

# MITEL MiVOICE BUSINESS

## GAIN AN EDGE

Intent on maintaining a competitive edge and gaining success in today's dynamic markets? Seize the advantage—maximize ROI by enhancing your business communication, collaboration, and customer responsiveness. Mitel®'s MiVoice Business unified communications platform delivers a highly flexible, feature-rich IP telephony system that is scalable and simple to manage. It's designed to meet the needs of businesses from 5 to 65,000 users, whether they have a single site or multi-site networks that span the globe.

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### KEY BENEFITS

- **Single, Cloud-Ready Software Stream**
- **An In-Office Experience Anywhere**
- **Rich Unified Communications Experience**
- **Freedom from a Walled Garden**
- **Architecture**
- **Business Continuity**

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### SINGLE, CLOUD-READY SOFTWARE STREAM

MiVoice Business (formerly Mitel Communications Director) is a single, cloud-ready software stream that supports a range of deployment models: distributed, centralized, private and public cloud, or hybrid. MiVoice Business can be deployed on the hardware that best fits a customer's IT strategy Mitel 3300 Controllers, or virtualized or non-virtualized industry standard servers. As your organization evolves from one deployment model to another (e.g., from distributed 3300 Controllers to centralized or even to a virtualized deployment in a private cloud), software licenses are portable from one deployment model to another — delivering a strong and future-proof total cost of ownership (TCO).

### RICH UNIFIED COMMUNICATIONS EXPERIENCE

Mitel helps businesses respond to real-world business challenges with unified communications solutions that drive productivity, improve performance, and reduce costs. MiVoice Business is the foundation that delivers the seamless integration of voice, email, unified messaging, mobility, presence, conferencing, contact center applications, and more — enabling faster, more effective communication.

Mitel enables businesses to offer functionality tailored to the needs of specific job roles and individual preferences based on varying needs for external communication, the need to collaborate with others, degree of mobility, and other role-based drivers.

### AN IN-OFFICE EXPERIENCE ANYWHERE

With MiVoice Business mobility is a core element — instead of an add-on piece. With MiVoice Business your business can benefit from native mobility support for capabilities, such as desk phone twinning, active call hand-off between a desk phone and mobile device, single number identity, hot desking, and integration with BlackBerry's® Mobile Voice System (MVS). With MiVoice Business employees are provide with the freedom to communicate from wherever their business takes them, without the burden of escalating mobility costs.

## **FREEDOM FROM WALLED GARDEN ARCHITECTURES**

MiVoice Business is based on an open, fully modular architecture that makes it agnostic when it comes to data infrastructure and UC components from other vendors allowing MiVoice Business to be deployed on industry standard hardware. Mitel provides integration with most of the industry's most widely deployed back office applications, including email, presence and instant messaging (IM) engines, and customer relationship management (CRM) solutions.

## **BUSINESS CONTINUITY**

MiVoice Business's distributed architecture offers business continuity via resiliency and reliability options in the event of a network outage or hardware failure. In addition to the 3300 Controller redundant hardware option, MiVoice Business can be run on certified Stratus® servers, which deliver both processor redundancy and RAID-protected hard drives, dual hot-swappable power supplies and fans, and redundant network connections.

MiVoice Business can be deployed in vSphere virtual environments as well, further enabling you to take advantage of the business continuity services available through VMware®— offering the ability to perform an automatic restart of virtual machines on alternate servers when a server failure happens.

In addition to enabling pre-planned disaster recovery management policies for when a primary data center or server cluster is put out of service, virtual cluster can also be recreated on a backup data center.

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## **KEY FEATURES**

- **Mobility**
  - **Unified Messaging**
  - **Contact Center**
  - **Simple, Powerful Web Based Management**
  - **Full Range of Mitel IP Desktop Portfolio and Accessories**
  - **Deployment Flexibility**
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## **MOBILITY**

With MiVoice Business, employees have the same "in-office" communications experience from anywhere with a single identity, phone number, voice mailbox, and extension. MiVoice Business's embedded mobility solutions, such as basic Twinning, Dynamic Extension, and Hot Desking, and integration with BlackBerry Mobile Voice System (MVS), deliver employees greater freedom to communicate from wherever their business takes them, without the burden of escalating mobility costs.

## **DYNAMIC EXTENSION**

MiVoice Business's embedded Dynamic Extension solution provides users with the ultimate in cost-effective, "no compromise" mobility by letting employees select up to eight devices (regardless of device type) to act as their business phone, so all of their phone numbers collapse into one, giving them a single identity through their business extension.

## **HOT DESKING**

Ensure employees continue to be accessible and productive no matter which business location they are working from. Hot Desking allows employees to log into any Mitel MiVoice IP Phone, located at any of your offices, or even at home, so they can access personal preferences and have their calls routed to the device they are logged in to. In fact, with External Hot Desking employees can even log into external communications devices, such as their home phone, in order to take calls just like they would if they were using a Mitel handset.

## **MITEL MOBILITY FOR BLACKBERRY MOBILE VOICE SYSTEM**

With the combination of MiVoice Business and BlackBerry MVS, BlackBerry smartphones become extensions of the company's PBX, providing a single interface to all employees' business communications needs and securely maintaining a single identity for both inbound and outbound dialing. Customers always know where employees can be reached and the company can present them with a single corporate identity throughout the calling experience.

## UNIFIED MESSAGING

Employees have anywhere, anytime access to messages with an integrated, fully-featured voice mail system, unified messaging, and an automated attendant.

## CONTACT CENTER

Help ensure the delivery of excellent customer service that nurtures relationships with MiVoice Business's fully integrated contact center solution. Embedded agent and supervisor tools drive productivity in your contact center to ensure operational efficiency.

## SIMPLE, POWERFUL, WEB-BASED MANAGEMENT

MiVoice Business in conjunction with the Mitel MiVoice Enterprise Manager deliver a broad range of administration functions and capabilities all within a simplified web-based management architecture that reduces the time and resources required to perform tasks and administer changes. An administrator can administer a multi-platform MiVoice Business solution from their web browser as if it was a single platform solution. System changes are automatically synchronized across the solution, and management control and tasks can be delegated across the organization, rather than relying on a centralized point.

## SIMPLE END USER PROVISIONING

Administrators can quickly provision new employees with pre-formatted departmental and role-based templates. Employee information is automatically shared across all the other MiVoice Business solutions in the network to ensure that any employee on any system can immediately contact the newly added employees. Integration with Microsoft® Active Directory® means you can configure a user once in Active Directory, and the user will automatically be assigned a role template and configured within MiVoice Business – saving your business considerable time, and simplifying large deployments.

## FULL RANGE OF MITEL MIVOICE IP DESKTOP PORTFOLIO

MiVoice Business supports a full range of MiVoice IP Desktop devices and accessories. From affordable entry-level phones to products that deliver advanced applications to the desktop, Mitel offers a broad range of analog, digital, and IP phones; consoles; softphones; conference units; and peripherals. Building on a legacy of success at the desktop, Mitel phones combine the ergonomics, feature-richness, and voice quality users expect.

## DEPLOYMENT FLEXIBILITY

Mitel's innovative MiVoice Business call control software allows you to operate your communications system with flexibility, ease, and reliability on your choice of platform:

- The family of Mitel 3300 Controllers
- Industry standard servers from Oracle®, HP®, IBM®, and Dell®
- VMware® vSphere™ 5.0 virtualization platform, for businesses that want to manage communications like any other application in their data center
- Multi-Instance deployment for high-density call control required by large businesses and service providers

This choice supports a range of deployment models (distributed, centralized, private and public cloud) and is future proof – as your IT strategy shifts, so too can your communications strategy.

## STANDARDS-BASED ARCHITECTURE

MiVoice Business adheres to industry standards, enabling businesses to leverage existing business infrastructure and provide a smooth transition path to the network-centric communications model. MiVoice Business's core call control features and functionality are the same regardless of the hardware platform. MiVoice Business operates across virtually any LAN / WAN infrastructure, coupled with native support for legacy networking standards such as Q.SIG and DPNSS in addition to digital trunking protocols for PSTN access, offering businesses the ability to protect existing investments irrespective of legacy PBX, while delivering all the advantages of a converged infrastructure.

## SIP PROTOCOL SUPPORT

In support of Mitel's support for open standards, MiVoice Business natively supports connection to both SIP lineside devices and SIP trunks. No extra hardware or software is required to support SIP users or trunks, greatly simplifying the solution administration when using the SIP Protocol. Mitel is at the forefront of SIP leadership with our SIP Center of Excellence, a dedicated lab providing pro-active interop testing and validation with market-leading third-party network devices, endpoints, and service provider configurations.

## INTEGRATION WITH BUSINESS APPLICATIONS

In concert with the Mitel Open Integration Gateway (OIG), MiVoice Business seamlessly delivers call control capabilities in to your core business applications to drive workflow process efficiencies in your day to day operations.

**TECHNICAL SPECIFICATIONS**

**LANGUAGES SUPPORTED**

English, French, Spanish (Europe), Spanish (Latin America), Dutch, Italian, German, Portuguese (Europe), Portuguese (Brazil), Romanian, Russian, Swedish, Polish, Simplified Chinese.

**ISS HARDWARE REQUIREMENTS**

SPECIFICATIONS	
CPU	Dual CPU, Quad Core Intel Nehalem®, Intel 55xx (2.26 GHz minimum), or later revision with Hyperthreading enabled
Hard Drive	146 GB SATA x2 (292 GB), 146 GB usable
RAM	6 GB
NIC	Integrated Dual 10/100/1000 Mbps

**SUPPORTED MITEL PLATFORMS**

MIVOICE BUSINESS RELEASE 6.0	
Mitel Standard Linux <sup>1</sup> (MSL)	MSL 9.3
Mitel StreamLine	Release 1.0
Mitel Open Integration Gateway	Release 1.0

**SUPPORTED MITEL APPLICATIONS**

MIVOICE BUSINESS RELEASE 6.0	
Mitel MiCollab (formerly Mitel Applications Suite)	Release 5.0
Mitel MiCollab Client (formerly Unified Communicator® Advanced)	Release 6.0
Mitel MiCollab: Unified Messaging (formerly NuPoint™ Unified Messaging on MAS)	Release 6.0
Mitel MiCollab: Speech Auto-Attendant	Release 6.0
Mitel MiCollab: Audio, Web, and Video Conferencing (formerly Mitel Collaboration Advanced)	Release 5.0
Mitel MiVoice Border Gateway	Release 8.0
Mitel NuPoint™ Unified Messaging	Release 6.0
Mitel Speech Auto-Attendant	Release 6.0
Mitel MiContact Center Enterprise / Business Edition (formerly Contact Center Solution Enterprise / Business Edition)	Release 6.0.2
Mitel MiContact Center IVR Routing (formerly Mitel Contact Center Solutions IVR)	Release 6.0.2
Mitel MiVoice Call Accounting (formerly Mitel Call Accounting)	Release 6.0.2

<sup>1</sup>Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

**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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