

WINTERGREEN RESEARCH, INC.

**IP PBX Market Opportunities, Strategies, and Forecasts,
2005 to 2010**

IP PBX



Picture by Susie Eustis

MOUNTAINS OF OPPORTUNITY

**WinterGreen Research, Inc.
Lexington, Massachusetts**

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CHECK OUT THESE KEY TOPICS

IP PBX MARKET SHARES

THE MARKET FOR IP PBX SERVERS

Computer Industry Servers

New Generation of IP PBXs

Driving Forces For Change In IP The PBX Industry

IP PBX Definition

CATEGORIES OF IP PBX SYSTEMS

IP PBX MARKET DIRECTIONS

VOICE OVER IP (VoIP)

INTERNET OPPORTUNITIES

PERSONAL MOBILITY

IP PBX OPEN SYSTEMS

PROTOCOLS

IP TRAFFIC VOLUMES

SOFT SWITCH DEFINITION

PBX TECHNOLOGIES: IP TELEPHONY

OPPORTUNITY ABOUNDS

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IP PBX systems support efficient voice communication. Voice over IP is most certainly implemented as a system that attaches to a router and supports the transfer of voice signals as data in an IP network. Quality of service (QoS) is needed to give voice signals priority over large data packets. Voice IP and data capability are being added to traditional PBX voice systems to make them modern. Voice TDM line cards can be swapped with IP enabled ports in new systems.

Open systems enable handling both voice and data via Internet protocol. Open systems mean that PBX functionality supports the ability to have value added services. Services include supply chain automation, streaming media, content delivery, and remote business education. Internet connectivity is becoming significant for every aspect of enterprise communication signal delivery. PBX systems are being modified to support Internet data exchange, e-mail, and video imaging communications.

IP PBX systems are of two varieties. They can support the origination of calls (1) from a TDM system or (2) from a router. Ultimately they effect the transport of voice over the Internet (VoIP) using an IP protocol.

Cisco is a leading IP voice vendor. It continued to realize revenue market share gains calendar Q3 2004. Cisco Systems is increasing enterprise voice revenue market share. Internet Protocol (IP) enterprise voice over IP (VoIP)

Global IP PBX markets are expected to reach \$26.9 billion dollars in the year 2009. The market grows at a steady positive rate over the years. The growth is brought by replacement of digital proprietary voice systems with systems that do handle the Internet with combined voice, data, and video. Music, Internet TV, and VoIP are market drivers. Companies will increase the use of data over networks.

Companies Profiled

Market Leaders

Cisco Systems

Siemens

Alcatel

Avaya

Market Participants

3Com

Altigen

D-Link Systems, Inc.

Ericsson

Inter-Tel

Mitel

NextWest

OKI

Philips

Pulse

Samsung

Solid Information Technology

V3 Global

Agilent Technologies

BOScom/B.O.S.

Empirix

Fujitsu

Mera Systems

NEC

Nortel

Panasonic

Planet

Quintum Technologies

Shortel (Shoreline Teleworks)

VocalTec

WellTech

IP PBX Strategies and Forecasts, 2005-2010

REPORT METHODOLOGY

THIS IS THE *TWO-HUNDRED AND THIRTY-SECOND* REPORT IN A SERIES OF MARKET RESEARCH REPORTS THAT PROVIDE FORECASTS IN COMMUNICATIONS, TELECOMMUNICATIONS, THE INTERNET, COMPUTER, SOFTWARE, TELEPHONE EQUIPMENT, HEALTH EQUIPMENT, AND ENERGY. THE PROJECT LEADERS TAKE DIRECT RESPONSIBILITY FOR WRITING AND PREPARING EACH REPORT. THEY HAVE SIGNIFICANT EXPERIENCE PREPARING INDUSTRY STUDIES. FORECASTS ARE BASED ON PRIMARY RESEARCH AND PROPRIETARY DATA BASES. FORECASTS REFLECT ANALYSIS OF THE MARKET TRENDS IN THE SEGMENT AND RELATED SEGMENTS. UNIT AND DOLLAR SHIPMENTS ARE ANALYZED THROUGH CONSIDERATION OF DOLLAR VOLUME OF EACH MARKET PARTICIPATION IN THE SEGMENT. INSTALLED BASE ANALYSIS AND UNIT ANALYSIS IS BASED ON INTERVIEWS AND AN INFORMATION SEARCH. MARKET SHARE ANALYSIS INCLUDES CONVERSATIONS WITH KEY CUSTOMERS OF PRODUCTS, INDUSTRY SEGMENT LEADERS, MARKETING DIRECTORS, DISTRIBUTORS, LEADING MARKET PARTICIPANTS, OPINION LEADERS, AND COMPANIES SEEKING TO DEVELOP MEASURABLE MARKET SHARE. OVER 200 IN DEPTH INTERVIEWS ARE CONDUCTED FOR EACH REPORT WITH A BROAD RANGE OF KEY PARTICIPANTS AND INDUSTRY LEADERS IN THE MARKET SEGMENT. WE ESTABLISH ACCURATE MARKET FORECASTS BASED ON ECONOMIC AND MARKET CONDITIONS AS A BASE. USE INPUT/OUTPUT RATIOS, FLOW CHARTS, AND OTHER ECONOMIC METHODS TO QUANTIFY DATA. USE IN-HOUSE ANALYSTS WHO MEET STRINGENT QUALITY STANDARDS. INTERVIEWING KEY INDUSTRY PARTICIPANTS, EXPERTS AND END-USERS. OUR RESEARCH INCLUDES ACCESS TO LARGE PROPRIETARY DATABASES. LITERATURE SEARCH INCLUDES ANALYSIS OF TRADE PUBLICATIONS, GOVERNMENT REPORTS, AND CORPORATE LITERATURE.

YOU MUST HAVE THIS STUDY

IP PBX Market Opportunities, Strategies, and Forecasts, 2005 to 2010

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