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PBX used to be a very popular telephony system in the commercial sector a decade ago. Almost all businesses, big or small, would have a Private Branch Exchange system which is commonly known as the PBX. This telephony system allows businesses to enjoy many phone lines to cater to the rampant calls that could lead to sales and revenue. An operator is commonly employed to man the PBX system in transferring calls to the respective departments and employees. Some large companies in the past decade used to have more than one PBX system in the same building to cater to the large business volume of that day.

There can be hundreds of employees in a large company which include dozens of sales and marketing personnel who may have pagers connected to the PBX system for easy contact on business deals.

Todayâ€™s scenario

The business scenario has evolved today with the progressive technology that is taking the world by storm. Although many businesses and commercial sectors still have a PBX system in their premises today, many units are non-functional to the point of being obsolete. Smaller businesses may still be using the PBX if these do not have the financial resources for upgrade.

However, there are newer models of PBX systems coming out in the market to counter the competition brought on by advanced technology; namely, VoIP services and the Internet. There is a price and service war occurring between the two categories of manufactures and distributors to keep their products in pole positions in the marketplace.

Upgrades

A lot of effort is put into the marketing of newer models of PBX systems that offer more advanced features at an affordable price. An equally fervent amount of promotion is performed in highlighting the latest PBX modelsâ€™ features and aesthetics.

More lines are available with special numbers to be decided by the consumers; phone lines can be grouped for greater throughput and effectiveness that can boost business and sales. Hence, most PBX users would be convinced in upgrading their current PBX model to a newer one such as the IP PBX telephony system as the latest business solution.

With the myriad of telephony solutions and their respective models in the market, a consumer should approach the upgrade carefully as a thorough understanding of how the upgrade model can benefit business over the medium or long term must be identified first. One must make a careful study on how the current business needs can be met with an expansion of business needs in the short or medium term consideration.

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