

# Global Cloud-based PBX Market 2024 by Company, Regions, Type and Application, Forecast to 2030

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## Abstracts

According to our (Global Info Research) latest study, the global Cloud-based PBX market size was valued at USD 3855.1 million in 2023 and is forecast to a readjusted size of USD 12630 million by 2030 with a CAGR of 18.5% during review period.

A cloud-based private branch exchange (PBX) system works on cloud computing technology in which data are stored and transferred through the Internet instead of using a computer or any other hardware. Cloud technology has become popular among consumers with the introduction of programs such as MobileMe and iCloud. These are consumer-based cloud computing technologies.

Analytics are playing a major part in cloud computing and VoIP worldwide, and backend analytics have become a predominant component of the VoIP cloud-based PBX model. VoIP systems that are reinforced by the cloud present the capacity to support a broad range of backend performance and management analytics. It offers data that are required for businesses to enhance their processes. Backend analytics is a tool that offers the foundation for businesses in order to ensure the competitive edge in a highly competitive enterprise market.

North America is the largest region market with over 50% revenue market share in Cloud-Based PBX. Europe and Asia-Pacific are follower with about 36% market share in 2019.

For the application, Large enterprises are the main application market with about 68% revenue market share in 2019.

Key players are Microsoft, Cisco, Mitel Networks, RingCentral, Verizon, MegaPath,

Nextiva, 3CX, Estech Systems, 8x8, Sangoma, Panasonic, NetFortris, TPX Communications etc. Top 5 companies occupied over 59% revenue market share in 2019.

The Global Info Research report includes an overview of the development of the Cloud-based PBX industry chain, the market status of SMEs (Unlimited Cloud PBX, Metered Cloud PBX), Large Enterprises (Unlimited Cloud PBX, Metered Cloud PBX), and key enterprises in developed and developing market, and analysed the cutting-edge technology, patent, hot applications and market trends of Cloud-based PBX.

Regionally, the report analyzes the Cloud-based PBX markets in key regions. North America and Europe are experiencing steady growth, driven by government initiatives and increasing consumer awareness. Asia-Pacific, particularly China, leads the global Cloud-based PBX market, with robust domestic demand, supportive policies, and a strong manufacturing base.

#### Key Features:

The report presents comprehensive understanding of the Cloud-based PBX market. It provides a holistic view of the industry, as well as detailed insights into individual components and stakeholders. The report analysis market dynamics, trends, challenges, and opportunities within the Cloud-based PBX industry.

The report involves analyzing the market at a macro level:

**Market Sizing and Segmentation:** Report collect data on the overall market size, including the revenue generated, and market share of different by Type (e.g., Unlimited Cloud PBX, Metered Cloud PBX).

**Industry Analysis:** Report analyse the broader industry trends, such as government policies and regulations, technological advancements, consumer preferences, and market dynamics. This analysis helps in understanding the key drivers and challenges influencing the Cloud-based PBX market.

**Regional Analysis:** The report involves examining the Cloud-based PBX market at a regional or national level. Report analyses regional factors such as government incentives, infrastructure development, economic conditions, and consumer behaviour to identify variations and opportunities within different markets.

**Market Projections:** Report covers the gathered data and analysis to make future projections and forecasts for the Cloud-based PBX market. This may include estimating market growth rates, predicting market demand, and identifying emerging trends.

The report also involves a more granular approach to Cloud-based PBX:

**Company Analysis:** Report covers individual Cloud-based PBX players, suppliers, and other relevant industry players. This analysis includes studying their financial performance, market positioning, product portfolios, partnerships, and strategies.

**Consumer Analysis:** Report covers data on consumer behaviour, preferences, and attitudes towards Cloud-based PBX. This may involve surveys, interviews, and analysis of consumer reviews and feedback from different by Application (SMEs, Large Enterprises).

**Technology Analysis:** Report covers specific technologies relevant to Cloud-based PBX. It assesses the current state, advancements, and potential future developments in Cloud-based PBX areas.

**Competitive Landscape:** By analyzing individual companies, suppliers, and consumers, the report presents insights into the competitive landscape of the Cloud-based PBX market. This analysis helps understand market share, competitive advantages, and potential areas for differentiation among industry players.

**Market Validation:** The report involves validating findings and projections through primary research, such as surveys, interviews, and focus groups.

## Market Segmentation

Cloud-based PBX market is split by Type and by Application. For the period 2019-2030, the growth among segments provides accurate calculations and forecasts for consumption value by Type, and by Application in terms of value.

### Market segment by Type

Unlimited Cloud PBX

Metered Cloud PBX

## Market segment by Application

SMEs

Large Enterprises

## Market segment by players, this report covers

Microsoft

Cisco

Mitel Networks

RingCentral

Verizon

MegaPath

Nextiva

3CX

Estech Systems

8x8

Sangoma

Panasonic

NetFortris

TPX Communications

## Market segment by regions, regional analysis covers

North America (United States, Canada, and Mexico)

Europe (Germany, France, UK, Russia, Italy, and Rest of Europe)

Asia-Pacific (China, Japan, South Korea, India, Southeast Asia, Australia and Rest of Asia-Pacific)

South America (Brazil, Argentina and Rest of South America)

Middle East & Africa (Turkey, Saudi Arabia, UAE, Rest of Middle East & Africa)

The content of the study subjects, includes a total of 13 chapters:

Chapter 1, to describe Cloud-based PBX product scope, market overview, market estimation caveats and base year.

Chapter 2, to profile the top players of Cloud-based PBX, with revenue, gross margin and global market share of Cloud-based PBX from 2019 to 2024.

Chapter 3, the Cloud-based PBX competitive situation, revenue and global market share of top players are analyzed emphatically by landscape contrast.

Chapter 4 and 5, to segment the market size by Type and application, with consumption value and growth rate by Type, application, from 2019 to 2030.

Chapter 6, 7, 8, 9, and 10, to break the market size data at the country level, with revenue and market share for key countries in the world, from 2019 to 2024. and Cloud-based PBX market forecast, by regions, type and application, with consumption value, from 2025 to 2030.

Chapter 11, market dynamics, drivers, restraints, trends and Porters Five Forces analysis.

Chapter 12, the key raw materials and key suppliers, and industry chain of Cloud-based PBX.

Chapter 13, to describe Cloud-based PBX research findings and conclusion.

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