

# InfoTrack for Converged Applications

---

**First Half 2007 – Messaging - Global**

**An InfoTech Market Intelligence Program Focused  
on Converged End-Customer Applications**

InfoTrack for Converged Applications		
Voice Messaging	Unified Messaging	Contact Center
Systems	Seats/Licenses	Revenues

# **InfoTrack for Converged Applications: First Half 2007 Global Messaging Mailbox and System Shipments**

**The Telecom Intelligence Group (InfoTech)**  
90 East Halsey Road  
Parsippany, NJ 07054  
USA

**Tel.: (973)-602-0100**

**Fax: (973)-884-8804**

**Web: [www.telecomweb.com](http://www.telecomweb.com)**

*The Telecom Intelligence Group (InfoTech)* is a division of Access Intelligence LLC, specializing in global information and professional services for the telecommunications and data networking industries.

*The Telecom Intelligence Group (InfoTech)* offers a comprehensive scope of information and professional services, including custom project consulting, *InfoTrack* market and competitive intelligence programs, tactical sales support tools, ROI/TCO tools, and custom marketing programs. Our clients include leading equipment and solutions providers, network operators, and end-users from around the world.

To purchase other services by *InfoTech*, please contact Craig Born at [moneill@telecomweb.com](mailto:moneill@telecomweb.com)

Copyright© 1999-2008 All rights reserved. No part of this publication may be reproduced in any material form (including photocopying) or stored in any medium by electronic means and whether or not transiently or incidentally to some other use of this publication without the written prior permission of the copyright owner. Application for the copyright owner's permission to reproduce any part of this publication should be addressed to the contact and address referenced above.

Every effort has been taken to ensure the accuracy and completeness of information presented in this report. However, *The Telecom Intelligence Group (InfoTech)* cannot accept liability for the consequences of action taken based on the information provided.

**INFOTRACK FOR CONVERGED APPLICATIONS**  
**FIRST HALF 2007 REPORT – Messaging (VM and UM) - Global**

**TABLE OF CONTENTS**

**INTRODUCTION**

**METHODOLOGY**

**EXECUTIVE SUMMARY**

**GLOBAL MESSAGING SHIPMENTS (MAILBOXES, SYSTEMS, REVENUES) – 1H 2007**

MSG1.1	Total Mailboxes (VM + UM) Shipped by Vendor and Region (US, Canada, APAC, CALA, EMEA)
MSG1.2	Total Mailboxes (VM + UM) Shipped by Vendor and Region – Market Share
MSG1.3	Total Voice Mailboxes Shipped by Vendor and Region (US, Canada, APAC, CALA, EMEA)
MSG1.4	Total Voice Mailboxes Shipped by Vendor and Region – Market Share
MSG1.5	Total Unified Mailboxes Shipped by Vendor and Region (US, Canada, APAC, CALA, EMEA)
MSG1.6	Total Unified Mailboxes Shipped by Vendor and Region – Market Share
MSG1.7	Messaging Systems (VM + UM) Shipped by Vendor and Region (US, Canada, APAC, CALA, EMEA)
MSG1.8	Messaging Systems (VM + UM) Shipped by Vendor and Region – Market Share
MSG1.9	Total Messaging Revenue by Vendor and Region (US, Canada, APAC, CALA, EMEA)
MSG1.10	Total Messaging Revenue by Vendor and Region – Market Share
MSG1.11	Voice Messaging Revenue by Vendor and Region (US, Canada, APAC, CALA, EMEA)
MSG1.12	Voice Messaging Revenue by Vendor and Region – Market Share
MSG1.13	Unified Messaging Revenue by Vendor and Region (US, Canada, APAC, CALA, EMEA)
MSG1.14	Unified Messaging Revenue by Vendor and Region – Market Share

**INFOTRACK FOR CONVERGED APPLICATIONS**  
**FIRST HALF 2007 REPORT – Messaging (VM and UM) - Global**

**NORTH AMERICA MESSAGING SHIPMENTS BY SIZE (MAILBOXES, SYSTEMS) – 1H 2007**

MSG2.1	Total Mailboxes (VM + UM) Shipped by Vendor and Size – NA
MSG2.2	Total Mailboxes (VM + UM) Shipped by Vendor and Size – NA – Market Share
MSG2.3	Total Voice Mailboxes Shipped by Vendor and Size – NA
MSG2.4	Total Voice Mailboxes Shipped by Vendor and Size – NA – Market Share
MSG2.5	Total Unified Mailboxes Shipped by Vendor and Size – NA
MSG2.6	Total Unified Mailboxes Shipped by Vendor and Size – NA – Market Share
MSG2.7	Messaging Systems (VM + UM) Shipped by Vendor and Size – NA
MSG2.8	Messaging Systems (VM + UM) Shipped by Vendor and Size – NA – Market Share

**US MESSAGING SHIPMENTS BY SIZE (MAILBOXES, SYSTEMS) – 1H 2007**

MSG3.03	Comparison with Mailboxes Shipped in Previous Comparable Period (Vendor and Market Share)
MSG3.1	Total Mailboxes (VM + UM) Shipped by Vendor and Size – US
MSG3.2	Total Mailboxes (VM + UM) Shipped by Vendor and Size – US – Market Share
MSG3.3	Total Voice Mailboxes Shipped by Vendor and Size – US
MSG3.4	Total Voice Mailboxes Shipped by Vendor and Size – US – Market Share
MSG3.5	Total Unified Mailboxes Shipped by Vendor and Size – US
MSG3.6	Total Unified Mailboxes Shipped by Vendor and Size – US – Market Share
MSG3.7	Messaging Systems (VM + UM) Shipped by Vendor and Size – US
MSG3.8	Messaging Systems (VM + UM) Shipped by Vendor and Size – US – Market Share
MSG3.9	Systems Shipped (VM + UM) by Vendor, Market Shares – US 2001 - 2006
MSG3.10	Mailboxes Shipped (VM + UM) by Vendor, Market Shares – US 2001 – 2006

**INFOTRACK FOR CONVERGED APPLICATIONS**  
**FIRST HALF 2007 REPORT – Messaging (VM and UM) - Global**

**CANADA MESSAGING SHIPMENTS BY SIZE (MAILBOXES, SYSTEMS) – 1H 2007**

MSG4.03	Comparison with Mailboxes Shipped in Previous Comparable Period (Vendor and Market Share)
MSG4.1	Total Mailboxes (VM + UM) Shipped by Vendor and Size – Canada
MSG4.2	Total Mailboxes (VM + UM) Shipped by Vendor and Size – Canada – Market Share
MSG4.3	Total Voice Mailboxes Shipped by Vendor and Size – Canada
MSG4.4	Total Voice Mailboxes Shipped by Vendor and Size – Canada – Market Share
MSG4.5	Total Unified Mailboxes Shipped by Vendor and Size – Canada
MSG4.6	Total Unified Mailboxes Shipped by Vendor and Size – Canada – Market Share
MSG4.7	Messaging Systems (VM + UM) Shipped by Vendor and Size – Canada
MSG4.8	Messaging Systems (VM + UM) Shipped by Vendor and Size – Canada – Market Share

**APAC MESSAGING SHIPMENTS BY SIZE (MAILBOXES, SYSTEMS) – 1H 2007**

MSG5.03	Comparison with Mailboxes Shipped in Previous Comparable Period (Vendor and Market Share)
MSG5.1	Total Mailboxes (VM + UM) Shipped by Vendor and Size – APAC
MSG5.2	Total Mailboxes (VM + UM) Shipped by Vendor and Size – APAC – Market Share
MSG5.3	Total Voice Mailboxes Shipped by Vendor and Size – APAC
MSG5.4	Total Voice Mailboxes Shipped by Vendor and Size – APAC – Market Share
MSG5.5	Total Unified Mailboxes Shipped by Vendor and Size – APAC
MSG5.6	Total Unified Mailboxes Shipped by Vendor and Size – APAC – Market Share
MSG5.7	Messaging Systems (VM + UM) Shipped by Vendor and Size – APAC
MSG5.8	Messaging Systems (VM + UM) Shipped by Vendor and Size – APAC – Market Share

**INFOTRACK FOR CONVERGED APPLICATIONS**  
**FIRST HALF 2007 REPORT – Messaging (VM and UM) - Global**

**CALA MESSAGING SHIPMENTS BY SIZE (MAILBOXES, SYSTEMS) – 1H 2007**

MSG6.03	Comparison with Mailboxes Shipped in Previous Comparable Period (Vendor and Market Share)
MSG6.1	Total Mailboxes (VM + UM) Shipped by Vendor and Size – CALA
MSG6.2	Total Mailboxes (VM + UM) Shipped by Vendor and Size – CALA – Market Share
MSG6.3	Total Voice Mailboxes Shipped by Vendor and Size – CALA
MSG6.4	Total Voice Mailboxes Shipped by Vendor and Size – CALA – Market Share
MSG6.5	Total Unified Mailboxes Shipped by Vendor and Size – CALA
MSG6.6	Total Unified Mailboxes Shipped by Vendor and Size – CALA – Market Share
MSG6.7	Messaging Systems (VM + UM) Shipped by Vendor and Size – CALA
MSG6.8	Messaging Systems (VM + UM) Shipped by Vendor and Size – CALA – Market Share

**EMEA MESSAGING SHIPMENTS BY SIZE (MAILBOXES, SYSTEMS) – 1H 2007**

MSG7.03	Comparison with Mailboxes Shipped in Previous Comparable Period (Vendor and Market Share)
MSG7.1	Total Mailboxes (VM + UM) Shipped by Vendor and Size – EMEA
MSG7.2	Total Mailboxes (VM + UM) Shipped by Vendor and Size – EMEA – Market Share
MSG7.3	Total Voice Mailboxes Shipped by Vendor and Size – EMEA
MSG7.4	Total Voice Mailboxes Shipped by Vendor and Size – EMEA – Market Share
MSG7.5	Total Unified Mailboxes Shipped by Vendor and Size – EMEA
MSG7.6	Total Unified Mailboxes Shipped by Vendor and Size – EMEA – Market Share
MSG7.7	Messaging Systems (VM + UM) Shipped by Vendor and Size – EMEA
MSG7.8	Messaging Systems (VM + UM) Shipped by Vendor and Size – EMEA – Market Share