VoIP Adoption Within the US Health Care 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 Health Care 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 Health Care 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 and the overall distribution of these options is also examined. The distribution of IP vs. TDM voice lines among businesses that have adopted a VoIP solution is also explored.

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