

Hosted PBX Market by Offering (Solution and Services), Application (Unified Communication & Collaboration, Mobility, Contact Center), Vertical (BFSI, Retail & eCommerce, Manufacturing, Healthcare & Life Sciences) and Region - Global forecast to 2028

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Abstracts

The hosted PBX market is estimated at USD 11.5 billion in 2023 to USD 24.9 billion by 2028, at a Compound Annual Growth Rate (CAGR) of 16.8%. The evolution of Interactive Voice Response (IVR) systems, particularly the advancement to Smart IVRs, stands as a key catalyst propelling the growth of the hosted PBX market. Unlike traditional IVRs that rely solely on Dual-Tone Multi-Frequency (DTMF) inputs, Smart IVRs integrate Speech Recognition technology, revolutionizing user interactions. The limitations of the traditional approach, marked by inflexibility and a restricted set of choices, are addressed by the more dynamic and intelligent Smart IVRs. Customers benefit from a more natural and conversational interaction, as these systems understand spoken language, allowing for a broader range of inquiries and responses. The hosted PBX market capitalizes on this shift, leveraging Smart IVRs to enhance self-service capabilities, offering a more efficient and personalized experience for users. Whether through self-service functionalities, hosted IVR solutions, or agent assisted IVR models, the versatility of these systems aligns with the diverse needs of businesses, driving the adoption of hosted PBX solutions. The reduction in customer wait times, increased automation, and improved overall user satisfaction contribute to the sustained growth and demand for hosted PBX services in the evolving telecommunications landscape.

“The managed services segment is expected to register the fastest growth rate during

the forecast period.” A driving force in the hosted PBX market, Managed Services exemplify their value through continuous system monitoring. With a commitment to proactive issue detection, these services offer around-the-clock surveillance of hosted PBX systems. This vigilant approach plays a pivotal role by swiftly identifying potential issues before they escalate, thereby minimizing downtime and fortifying the reliability of the communication environment. The emphasis on constant vigilance ensures that businesses leveraging hosted PBX solutions experience an uninterrupted and dependable communication infrastructure, enhancing the overall efficiency and performance of their operational workflows. This aspect stands as a key driver behind the growing adoption of Managed Services in the dynamic landscape of the hosted PBX market.

“The BFSI segment to hold the largest market size during the forecast period.” The imperative need for real-time collaboration within the dynamic and fast-paced environments of investment banking and trading significantly propels the growth of the hosted PBX market. In these high-stakes industries, where split-second decisions can have profound implications, hosted PBX solutions play a pivotal role in fostering seamless communication. Hosted PBX systems facilitate efficient and instantaneous information exchange on trading floors and among investment teams by providing features such as instant messaging and voice collaboration. This capability not only enhances the speed and accuracy of decision-making but also contributes to financial institutions' overall productivity and competitiveness. The demand for hosted PBX solutions is driven by the recognition that these advanced communication tools are indispensable for investment professionals who rely on real-time collaboration to navigate rapidly changing market conditions and execute strategic moves swiftly. As financial institutions increasingly prioritize agility and responsiveness, the integration of hosted PBX solutions becomes instrumental in maintaining a competitive edge in the investment banking and trading sectors.

“Asia Pacific's highest growth rate during the forecast period.”

The proliferation of mobile-first markets across numerous countries in the Asia Pacific region stands out as a pivotal driving factor catalyzing the growth of the hosted PBX market. With a substantial portion of the population relying extensively on mobile devices, the demand for communication solutions seamlessly integrating with these platforms has surged. Hosted PBX systems, attuned to the communication preferences prevalent in these mobile-first markets, emerge as a strategic and indispensable choice for businesses operating in the region. This alignment with mobile communication trends not only addresses the population's evolving needs but also positions hosted

PBX as a technology solution that resonates with the dynamic and mobile-centric nature of Asia Pacific markets. As businesses prioritize adaptability to the prevailing communication landscape, the seamless integration of hosted PBX with mobile platforms becomes a decisive driver, propelling its widespread adoption and market growth across the diverse economies of the Asia Pacific region.

Breakdown of primaries

The study contains insights from various industry experts, from solution vendors to Tier 1 companies. The break-up of the primaries is as follows:

By Company Type: Tier 1 – 35%, Tier 2 – 45%, and Tier 3 – 20%

By Designation: C-level –35%, D-level – 25%, and Others – 40%

By Region: North America – 30%, Europe – 30%, Asia Pacific – 25%, Middle East & Africa – 10%, and Latin America- 5%.

The major players in the hosted PBX market AT&T (US), Verizon Communications (US), Cisco Systems (US), BT Group (US), RingCentral (US), Comcast Corporation (US), 8x8 (US), Sangoma Technologies (US), Lumen Technologies (US), Nextiva (US), Fusion Connect (US), Avaya (US), Mitel Networks (US), Lingo Telecom (US), TPx Communications (US), Telesystem (US), Ozonotel Communications (India), OneConnect (US), InterGlobe Communications (US), CloudTalk (US), Datavo (US), Nexge Technologies (US), NovoLink Communications (US), 3CX (Cpryus), AstraQom International (US). These players have adopted various growth strategies, such as partnerships, agreements and collaborations, new product launches, enhancements, and acquisitions to expand their hosted PBX market footprint.

Research Coverage

The market study covers the hosted PBX market size across different segments. It aims at estimating the market size and the growth potential across different segments, including solutions, services (professional services, managed services), by application type (unified communication and collaboration, mobility, contact center, other applications (application integration , analytics & reporting)), vertical (BFSI, IT & ITeS, telecom, retail & eCommerce, healthcare & life sciences, manufacturing, travel & hospitality, education, government & public sector, other verticals (transportation &

logistics and real estate)), and Region (North America, Europe, Asia Pacific, Middle East & Africa, and Latin America). The study includes an in-depth competitive analysis of the leading market players, their company profiles, key observations related to product and business offerings, recent developments, and market strategies.

Key Benefits of Buying the Report

The report will help the market leaders/new entrants with information on the closest approximations of the global hosted PBX market's revenue numbers and subsegments. This report will help stakeholders understand the competitive landscape and gain more insights to position their businesses better and plan suitable go-to-market strategies. Moreover, the report will provide insights for stakeholders to understand the market's pulse and provide them with information on key market drivers, restraints, challenges, and opportunities.

The report provides insights on the following pointers:

1. Analysis of key drivers (Rising demand for enterprise mobility, Advancements in VoIP technology Increasing adoption of Unified Communication as a Service (UCaaS), Shift of organizations from capital expenditure (CAPEX) model to operating expense (OPEX) model), restraints (Security and Privacy Concerns, Compatibility and Interoperability issues), opportunities (WebRTC and 5G networks enhancing real-time communication, Upsurge in Remote Learning), and challenges (Growing concerns over Quality of Service (QoS)) influencing the growth of the hosted PBX market.
2. Product Development/Innovation: Detailed insights on upcoming technologies, research & development activities, and new product & service launches in the hosted PBX market.
3. Market Development: Comprehensive information about lucrative markets – the report analyses the hosted PBX market across various regions.
4. Market Diversification: Exhaustive information about new products & services, untapped geographies, recent developments, and investments in the hosted PBX market.
5. Competitive Assessment: In-depth assessment of market shares, growth strategies and service offerings of leading AT&T (US), Verizon Communications (US), Cisco Systems (US), BT Group (US), RingCentral (US), Comcast Corporation (US), 8x8 (US),

Sangoma Technologies (US), Lumen Technologies (US), Nextiva (US), Fusion Connect (US), Avaya (US), Mitel Networks (US), Lingo Telecom (US), TPx Communications (US), Telesystem (US), Ozonotel Communications (India), OneConnect (US), InterGlobe Communications (US), CloudTalk (US), Datavo (US), Nexge Technologies (US), NovoLink Communications (US), 3CX (Cpryus), AstraQom International (US).

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11.1.12 AVAYA

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11.1.14 TPX COMMUNICATIONS

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11.2.2 LINGO TELECOM, LLC

11.2.3 ONECONNECT

11.2.4 INTERGLOBE COMMUNICATIONS, INC.

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11.2.6 DATAVO

11.2.7 NEXGE TECHNOLOGIES

11.2.8 NOVOLINK COMMUNICATIONS, INC.

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*Details on Business overview, Products/Services/Solutions offered, Recent Developments, MNM view might not be captured in case of unlisted companies.

12 ADJACENT MARKETS

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