

The case for **consolidating global business telecoms** has never been stronger

A new global study of 500 senior IT and telecom decision-makers at large multinationals reveals **overwhelming demand for a single global vendor**, in a category that is still foundational to the business yet managed via a sprawling patchwork of regional carriers.

69% say business telecoms is “as important as it ever was.”

93%



say service **reliability** is important.

91%



- say **support** responsiveness is important.
- say **call quality** is important.
- say **billing clarity** is important.

PRIMARY FINDING

Want a single global vendor

88%

would prefer a single global vendor over juggling multiple regional ones. **42%** say “**definitely**.”

By market

US		96%
UK		91%
DE		88%
AU		80%
FR		76%
SG		72%

97%

of **C-Suite** respondents say definitely or probably, the **highest** of any role segment.



Multinational enterprises are using an average of **10 telcos** to serve one telephony estate

Microsoft Teams is managed centrally and globally.

But the case is far less simple and consistent when it comes to **telecoms**.

1

telco: 1.8%

2-5

telcos: 33%

6-10

telcos: 34%

11-20

telcos: 20%

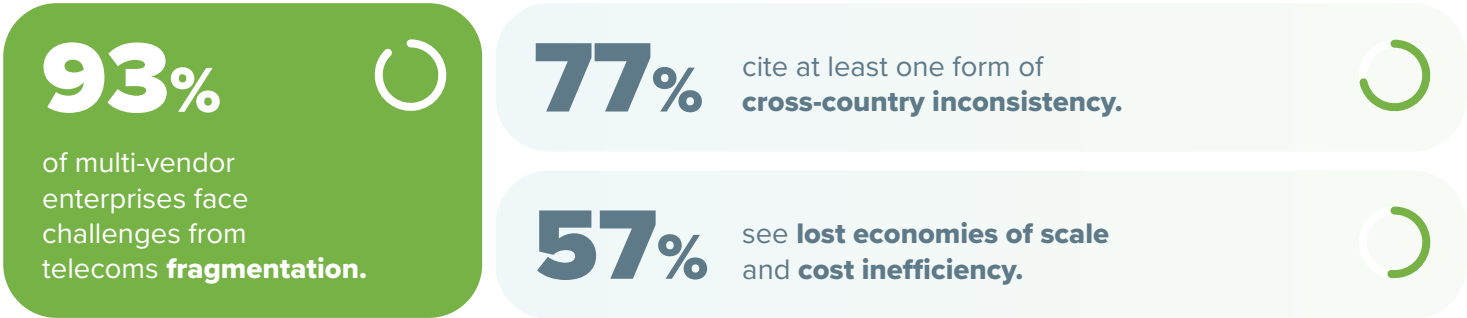
20+

telcos: 11%

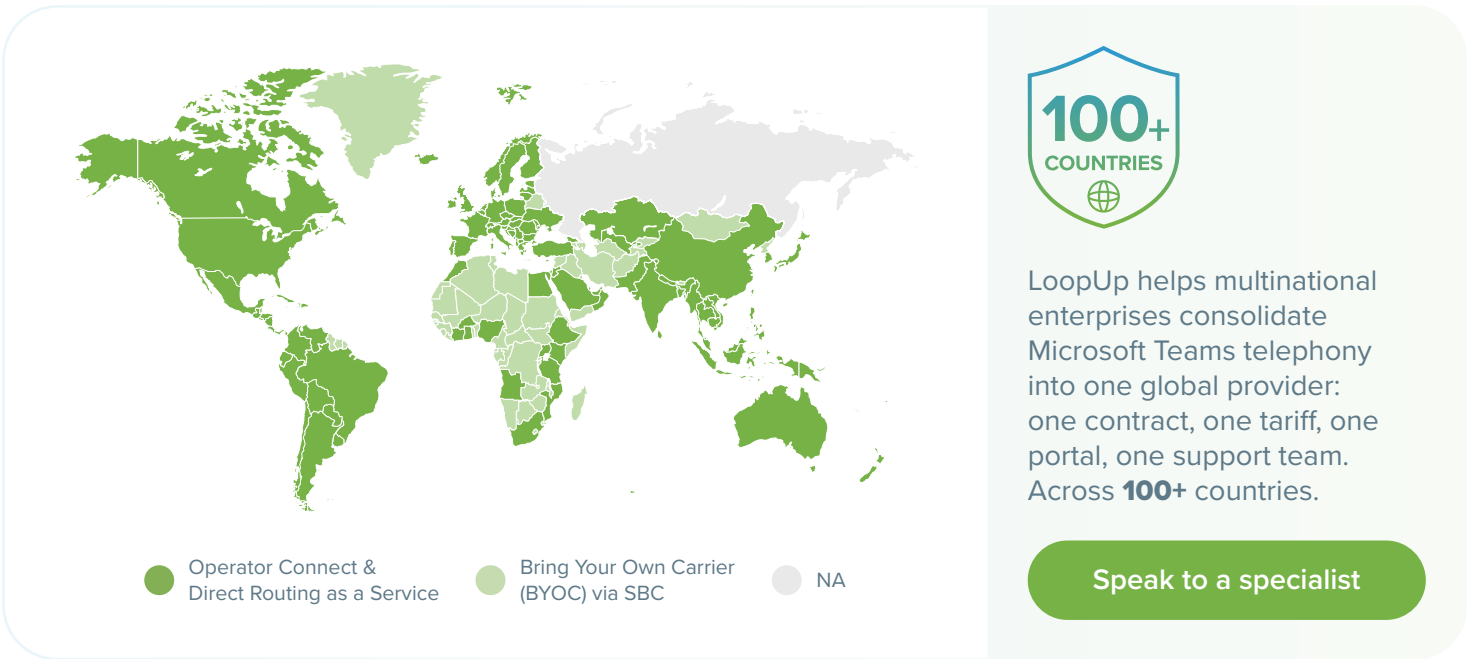
65% run six or more telcos and **31%** manage more than ten. US enterprises lead with a mean of **11 carriers**.

The patchwork hurts and **almost no one is escaping it**

Among multi-vendor enterprises, only **7%** say they face no challenges from running multiple telcos globally. The rest, **93%**, are bleeding time, money, or both.



Stop managing the patchwork. **Start consolidating it.**



500 enterprises · 1,000+ employees · 5+ countries · US · UK · DE · FR · SG · AU Fielded Q4-2025 · Arlington Research for LoopUp

Methodology. Online interviews with 500 senior decision-makers in IT and telecommunications at organisations using Microsoft Teams with 1,000+ employees and operations in 5+ countries. Sample: USA (200), UK (100), Australia (50), France (50), Germany (50), Singapore (50). Fieldwork conducted 15-23 October 2025 by Arlington Research on behalf of LoopUp. Significance testing at 95% / 90% confidence levels. Q3 (telco vs software vendor comparisons) and Q9 onwards (mobileservices) are not reported in this document.