

About this report

This report analyses the demand for telecoms and ICT services by micro, small, medium-sized and large businesses, expressed in terms of revenue, the number of connections or users and the average revenue per user (ARPU).¹

The report highlights that operator business revenue in UK is expected to increase steadily between 2023 and 2028 and identifies the key drivers behind this trend.

It quantifies the market for fixed and mobile voice and data services, IoT connectivity services and ICT services including security, co-location and hosting, SaaS and IaaS/PaaS.

The report is based on several sources, including Ofcom, the Office for National Statistics, operator reporting and other third-party reports, as well as Analysys Mason's surveys on businesses' telecoms and ICT usage.



WHO SHOULD READ THIS REPORT

Operators that want to identify key areas for revenue growth, both in terms of business segments and individual services.

- Vendors that are considering targeting the business market.
- Third-party service providers that are seeking to collaborate with operators.



REPORT COVERAGE

GEOGRAPHICAL

Country modelled individually:

UK

BUSINESS SIZES

- Micro (0-9 employees)
- Small (10-49 employees)
- Medium-sized (50-249 employees)
- Large (250+ employees)

Mobile

- Handset voice
- Handset messaging
- Handset data
- Mobile broadband
- IoT connectivity

Fixed

- Narrowband voice
- VoBB
- ADSL/SDSL, vDSL, FTTP/B, cable, FWA, other fixed broadband
- Dedicated connections: below 100Mbit/s, 100Mbit/s and up to 1Gbit/s and at least 1Gbit/s

ICT

- Unified communications (UC) and hosted voice
- Security

SERVICES²

- Co-location and hosting
- Software-as-aservice (SaaS)
- Infrastructure-asa-service and platform-as-aservice (laaS/PaaS)
- Enterprise mobility



This report presents commentary on the data available at the time of writing. However, we constantly refine and refresh our data, so please visit the Analysys Mason DataHub to view the latest data associated with this report.

This document is for Analysys Mason's customers only. Usage is subject to the terms and conditions in our copyright notice. ¹ For the complete data set, see Analysys Mason's <u>DataHub</u>. ² See service taxonomy in the 'Forecast methodology and assumptions' section of this report.







Executive summary

Forecast results

Operator profiles

Forecast methodology and assumptions

About the author and Analysys Mason



Our research services



Consumer Services

Fixed Broadband Services
Mobile Services
Fixed-Mobile Convergence
Smart Devices

Future Comms

Video, Gaming and Entertainment



Networks

Next-Generation Wireless Networks Wireless Infrastructure Strategies Fibre Infrastructure Strategies Operator Investment Strategies Telecoms Strategy and Forecast Transport Network Strategies



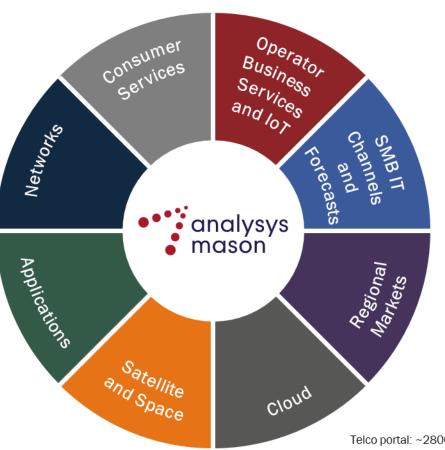
Applications

Network Automation and Orchestration Customer Engagement Monetisation Platforms Digital Experience Automated Assurance Service Design and Orchestration Telecoms Software Market Shares



Satellite and Space

Satellite Strategies for Telcos Satellite Capacity Satellite Infrastructure Satellite Mobility







Enterprise Services SME Services IoT Services Private Networks Cyber Security











Global Telecoms Data and Financial KPIs Americas Asia-Pacific Middle East and Africa European Core Forecasts European Telecoms Market Matrix

European Country Reports





Cloud Infrastructure Strategies
Data, AI and Development Platforms
Edge and Media Platforms
Multi-Cloud Networking





Forecast data for 80 countries
Telco portal: ~2800 forecast and ~320 historical metrics
SMB Technology Forecaster portal: ~120 000 forecast metrics

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