MITEL BUSINESS COMMUNICATIONS SOLUTIONS

BUSINESS COMMUNICATIONS YOUR WAY, WITH COMPREHENSIVE AND FLEXIBLE SOLUTIONS ON PREMISE OR IN THE CLOUD

Whether it's retaining productive employees, providing superior customer service, reducing operational risks with systems you know you can rely on, or simply ensuring that employees stay connected with co-workers, partners and customers no matter where they are, effective communication is what drives your business.

Mitel communications solutions help you do that—and do it your way.

At Mitel, Job 1 is understanding your needs, your infrastructure and your preferences, including what communications solution components to deploy and where to deploy them—on premise, in the cloud, or both. Mitel's flexible Freedom Architecture ensures that you get the exact unified communications and collaboration (UCC) solution you need to maximize your ROI.

Together, Mitel MiVoice, Mitel MiCollab, and Mitel MiContact Center comprise a complete, cost-effective, unified solution that fits into your existing IT framework to meet all of your communication and collaboration needs. Its Freedom Architecture, single software stream, and industry-leading virtualization capabilities mean it will evolve with your business as your IT strategies and communications needs change.

KEY BENEFITS

- **ENHANCED WORKING RELATIONSHIPS**
- **AN IN-OFFICE EXPERIENCE ANYWHERE**
- **GREATER PRODUCTIVITY AND INNOVATION**
- **FITS YOUR IT FRAMEWORK**
- **SIMPLIFIED, CENTRALIZED IT MANAGEMENT**
- **COST SAVINGS AND QUICK ROI**

ENHANCED WORKING RELATIONSHIPS

Mitel's communications software platform provides a rich communications and collaboration (UCC) experience that keeps people throughout your enterprise connected and productive.

Feature-rich, intuitive-to-use MiVoice IP phones provide options for any communications preference. Workers know who is available and how best to contact them. They remain easily in touch no matter where they are. Everyone from the reception desk to the boardroom stays connected and productive.

Mitel collaboration capabilities enable individuals and teams to share information and ideas through one-on-one or multiparty conferencing, building productive working relationships with co-workers, partners and customers. And Mitel's contact center options mean organizations large and small can empower their customers, ensure agent productivity, and streamline call center operations to build strong and profitable customer relationships.

AN IN-OFFICE EXPERIENCE ANYWHERE

The traditional office is being replaced by a range of working environments and schedules. This new world promises tremendous benefits when it comes to worker satisfaction, productivity, and competitive advantage. But it also makes new demands on business communications.

Mitel addresses those demands by putting mobility and flexibility at the core of its solutions. Employees enjoy the same "in-office" experience anywhere, anytime, on any device. A single identity, phone number, and voice

mailbox frees them to work when and where they are most productive, without having to think about changing communications options.

Logging into any Mitel IP phone—at home or in any office—gives employees access to personal preferences. They route calls to their device of choice. And they can select up to eight devices of any type to act as their business phone, collapsing all of their numbers into a single identity that lets people reach them anywhere, anytime, using the same number.

GREATER PRODUCTIVITY AND INNOVATION

Providing a complete range of communications and collaboration capabilities geared to your business needs means you can connect with more people in more ways. It enhances the ability of people throughout your organization to work productively, focusing on the job rather than on their communications technology. It frees them to collaboratively develop and share innovative solutions to business problems.

By making communicating simpler, Mitel communications solutions help people make better decisions that lead to higher productivity and greater innovation. It means less time spent waiting to connect with co-workers, working groups, partners and customers, and more time devoted to productive work and innovation.

FITS YOUR IT FRAMEWORK

Communications solutions have traditionally been sold as distinct IT frameworks that support proprietary applications in very specific technical environments. While Mitel solutions fit comfortably into this scenario, they can also merge seamlessly with existing IT frameworks, leveraging, extending, and adding value to those frameworks.

For example, in an organization with a VMware framework, personnel use VMware data-center tools and technologies to support high availability and assured disaster recovery for a variety of business-critical applications. Mitel communications solutions can become an integral part of that framework, supporting and leveraging VMware's modules from top to bottom. IT manages the organization's communications solution just as they do other applications, working with the systems and tools they know.

Whether you depend on VMware, Salesforce.com, Google Android, Microsoft, or another IT framework, Mitel solutions fit into that framework, providing a convenient, cost-effective, rich communications solution that blends with your other high-value business technologies.

SIMPLIFIED, CENTRALIZED IT MANAGEMENT

Mitel solutions make IT's management tasks easier. A simplified web-based management architecture reduces the time and resources needed to perform tasks and administer changes. A multiplatform solution can be managed as if it were on a single platform, right from an administrator's web browser.

New employees can be provisioned quickly. And integration with Microsoft Active Directory means users can be configured once, saving valuable time and simplifying large deployments.

COST SAVINGS AND QUICK ROI

Mitel's open, fully modular Freedom Architecture is agnostic when it comes to data infrastructure and communications components. It frees you from a walled garden approach that forces you into proprietary technologies, letting you choose the UC components that work best for you, from any vendor.

Providing the full range of UC capabilities on your existing infrastructure, and evolving with your changing IT strategies, Mitel communications and collaboration solutions are highly cost-effective, delivering a rapid return on your communications investment.

KEY COMPONENTS AND FEATURES
CHOOSE THE COMPONENTS YOU NEED FROM MITEL'S COMPLETE UCC SOLUTION.

Mi**Voice**

Mi**Collab**

Mi**Contact Center**

Mi**Cloud**

Mi**Voice**

Mitel MiVoice delivers all the tools you need for productive voice communication, including call control platforms and phones. It provides seamless communication among employees, partners, and customers throughout your business with features like auto-attendant, audio conferencing, Automatic Call Distribution, hot desking, mobile twinning, teleworking, and reporting.

MiVoice is available in two packages—MiVoice Business and MiVoice Office. MiVoice Business is a highly-scalable and reliable software-only solution that can be deployed on industry standard servers, as a virtual appliance, or on purpose-built Mitel controllers to meet the needs of larger organizations.

MiVoice Office is a turnkey appliance for businesses with up to 150 users. A hybrid digital/IP solution, with a full suite of embedded UC applications, it delivers powerful communications tools while simplifying their management.

MiVoice also has one of the most comprehensive portfolios of IP desktop devices in the industry. Designed with ergonomics and office aesthetics in mind, and geared to address the many diverse communications needs of today's workers, MiVoice IP phones give users easy, intuitive access to feature-rich telephone and advanced desktop applications enabled by the Mitel MiVoice platform.

Mi**Collab**

MiCollab provides users with a single point of access for all their communications tools. This includes presence information, messaging and visual voice mail, and softphone capabilities that provide workers with an in-office communications experience regardless of location or device. Available for the desktop, for all leading mobile devices or tablets, and as a web client, MiCollab Client provides location-based routing and softphone capabilities that lower costs by enabling calls over WiFi.

Mitel MiCollab provides an integrated set of collaboration capabilities, including scheduled and ad-hoc conferencing, desktop and application sharing, multi-point video conferencing, private and public chat, web-based collaboration—everything needed to ensure effective collaboration, whether scheduled or ad hoc.

Mi**Contact Center**

MiContact Center provides robust, highly flexible and feature-rich contact center solutions, including agent and supervisor productivity tools, real-time and historic reporting, sophisticated call routing, customer self-service tools, and support for multi-media communication, including voice, email, web chat and social media.

MiContact Center is available in packages that support the needs of all sizes and types of contact center, from small workgroups or departments up to large-scale contact centers with multiple locations and remote agents.

Mi**Cloud**

You can deploy MiVoice, MiCollab, and MiContact Center in a private, public, or hybrid cloud. Private cloud deployment lets you deploy in your own data center or on dedicated servers in a service provider's data center.

If you want to leave management of your communications solutions to a provider, and replace a capital expense with a monthly subscription fee, UC as a Service is a good option. Mitel is partnered with several service providers that deliver UC as a Service offerings based on Mitel solutions. In the US, it offers its own public cloud offering, MiCloud as a Service.

You can also choose to deploy on both the public and a private cloud, housing some applications in the private cloud or on premises and others in the public cloud. It's ideal if you need to keep critical, security-sensitive information on-site but still want to benefit from services delivered in the public cloud.

## Deploy where you want, how you want, when you want

Mitel Communications solutions leverage your existing investment in technology, adding value with the communications and collaboration features that you need to achieve your business goals. Whether it is an on-premise legacy or IP deployment, virtualized, cloud based, or a combination, Mitel solutions work with your other critical business applications.

The Mitel solution's single software stream means it can easily accommodate your changing needs and preferences over time. So you can deploy on premise today, and then move to the cloud tomorrow. The software stays the same— only the location changes. And that can include a private, public or hybrid cloud.

Mitel's open architecture, single software stream, and virtualization capabilities make it all possible, delivering a lower total cost of ownership and a quicker ROI.

BUSINESS COMMUNICATIONS DEPLOYED YOUR WAY—
ON PREMISE, IN THE CLOUD, OR BOTH

Mitel's Freedom Architecture, single software stream, and industry leading virtualization capabilities mean you can deploy your communications solution in the public cloud, a private cloud, or both.
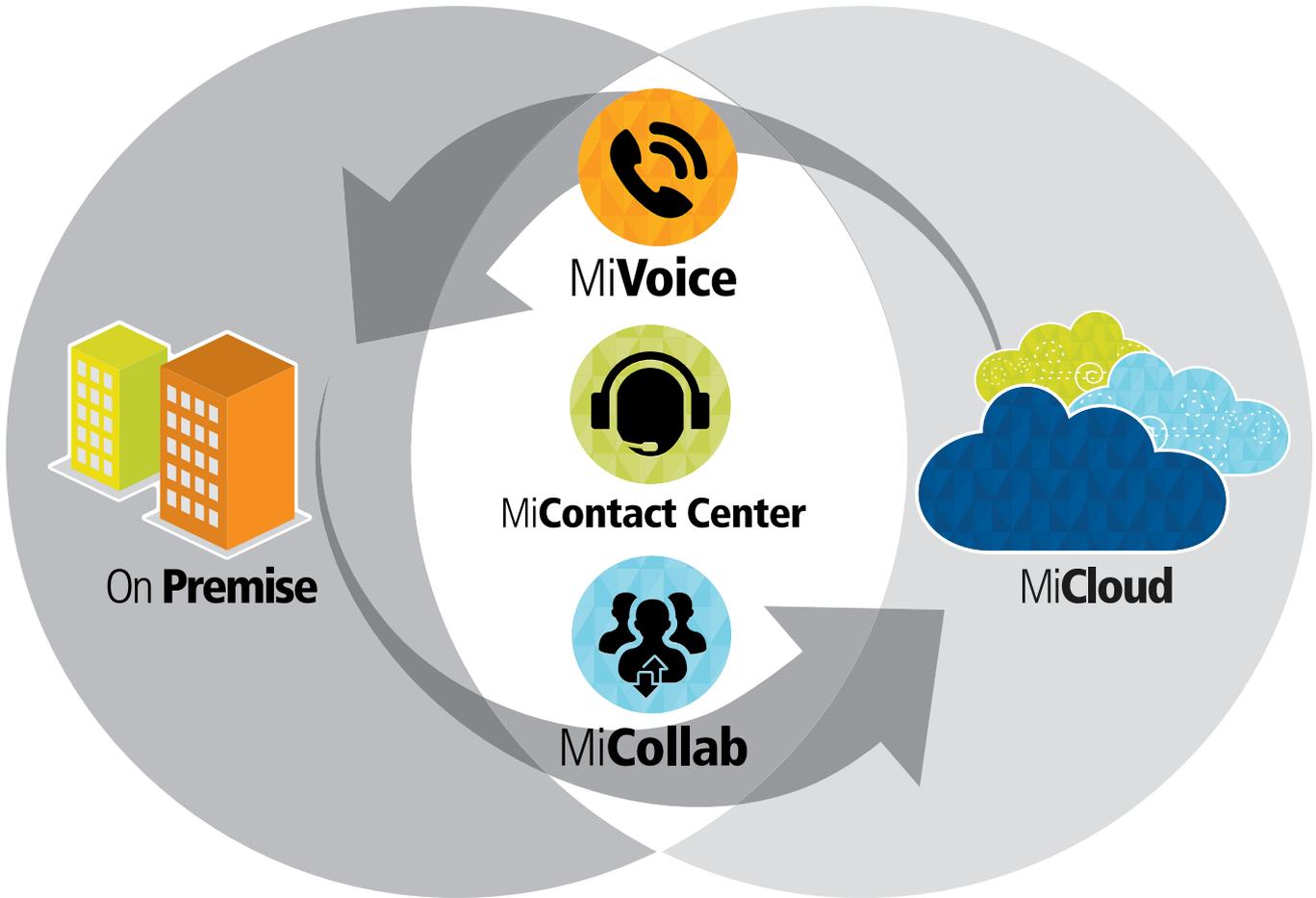
ABOUT MITEL

Our globally connected world has forced businesses to rethink how they communicate. Mobile lifestyles, a flood of technology, economic pressures and an "always on" mentality have created both opportunity and challenges for organizations of all sizes.

Mitel® (Nasdaq: MITL) simplifies complex communications and keeps businesses in step with the pace of change. Our innovations make it easier to connect and collaborate, while reducing costs and implementation headaches. We partner with market leaders like VMware® and Research in Motion® (RIM®) to make our solutions integrate seamlessly with theirs—increasing value to customers.

Mitel's Freedom Architecture is transforming the industry, providing the flexibility and simplicity required for today's dynamic work environment. Through a single cloud-ready software stream, Mitel delivers a powerful suite of advanced communications and collaboration capabilities that provides freedom from walled garden architectures, enables organizations to implement best-of-breed solutions, extends the "in-office" experience anywhere and on any device, and offers a choice of commercial options to fit business needs.

MITEL | SIMPLY COMMUNICATING®

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