VoIP Adoption Within the US Education 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 Education segment adoption trends generally reflect most US businesses, with larger businesses preferring IP PBX solutions, while smaller firms are quicker to adopt broadband-based VoIP solutions. However, businesses of all sizes are reluctant to rely upon VoIP exclusively for their voice communications needs.

This report examines the Education segment and US business VoIP deployments, planned deployments, current and planned service provider/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 and the overall distribution of these options is also examined. The distribution of IP versus 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
Carrier-Provided VoIP Services
IP PBX Preferred by Larger Businesses
The Role of Voice-Enabled IM
Implications
Related Reports Summary
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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