

Business FMC Adoption Remains a Challenge in an Increasingly Mobile World

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Report Summary

Fixed mobile convergence (FMC) is viewed differently by many segments of the telecommunications industry. Whether we are talking about transparent hand-offs between cellular and Wi-Fi WLAN networks, or extending IP-PBX capabilities to mobile phones, one thing remains consistent: FMC has had a mixed response from end-users. IT managers, service providers, and integrators may have a good understanding of the benefits FMC provides, but until workers actually use these capabilities, these benefits and associated ROI improvements will go unrealized.

This report updates three years of primary research among business end-users on multiple FMC applications, including dual-mode FMC, twinning, simultaneous ringing, mobile PBX extensions, and find me/follow me VoIP applications. Current and planned adoption of these capabilities is reviewed and contrasted, as well as segmented by size of business, from SOHO to enterprise. Recent activity among industry leaders is reviewed, and 2008–2013 forecasts of worldwide business FMC handset connections and business FMC subscribers are provided. This report provides context to help the reader understand the role of FMC and fixed wireless applications.

HIGHLIGHTS

- Business FMC handset connections will jump from 5.8 million in 2009 to 31 million by 2013.
- The option of seamless roaming between wireline and wireless networks carries more importance among business users than other FMC solutions, but all FMC solutions remain in a relatively nascent state.
- 19% of businesses with Wi-Fi capability use voice-over-Wi-Fi.
- FMC provides a viable bridge to address the gap between legacy wireline capabilities, wireless networks, cellular services, as well as evolving VoIP and unified communications capabilities.
- The development of technologies to foster and support FMC capabilities remain active, but are moving at a faster pace than end-user understanding, felt need, and adoption.

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