

UNIFIED COMMUNICATIONS 2026

What Is UCaaS? Unified Communications Australia

Voice, video, messaging, SMS, presence, and AI, all in one cloud platform, delivered as a subscription. The plain-English guide to unified communications as a service and how to choose the right Australian provider.

UCaaS (Unified Communications as a Service) is a cloud platform that brings all your business communication, voice calling, video meetings, team messaging and chat, SMS, presence, and increasingly AI, into one system delivered as a per-user subscription. It is the natural evolution of plain VoIP: where **VoIP** just moves phone calls to the internet, **UCaaS** unifies every channel on one platform with one bill, and **CCaaS** adds a specialised contact-centre layer for high-volume customer teams. For Australian businesses, the factors that matter most are **Australian hosting and data sovereignty**, **AI included rather than gated as an add-on**, real integrations with Xero, MYOB, and your CRM, and genuine local support.

The short version

Capability	Traditional PBX	Basic VoIP	UCaaS (Uniden Voice Over Cloud)
Voice calling	✓ On-premise	✓ Cloud	✓ Cloud
Video meetings	✗	✗	✓ Built in
Team messaging & chat	✗	✗	✓ Built in
Business SMS	✗	~ Sometimes	✓ Built in
Presence	✗	~ Limited	✓
Mobile + desktop apps	✗ Desk phone only	~ Basic app	✓ Free, all platforms
CRM & accounting integrations	✗	~ Limited	✓ Xero, MYOB, Salesforce, HubSpot+
Scalability	✗ Hardware project	~ Per-line	✓ Add users in minutes

■ Key points

- The AI capabilities that matter
- Step 1: Book a demo

The One-Line Summary

VoIP is phone calls in the cloud. **UCaaS** is your entire communications stack, voice, video, chat, SMS, presence, and AI, in the cloud, on one platform. **CCaaS** is a heavyweight contact-centre platform for high-volume agent teams. Most Australian businesses need UCaaS, and a modern UCaaS platform with AI often removes the need to buy CCaaS separately.

■ Questions the full guide answers

- ☐ What is UCaaS in simple terms?
- ☐ What is the difference between UCaaS and VoIP?
- ☐ What is the difference between UCaaS and CCaaS?
- ☐ What are the core components of a UCaaS platform?
- ☐ Does UCaaS include AI?
- ☐ Why does Australian hosting matter for UCaaS?
- ☐ How much does UCaaS cost in Australia?

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 881 662** or visit **unidenvoice.com/get-started**.