

CANADIAN
HOSTED PBX SERVICES
MARKET REPORT



2014 EDITION

NBI / MICHAEL SONE
ASSOCIATES INC.

www.nbicanada.com

*CANADIAN HOSTED PBX SERVICES
MARKET REPORT, 2014 EDITION*

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About this Report

NBI/Michael Sone Associates' Canadian Hosted PBX Services Market Report, 2014 Edition continues our coverage of the Canadian market for hosted PBX (HPBX) services by examining the current state, size and composition of the market. In a hosted environment, such services provide organizations with many of the basic functions of a Private Branch eXchange (PBX) product such as accepting in-bound telephone calls over a main number, switching calls to the correct destination, recording and playing back voice mail messages, placing out-bound calls from employee telephone stations and administrating the system from a central location.

We anticipate that there are multiple audiences for this report, including:

- ◆ Service providers currently offering, or considering the offering of, hosted PBX services;
- ◆ Networking equipment manufacturers offering application servers;
- ◆ Networking equipment manufacturers offering business telephone systems including key systems, PBXs, and IP-PBXs;
- ◆ Interconnects that sell, install and service business telephone systems and associated network services; and,
- ◆ New entrants focused on Internet, data and VoIP services such as cablecos, ISPs, ITSPs and VoIP service providers.

This report is organized into three sections.

Section 1, "*Introduction & Industry Background*", presents an introduction to hosted PBX services, industry background, the competitive landscape, types of HPBX services, and the business rationale.

About this Report (continued)

Section 2, "*Canadian Market Overview*", shows the state of the market as of the first quarter of 2014, along with size and share analysis for a three-year period (2012-2014) based on revenues and seats. A discussion of major market trends is included.

Section 3, "*Service Provider Profiles*", presents descriptions of the leading providers of hosted PBX services and their offerings in Canada.

As with all NBI/Michael Sone Associates reports, information has been gathered from primary sources. The information contained in this report is the result of numerous interviews, primarily with the service providers themselves.

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