

CANADIAN  
HOSTED PBX AND UNIFIED COMMUNICATIONS  
SERVICES  
MARKET REPORT



2021 EDITION

NBI / MICHAEL SONE  
ASSOCIATES INC.

[www.nbicanada.com](http://www.nbicanada.com)

**CANADIAN HOSTED PBX & UC SERVICES  
MARKET REPORT, 2021 EDITION**

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## **About this Report**

NBI/Michael Sone Associates' **Canadian Hosted PBX and Unified Communications (UC) Services Market Report, 2021 Edition** continues our coverage of the Canadian market for hosted voice and unified communications services.

This report examines the current and expected future state and composition of the market, competitive dynamics, business rationale, major drivers & trends, size (by users and revenues) and market share. It covers the period 2019 – 2023 and profiles nine companies, looking at their product offerings and go-to-market approaches. Of particular note is our analysis of the threats and opportunities posed by the COVID-19 pandemic.

We include at the end of the report an Appendix that provides a comparison of features and other service attributes between the companies profiled in this report. To facilitate the comparison, providers are grouped based on their main target market (large, medium or small firms). This can serve as a reference for competitors and customers alike in assessing the various providers' offerings.

This report is part of NBI/Michael Sone Associates' series of research reports on the Canadian telecommunications industry. Our other reports cover SIP Trunking, Cloud Computing, Data Centre Hosting, Enterprise Mobility Management & BYOD, Managed Security Services, Data Communications, Mobile & Fixed Wireless Services, the ISP Market, and Digital TV & Streaming Services.

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