

MiCloud Unified Communications As A Service



MiCloud UCaaS

Mitel enables partners to offer Unified Communications as a Service (UCaaS)

More and more businesses are looking to grow without incurring a significant increase in real estate and human resource. Cloud communications can help businesses achieve these objectives through better communication and collaboration.

Mitel MiCloud is a scalable business communications service that allows organisations to dramatically reduce the capital investment, complexity and support cost associated with an on-premise solution. When combined with secure resilient network connectivity, your customers have access to a comprehensive communications suite that includes IP telephony, unified communications and collaboration in one managed service.

MiCloud UCaaS has been designed to provide Mitel Authorized Partners with a simple, cost effective way of offering cloud based business communications to customers. Mitel host and support the service in a secure data centre and the channel partner leverages their existing skills; understanding customer requirements, implementing the solution and managing the ongoing relationship.

A simple, cost-effective way of offering cloud communications

- *MiCloud UCaaS enables Mitel Authorized Partners to offer cloud based communications without making an upfront investment in datacentre infrastructure or specialist cloud resources.*
- *Mitel take care of the data centre, licence provisioning and third line support, leaving you to focus on the customer's needs, configure their solution and manage the ongoing relationship.*

Protect your base by expanding your portfolio

- *Many organisations around the world are familiar with Mitel as a supplier of business communications. Our users enjoy the same feature rich communications environment on-premise, in the cloud or as a hybrid deployment. Your customers may be reviewing their IT strategy, engaging with specialist cloud partners and making plans for the future. Having a Mitel cloud communication offering enables you to protect your base and secures your place at the table!*

Build value in your business through recurring cloud revenue

- *Cloud providers are working in a growing market with predictable recurring revenue streams. As new users are added, cloud revenue grows exponentially. As a result, the market places a higher value on businesses offering cloud services.*

Your opportunity to create a highly differentiated cloud offer

- *MiCloud UCaaS delivers a wide range of cloud communication capabilities extending from reliable, feature rich voice through to messaging, collaboration and mobile working.*
- *Option to add multimedia contact centre, call recording and business analytics.*
- *By combining MiCloud with your own business applications and services, your business can offer unique solutions focused on specific business challenges or industry sector needs.*

MiCloud Unified Communications As A Service

Target customer

- For organisations with 50 - 50,000 users
- Striving to improve productivity through better communication and team working
- With predictable service levels and operational expenditure
- Looking for managed business communications
- Ideally suited to distributed organisations with multiple offices and/or mobile workers

MiCloud UCaaS

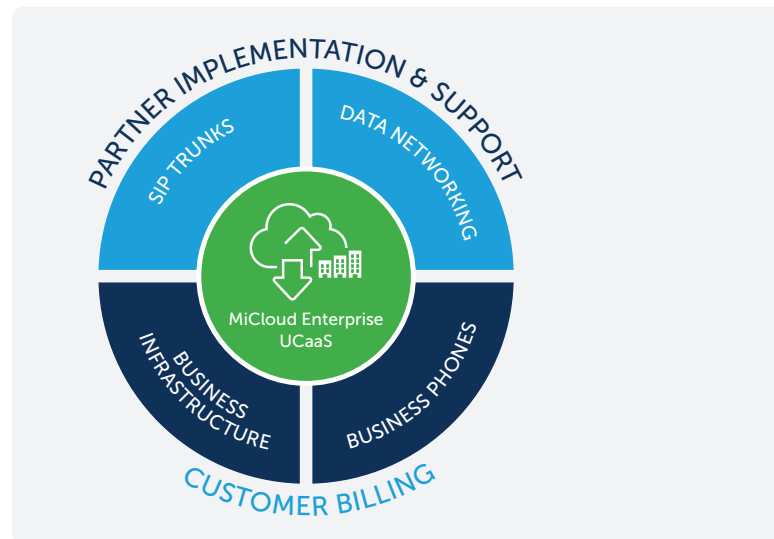
- Hundreds of call control features available as standard
- Hotdesking - make any desk your own
- Single Number Identity - incoming calls to any device
- Unified messaging, auto attendant, recorded announcements, and visual voicemail
- Dynamic Status - drive device availability through calendar entry, location or connectivity
- Voice, secure instant messaging and video across desktop and mobile devices
- Corporate directory with presence information - make better communication decisions
- Enable teamwork using audio, video and web conferencing

MiCloud Data Centre

- Delivered from a secure, high availability datacentre
- Leverages VMware® vCloud® capabilities to maximise availability
- Software assurance, upgrades and support included

MiContact Center

- Support voice, email, fax, web chat, and social media interaction. Integrate with IMAP email systems (eg: Microsoft Exchange or Gmail)
- Interactive Voice Response (IVR) and advanced routing to intelligently manage caller expectations through self-service menus and in queue announcements
- Tools for forecasting and reporting on agents and queues.
- Call recording in support of compliance and quality monitoring



Simplified implementation

- Choose from four licence types optimised for office, knowledge and mobile workers
- Wide range of IP phones, softphones and specialist devices available on a buy or lease basis
- Bring your own network connectivity
- Configure the system to customer requirements
- Manage ongoing customer relationship and billing
- Option to add Business Analytics

Mitel IP Phones, specialist devices and accessories

- MiVoice 5304 Basic IP display phone
- MiVoice 5312 Entry key system phone
- MiVoice 5324 Mainstream key system phone
- MiVoice 5320 Entry business phone
- MiVoice 5330 Mainstream business phone
- MiVoice 5340 Premium business phone
- MiVoice 5360 Executive phone
- MiVoice Conference Phone
- MiVoice Video Phone
- MiVoice 5540/MiVoice Business attendant consoles
- MiVoice Phone Options - add programmable key modules, cordless handsets and headsets, analogue interface modules