

Telecoms & Datacoms Equipment and Services in the UK & Ireland

Table of Contents

1. Introduction

2. Research Methodology

3. Profile of IT/Telecoms User Establishments

Profile by Geographic Region
Profile by Vertical Market

4. PBX Analysis

Establishments with a PBX
PBX Supplier Market Share
Number of PBX Extensions
PBX Products in Use
VoIP-enabled PABX

5. Mobile Communications Analysis

Users of Mobile Phone Services
Market Share by Mobile Communications Service Provider
Number of Business Mobile Phones in Use
Number of Business PDAs in Use
PDA Supplier Market Share

6. Call Centres

Organisations with a Call Centre
Number of Seats in Call Centre

7. Data Service Provision

ISP Market Share
Type of Data Connection in Use
Speed of Broadband Connection in Use
Speed of Dedicated Line Connection in Use

8. Voice Network Provision

Voice Network Service Provider Market Shares

9. Wide Area Networks

Number of WAN Sites in Counts
Connected to a WAN Global Network