VoIP Adoption Within the US Government Segment

Description: Although VoIP is still in the relatively early stages of adoption, US businesses are beginning to gravitate to preferred flavors of VoIP. The Government segment adoption trends generally reflect most US businesses, with a slightly higher appetite for a combination of both carrier-provided and in-house IP PBX solutions. While businesses of all sizes are reluctant to rely upon VoIP exclusively for their voice communications needs, the Government sector seems slightly more reluctant, with only 15% of current VoIP Government segment respondents to our survey indicating they use VoIP exclusively for 100% of their voice communications needs.

This report examines the Government segment and total US business VoIP deployments, planned deployments, current and planned service providers/vendors of VoIP, and how multiple solutions are often used to meet the voice needs of businesses. IP PBX, hosted IP, broadband IP telephony, and voice-enabled IM are all examined, as well as the overall distribution of these options. The distribution of IP vs. TDM voice lines among businesses that have adopted a VoIP solution is also explored.

Contents:
- Executive Summary
- Data Collection
- Definitions
- Carrier-Provided VoIP Services
- IP PBX
- Broadband IP Telephony
- Client-Based VoIP and Voice-Enabled IM
- Current and Planned VoIP Deployments
- Multiple Types of VoIP Solutions are Currently Used by US Businesses
- In-House Solutions Driven by Integration, Not TCO Alone
- Carrier-Provided VoIP Services
- Multiple Solutions Employed for IP PBX Capabilities
- The Role of Voice-Enabled IM
- Implications
- Related Reports
- List of Tables
  - Table 1. Deployment Status of VoIP
  - Table 2. Type of VoIP Service Currently Deployed
  - Table 3. Type of VoIP Service Planned in Next 18 Months
  - Table 4. Three Most Important Factors in Justifying an In-House IP PBX
Table 5. Technical Area of Most Concern in Implementing an IP PBX
Table 6. Type of Current Carrier-Provided VoIP Service
Table 7. Type of Planned Carrier-Provided VoIP Service
Table 8. Hosted IP Centrex Service Providers
Table 9. Broadband IP Telephony Service Providers
Table 10. Deployment of New IP PBX vs. IP-Enabling Legacy PBXs
Table 11. Planned New IP PBX vs. IP-Enabling Legacy PBXs
Table 12. Long-Term Strategy for Deploying Telephones in an IP PBX Environment
Table 13. Current IP PBX Vendors
Table 14. Planned IP PBX Vendors
Table 15. The Role of SIP in the Selection of an IP PBX
Table 16. Use of IM for Business Purposes Among Employees
Table 17. Use of Voice-Enabled IM among IM Users
Table 18. IM Service Providers List of Figures
Figure 1. Current Split Between TDM and IP Lines for All VoIP Users
Figure 2. Use of IP Exclusively Among All VoIP Users

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