

**EasternManagementGroup**



**SMB and Enterprise  
Unified Communications  
PBX Market to 2015**

**North America**

## **SMB and Enterprise Unified Communications PBX Market to 2015 in North America**

The Unified Communications PBX market in North America has experienced strong sales in recent years. Last year the total market was \$18.2 billion.

The broader market exceeded \$18.2 billion when the following are added to proprietary PBX sales:

- Pull-through services such as planning and design
- Systems Integration projects
- Third-party sales, typically additional product lines such as Microsoft carried by a reseller
- Services component of managed PBXs
- Hosted PBX (including Centrex-like)
- Cloud IPT
- Open source PBX
- Customer owned server based PBXs

Amid the strong market, there is also significant untapped potential.

### The Report

Eastern Management's market research report SMB and Enterprise Unified Communications PBX Market to 2015 in North America represents one of the deepest dives we have taken into SMB deployment and use of unified communications and PBXs.

Research for the study involved 10,000 information technology managers. The report reflects an exhaustive analysis of the market today, and contains forecasts for the next several years.

## **Get Custom Access to our Database to Support your Decisions**

Survey data gathered for this report involved 10,000 IT managers worldwide. You can get customized access to the survey data in our database for your own research, for every world region.

The survey gathered data from 21 distinct vertical markets such as healthcare and government. We have detailed data on all 7 world geographies such as LatAm and EMEA. Because of the large sample size, the Eastern Management Group is able to put substantial survey data into your hands for customized database analysis. Our database can also be sorted 8 distinct ways by size of company (for example 11-50 employees), and for 17 different end point segments (for example 1,000-2,500 end points, or perhaps just 1-5 end points). If you need to understand where you or the competition excels, or you want to create best practices, there are dozens vendors to analyze individually.

As a subscriber to the Eastern Management Group report, we can provide you affordable access to market data, customized to your specific requirements.

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