
Description:

The new generation of PBXs is moving traditional PBX systems to support packetized voice calls and to run packetized data through the PBX. The IP packet transmission of voice is configured as an end-to-end system.

The new generation of PBXs offers customer service automation (CRM), computer telephone integration (CTI), video conferencing, data streaming, content delivery network support, storage area network support, and voice over IP (VoIP).

IP enabled PBXs answer the need for value added services point by point. New systems are built on open code. These boxes eliminate high equipment, maintenance, and upgrade fees associated with PBX switches. Telecom administrators seek to save on maintenance fees. $200,000 is the typical maintenance fee savings in a mid size company with 1,000 employees.

Change is a driving force in the market as the number of customers and the complexity of the networks they demand increases.

The market for PBX systems, softswitches, and voice routers at $15.1 billion in 2001 is expected to reach $25.4 billion by 2007. Markets that have been flat will begin to grow as the replacement cycle shortens. Replacement of systems that had been occurring at a rate of every 6 and one half years has continued to stretched out to nine years as enterprises wait to see what convergence of voice and data means.

The popularity of voice-over IP grew dramatically in 2001. The number of installed voice-over IP networks, the number of players in the voice-over IP arena, the dollars spent on voice-over IP products, the number of channels shipped, and even the capacity of voice-over IP products more than doubled in 2001.

The key topics covered in the report include:

- Time To Market
- Reducing Overall System Costs
- Advantages Of Integration
- Key Success Factors For Integration Services Providers
- Industry by Industry Issues For EAI Vendors
- Strategies
- Market Positioning
- Market Growth Opportunities
- End To End Solutions
- Market Forecasts
- Worldwide Market Shares
- Growth of User Base
- PBX Vendor Competitive Positioning
- PBX Vendor Partnering With Customers

Following is a list of companies profiled in the report:

- IP PBXs
- 3Com
- @boyd:Hotsip
- Alcatel
- Altigen
- Artisoft
- Avaya
- Cisco Systems
- Clarent Corporation
- Ericsson
- Etsi Tiphon
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