

IP-PBX Revolution
An Explosive Telecom Opportunity
Vendor Strategy and Forecasts
2002 to 2007

IP-PBX Market Assessment



Picture by Susie Eustis

MOUNTAINS OF OPPORTUNITY

WinterGreen Research, Inc.

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IP-PBX Markets,

End-To-End IP PBX Solution

PBX Software

IP PBX Market Shares

IP PBX Market Forecasts

MARKET STRATEGIES FORECASTS TO

2007

IP-PBX Markets,

IP PBX Application Services

Forces For Change In The IP PBX Market

MARKET STRATEGIES FORECASTS TO
2007

CHECK OUT THESE KEY TOPICS

Market Driving Forces
Principal Factors Of Competition
IP PBX Definition
Forces Of Change In The PBX Market
IP-PBX Market Growth Opportunities

Data And Media Communications
IP PBX System Open Systems
Number Of PBX Systems Shipped By Line Size PBX
Regional Market Share Analysis
PBX Regional Forecasts
Leading PBX Vendors
Specialized IP PBX Vendors
Stand Alone VoIP Terminals / IP Telephones
Voice-Over-IP Platforms

CHECK OUT THESE KEY TOPICS

OPPORTUNITY ABOUNDS

WinterGreen Research, Inc.
Lexington, Massachusetts
www.wintergreenresearch.com

IP-PBX Revolution
An Explosive Telecom Opportunity
Vendor Strategy and Forecasts
2002 to 2007

The convergence of data and voice communications systems is driving a revolution on communications. Enterprise networks are interconnecting to an open wide area network. The new approach depends on separating the voice functions into feature rich software that runs on open systems blade hardware servers. IP PBXs have been relegated to small and medium systems markets initially. A market shift is coming. IP PBX systems are positioned to serve large enterprise customers. As the wide area markets move away from class 5 circuit switches to a combination of Softswitch and open systems blade computer hardware technology, so also, large PBX systems are moving to IP PBXs. A combination of software and hardware are replacing proprietary PBX systems. PBX function specific software that is used on an open systems blade server hardware platform creates an IP PBX. The blade contains a router as well as multiple processors. The IP PBX segment at \$272 million in 2001 is expected to be generating revenues of \$3.1 billion by 2007 (See Figure ES-3).

Companies Profiled

Market Leaders

3Com
Alcatel
AltiGen
ArtiSoft
Avaya
Cisco Systems
Ericsson
Inter-Tel

**NEC
Nortel
Shoreline Communications
Siemens**

**IP-PBX Market Strategies and Forecasts,
2002-2007**

REPORT METHODOLOGY

THIS IS THE HUNDRED AND THIRTIETH REPORT IN A SERIES OF MARKET RESEARCH REPORTS THAT PROVIDE FORECASTS IN COMMUNICATIONS, TELECOMMUNICATIONS, THE INTERNET, COMPUTER, SOFTWARE, AND TELEPHONE EQUIPMENT. 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.

YOU MUST HAVE THIS STUDY

**IP-PBX Market Opportunities, Strategies, and Forecasts,
2002 to 2007**

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