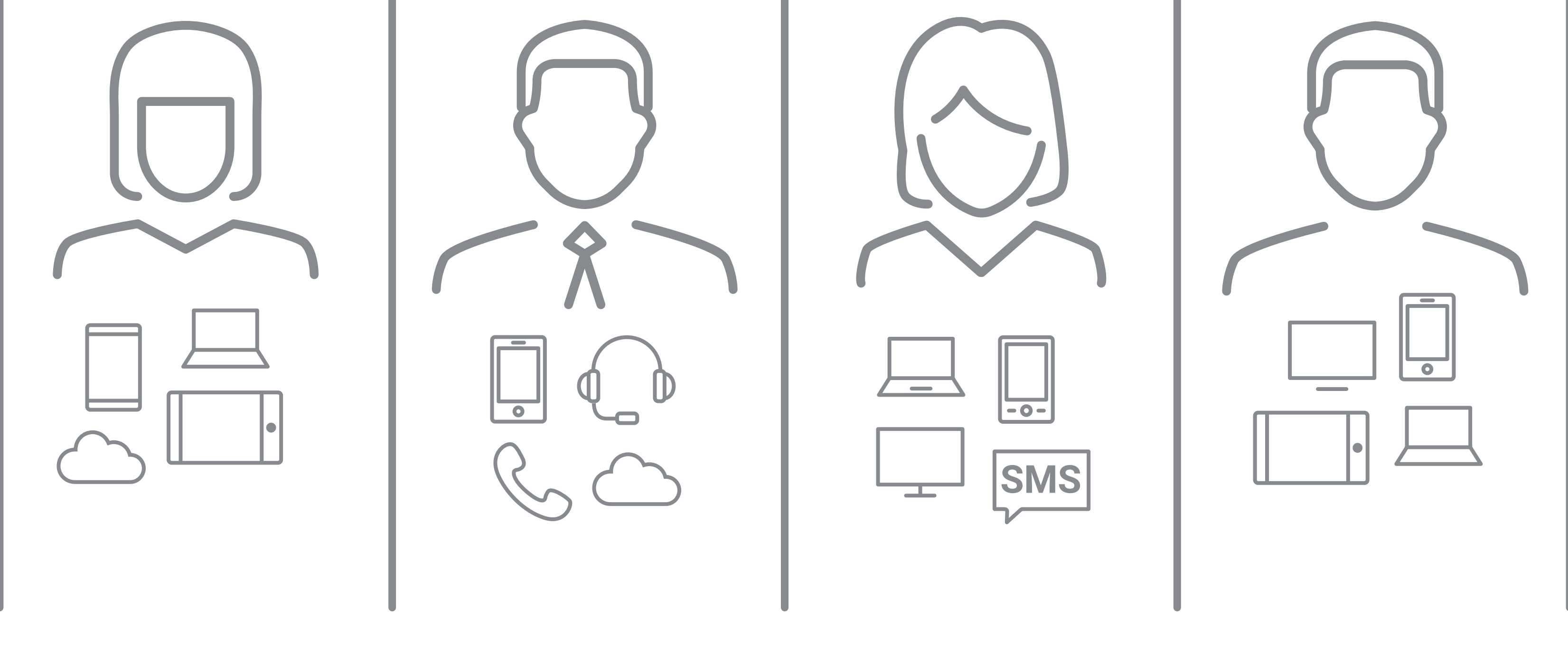


The High Cost of Siloed Communications

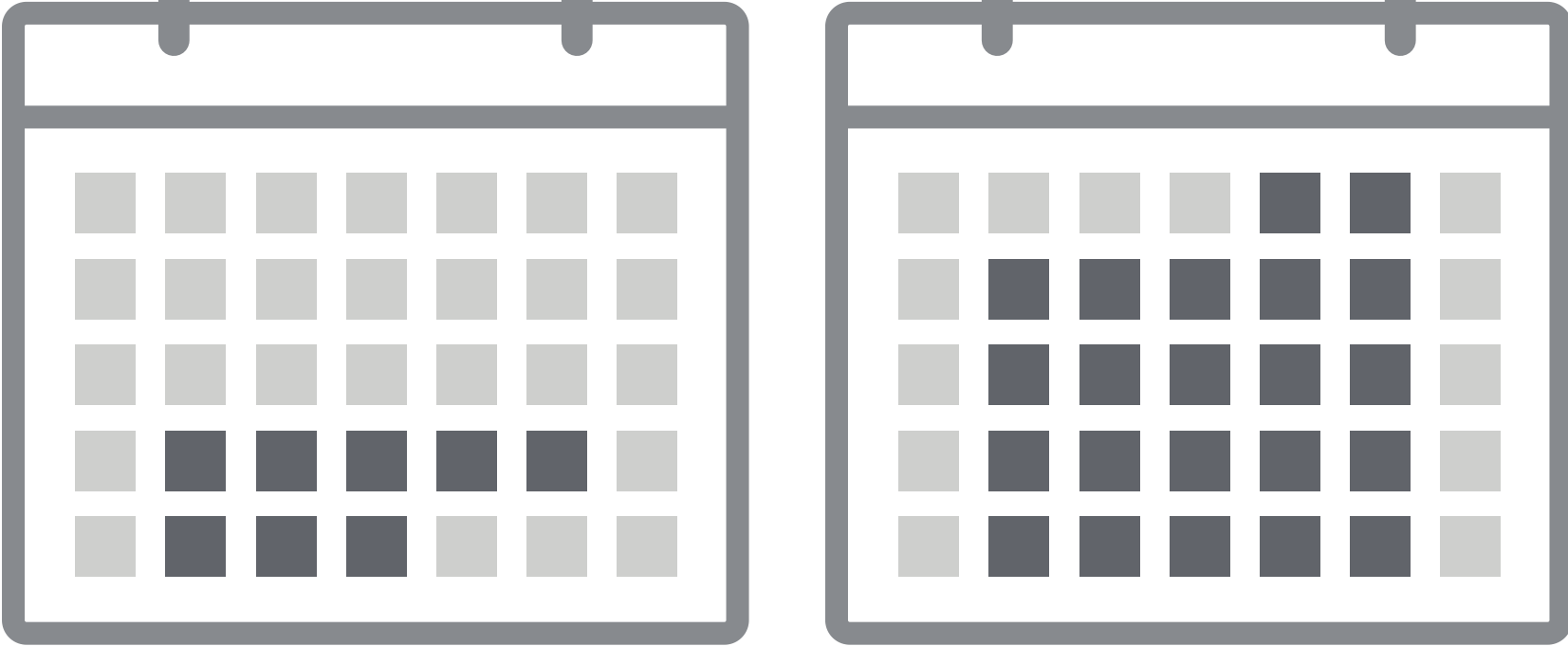


The average team uses 6 approaches to support project collaboration and at least 4 different communication tools.

48% say their top collaboration hurdle is ineffective communication between team members.

Source: Planview Everyone is a Project Manager Study

The average team wastes more than 20 hours per month due to poor collaboration and communication.



6 That's workweeks per year that teams are not being productive.

Source: Planview Everyone is a Project Manager Study

In North America specifically, collaboration and communication silos cost even more:

7 hours per week
totaling more than
350 hours/year.

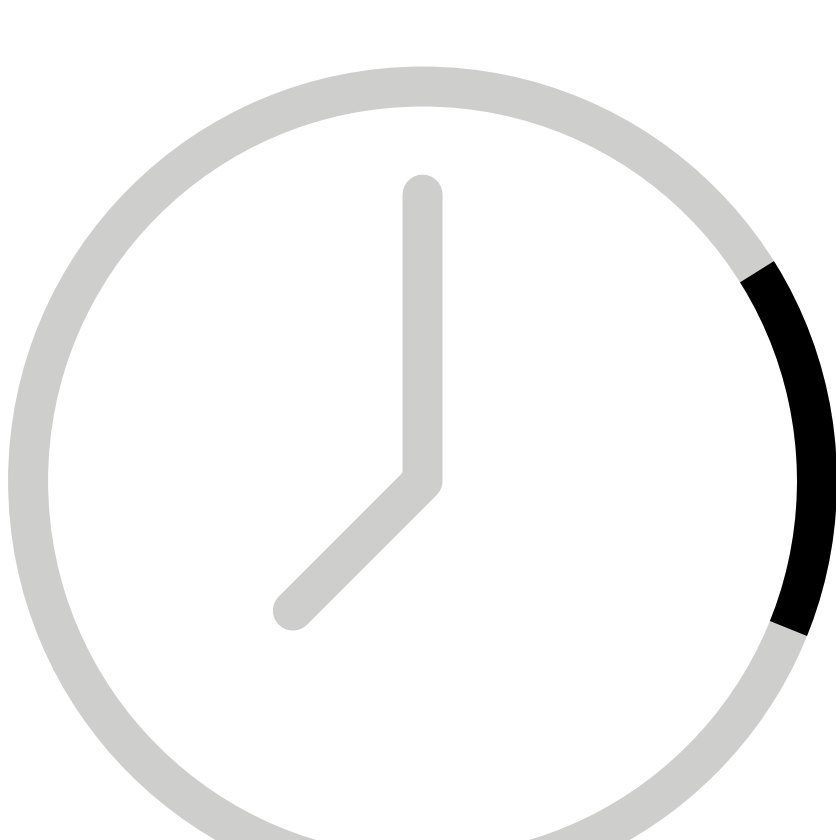
Source: Planview Everyone is a Project Manager Study

54% of organizations' customer experience operations are still managed in silos. Only 33% of organizations are actively communicating and collaborating across teams to drive improved CX.

The overall impact of bad customer experiences in the US alone is

\$537,000,000,000.

Source: Planview Everyone is a Project Manager Study



15% of their time each day trying to get information to serve customers.

Source: The ROI of Uniting Unified Communications and Contact Center, Aberdeen



A 200-agent contact center loses **\$1.5M in labor costs annually** because of siloed communications.

Source: The ROI of Uniting Unified Communications and Contact Center, Aberdeen



87% of employees think leaders should reconsider the way they think about technology in the workplace, and 84% say businesses are missing opportunities by not moving to more modern solutions.

Source: Workfront 2020 State of Work Report

For more information, call **1.855.969.8790** or visit **8x8.com/products/all-in-one-communications**.