

UNIFIED COMMUNICATIONS 2026

What Is UCaaS? Every Conversation, One Platform

Voice, video, messaging, SMS and AI in a single cloud platform you pay for per seat. Here is what unified communications as a service really means for Australian business, and how to pick a provider that stands behind it.

UCaaS (Unified Communications as a Service) is a cloud platform that unifies every business communication channel, calling, HD video, team messaging, SMS, presence and AI, into one system billed per user. It is the grown-up version of plain VoIP: where **VoIP** simply moves your calls to the internet, **UCaaS** puts every channel on one platform with one bill, and **CCaaS** adds a specialised contact-centre layer that most small and mid-sized teams do not need. When you compare providers, the things that actually decide your experience are whether the provider **owns and runs its own network** (not resells one), whether **AI is included rather than charged as an add-on**, whether it integrates with the tools you already use, and whether support is local and human.

The short version

Capability	On-premise PBX	Basic VoIP	UCaaS (VOCPhone)
Voice calling	✓ On-site	✓ Cloud	✓ Cloud, unlimited
HD video meetings	✗	✗	✓ Built in
Team messaging	✗	✗	✓ Built in
Business SMS	✗	~ Sometimes	✓ Built in
Presence	✗	~ Limited	✓
Desktop + mobile apps	✗ Desk phone only	~ Basic app	✓ All platforms
CRM & app integrations	✗	~ Limited	✓ Salesforce, HubSpot, Xero, 1000+
Scalability	✗ Hardware project	~ Per line	✓ Add seats in minutes

■ Key points

- The AI that earns its place
- One platform. One network. Everything connected.

The one-line version

VoIP is calls in the cloud. **UCaaS** is your entire communications stack, calls, video, chat, SMS, presence and AI, on one platform. **CCaaS** is a heavyweight contact-centre system for large agent teams. Most Australian businesses want UCaaS, and a UCaaS platform with built-in AI usually removes any reason to buy CCaaS separately.

■ Questions the full guide answers

- ☐ What does UCaaS actually mean?
- ☐ What is the difference between UCaaS and VoIP?
- ☐ Do I need CCaaS instead of UCaaS?
- ☐ What is included in a UCaaS platform?
- ☐ Is AI part of UCaaS now?
- ☐ Why does it matter whether a provider owns its own network?
- ☐ How hard is it to move to UCaaS?

This is the summary. The guide has the detail.

Every point above is worked through in full on our site, with the Australian context, the numbers and the exceptions. If you would rather talk it through, call 1300 663 222 or visit vocphone.com/about/contact-us.