

*CANADIAN*  
*HOSTED PBX SERVICES*  
*MARKET REPORT*

A report on Hosted IP Voice and UC Services in Canada



*2017 EDITION*

NBI / MICHAEL SONE  
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**CANADIAN HOSTED PBX SERVICES  
MARKET REPORT, 2017 EDITION**

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## CANADIAN HOSTED PBX SERVICES MARKET REPORT, 2017 EDITION

### About this Report

NBI/Michael Sone Associates' **Canadian Hosted PBX Services Market Report: a Report on Hosted IP Voice & UC Services in Canada, 2017 Edition** continues our coverage of the Canadian market for hosted voice and unified communications 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 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.

There are multiple audiences for this report, including:

- ◆ Service providers currently or considering offering hosted PBX & UC services;
- ◆ Networking equipment manufacturers offering application servers;
- ◆ Networking equipment manufacturers offering business telephone systems including key systems, PBXs, and IP-PBXs;
- ◆ Interconnects and Value Added Resellers (VARs) 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 & UC services, industry background, the competitive landscape, types of HPBX & UC services, and the business rationale.

Section 2, "*Canadian Market Overview*", shows the state of the market as of the third quarter of 2017, along with size and share analysis for a five-year period (2015-2019) based on revenues and seats. A discussion of major market trends is included.

Section 3, "*Service Provider Profiles*", presents descriptions of 13 leading providers of hosted PBX services. Two exhibits appear in each profile in this year's report: at the beginning of each profile we provide a three year view (2016-2018) of seats and revenues, while at the end we provide a list of service attributes, much of which is included in the Appendix (discussed in the next paragraph), but in more detail.

Finally, 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, Data Communications, IoT, Managed Security Services, Wireless Services, Enterprise Mobility Management & BYOD, Internet Services and Digital TV Services.

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