

2.2 INTEGRATED OFFICE SYSTEMS MARKET

2.2.1 Introduction

This chapter analyses telecommunication equipment integrated into the modern corporate or private office market. Some office communications services are not analyzed in this study, because public Brazilian telecommunication companies (the only service providers) do not maintain individual or even aggregate data on this specific kind of traffic. Private network users usually optimize their private network performance by employing switching, access and network management systems. Outside their building or corporate area, however, these systems depend on the telco leased line availability and even, in some cases, of the investment capability to attend corporate communication needs. It is not an exception that a high traffic, national coverage, corporate user has to share costs to interconnect with public or other private networks. In these situations the resulting telecommunications resources are reverted to the telco ownership and the corporate user is compensated with future service rental credits.

The common voice telephone services monopoly is very strict, but the same is not true for data transmission, information services or other data processing communications services. As will be detailed in the next chapter, some of these services are operated either by joint cooperative networks (banking, insurance, automobile industry) or by privately owned data processing networks that provide public data communication services, usually embedded in information processing (VAN) services.

The integrated office system equipment market in this study will be divided into the following classes of equipment:

- Switching Equipment
- PBX - Private Branch Exchange Systems
- KS - Key Systems
- mPBX - small size PBX Systems with Analog Technology only existing in Brazil:
- Telephone Sets

Other classes of equipment - ACD, voice mail, billing systems and other ancillary products of the IOS market are not surveyed in this study due to a lack of market data.

The statistical data used to study switching equipment and telephone set makers are based on public domain information published by Abinee which collects data monthly from its associated