

According to Infonetics Research the global enterprise telephony and UC market drops by -4% to \$8.7 billion in 2014 due to businesses holding off PBX equipment purchases and upgrades, even as economic conditions improve.



On the other hand UC applications are a bright spot-- demand for workforce productivity tools leads to 2014 growth reaching 20%. However PBX revenues, including TDM (time-division multiplexing) and IP PBX are down by -4% (and by -1% Y-o-Y in Q4 2014), while 2014 PBX line shipments are down by -3%.

"The enterprise telephony market continues to be tough. Just as we see one area begin to improve, it's offset by slowdowns in geographies or market segments. Underscoring the declines are not only slowing businesses purchases but also competitive pricing, which has created unpredictable swings," the analyst says. "The move to the cloud is having an impact in certain markets, particularly N. America."

On the vendor front the top 4 PBX revenue market share leaders are Avaya, Cisco, Mitel and NEC. Microsoft is another notable contender, as it leads the UC market through strong sales.

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