

# **Global Hosted PBX Market Size study & Forecast, by Offering (Solution, Services), by Application (Unified communication and collaboration, Mobility, Call center, Others), by Enterprise (Banking, Financial Services, & Insurance (BFSI), Retail & eCommerce, Healthcare & Life Sciences, Manufacturing, Others) and Regional Analysis, 2023-2030**

<https://marketpublishers.com/r/G2D9C213E514EN.html>

Date: January 2024

Pages: 200

Price: US\$ 4,950.00 (Single User License)

ID: G2D9C213E514EN

## **Abstracts**

Global Hosted PBX Market is valued at approximately USD xx billion in 2022 and is anticipated to grow with a healthy growth rate of more than xx% during the forecast period 2023-2030. Hosted Private Branch Exchange (PBX), often referred to as Hosted PBX, is a telecommunications service that provides a business phone system over the Internet. In a traditional PBX system, the hardware and infrastructure are located on-site at the business premises, and with a Hosted PBX, these components are hosted and maintained off-site by a third-party service provider. The Hosted PBX Market is expanding because of factors such as the rising adoption of cloud technology and growing demand for enterprise mobility. As a result, the demand for Hosted PBX has progressively increased in the international market during the forecast period 2023-2030.

Cloud-based solutions typically eliminate the need for businesses to invest in expensive on-premises PBX hardware. Hosted PBX services often have a subscription-based pricing model, allowing businesses to pay for the services they need without the burden of maintaining and upgrading hardware. According to Statista, 75% of enterprises surveyed expressed their adoption of Microsoft Azure for public cloud usage. The leading cloud computing platform providers globally, often referred to as hyperscale's, include Amazon Web Service, Microsoft Azure, and Google Cloud. Another important

factor that drives the Hosted PBX Market is the increasing demand for enterprise mobility. Hosted PBX solutions often offer integrations with mobile devices, allowing employees to use their smartphones as extensions of the office phone system. This integration is essential for enterprises where employees use mobile devices extensively. In addition, as per Statista, the global Enterprise Mobility Management (EMM) Market accounts for USD 2823 million in 2020 and reached up to USD 3388 million in 2021. Moreover, the surge in demand for remote work and the growing number of SMEs are anticipated to create lucrative growth opportunities for the market over the forecast period. However, compatibility and interoperability issues and security and privacy concerns are going to impede overall market growth throughout the forecast period of 2023-2030.

The key regions considered for the Global Hosted PBX Market study includes Asia Pacific, North America, Europe, Latin America, and Middle East & Africa. North America dominated the market in 2022 owing to the high-speed internet infrastructure in the region. High-speed internet contributes to the overall reliability of hosted PBX systems. A fast and stable internet connection reduces the risk of dropped calls, call jitter, and other issues that can negatively impact communication. The region's dominant performance is anticipated to propel the overall demand for Hosted PBX. Furthermore, Asia Pacific is expected to grow fastest over the forecast period, owing to factors such as an increase in the number of internet users and a growing startup ecosystem in the region. The startup ecosystem is characterized by flexibility and agility, and many startups adopt remote or distributed work models. Hosted PBX systems are well-suited for such environments, providing seamless communication tools for teams working from different locations.

Major market player included in this report are:

AT&T Inc

Verizon Communications Inc

Cisco Systems, Inc

BT Group plc

RingCentral, Inc

Comcast Corporation

Sangoma Technologies Corporation

Lumen Technologies, Inc

Nextiva, Inc

Fusion Connect, Inc

Recent Developments in the Market:

In October 2023, astTECS, a Bengaluru-based leading provider of enterprise unified communication systems and services, announces the debut of their breakthrough AI PBX at GITEX Global 2023 in Dubai.

Global Hosted PBX Market Report Scope:

Historical Data – 2020 - 2021

Base Year for Estimation – 2022

Forecast period - 2023-2030

Report Coverage - Revenue forecast, Company Ranking, Competitive Landscape, Growth factors, and Trends

Segments Covered - Offering, Application, Enterprise, Region

Regional Scope - North America; Europe; Asia Pacific; Latin America; Middle East & Africa

Customization Scope - Free report customization (equivalent up to 8 analyst's working hours) with purchase. Addition or alteration to country, regional & segment scope\*

The objective of the study is to define market sizes of different segments & countries in recent years and to forecast the values to the coming years. The report is designed to

incorporate both qualitative and quantitative aspects of the industry within countries involved in the study.

The report also caters detailed information about the crucial aspects such as driving factors & challenges which will define the future growth of the market. Additionally, it also incorporates potential opportunities in micro markets for stakeholders to invest along with the detailed analysis of competitive landscape and product offerings of key players. The detailed segments and sub-segment of the market are explained below:

By Offering:

Solution

Services

By Application:

Unified communication and collaboration

Mobility

Call center

Others

By Enterprise

Banking, Financial Services, & Insurance (BFSI)

Retail & eCommerce

Healthcare & Life Sciences

Manufacturing

Others

By Region:

North America

U.S.

Canada

Europe

UK

Germany

France

Spain

Italy

ROE

Asia Pacific

China

India

Japan

Australia

South Korea

RoAPAC

Latin America

Brazil

Mexico

Middle East & Africa

Saudi Arabia

South Africa

Rest of Middle East & Africa

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