

## VOIP & UC SMB Factors

Some [\\$377 billion will be spent of VoIP and UC \(Unified Communications\) services over the next five years](#), including business and residential, SOHO (Small Office-Home Office) VoIP services. SIP trunking and hosted VoIP/UC services will be the main growth drivers out to 2016, according to a new report from Infonetics Research.

Key findings in Infonetics' "VoIP and UC Services and Subscribers Market Share and Forecast" include:

- NTT, the perennial leader of the residential VoIP market, topped 14 million subscribers in 2Q12
- Roughly 15%–20% of all new IP PBX lines sold are part of a managed service or outsourced contract, making managed IP PBX the largest segment of business VoIP services
- SIP trunking revenue grew 23% in the first half of 2012 compared to the second half of 2011, led by strong activity in North America

"The SIP trunking and hosted UC segments were marked by strong growth and dynamic supplier landscapes in the first half of 2012," notes Diane Myers, principal analyst for VoIP, UC, and IMS at Infonetics Research. "Beyond traditional operators and service providers, we're seeing a growing number of PBX/UC vendors, enterprise agents, system integrators, and resellers expanding into hosted UC offerings."

Source: <http://www.telecompetitor.com/report-strong-growth-in-voip-and-uc-services-out-to-2016/>