Upgrade to MiVoice Business Solution

The Best Choice to evolve your Communications

Growth is the goal for businesses worldwide. In an ever-changing market landscape, you face opportunities or business requirements that demand changes in technology. To make matters worse, the communications platform that you chose in the past, no longer has a path to evolve to meet those business needs, nor scale to the trajectory that your organization is heading. Are you looking for an opportunity to evolve your communications capabilities? Explore Mitel's MiVoice Business to see how we can grow your business capability.

Resolving Migration Barriers

When evaluating communications platforms, there are always barriers that get in the way. It is important that the communications solution that you choose can cater for those mandatory capabilities you require or the constraints that you face.

Common Communications and Collaboration

Even though business-wide communications systems have existed for a long-time, the expansion of communications products has fragmented the baseline communications and collaboration capability of many businesses. Delivering a common communications and collaboration solution to all your employees, no matter their role, is the first fundamental need.

Evolving Communications Capabilities

The range of evolutionary next steps can vary tremendously depending on your requirements. Have you been:

- Utilizing a voice only solution and want to add collaboration?
- Investing in business applications to accelerate your business and integrating communications to that application will drive incremental efficiency?
- Evaluating embarking on customer experience investments, building out a contact center or integrating your contact center with your business to leverage the strength of all employees?
- Adding new locations or capabilities and need to protect previous investments or retain critical communication infrastructure?
- Dwelling on how to evolve to next generation communications solutions while retaining familiarity with existing devices or prior generation solutions for your employees.

Maintain Control of Communications IT

Fully outsourcing requirements and giving up control of your critical communications capabilities can be a scary prospect. For many businesses having the ability to meet specific requirements over and above a baseline offer is critical for success:

- Deploying communications in the ideal location (either physically onsite, with a partner or in a public cloud) to maximize the business needs and commercial efficiencies.
- Having solutions that help your business meet statutory regulations that are expected of your business in the locations that you operate in.
- Full control of maintaining and upgrading systems when it is right for your business and in the maintenance window that you choose.

Mitel
Powering connections

- Retaining local business communications capability at your locations when a connection or internet failure occurs.

Current System Has No / Limited Evolution Path

As technology changes and the constraints of communications providers evolve, communications platforms that once were state of the art reach their technological capacity and fail to meet new business expectations. If you face the prospect of evolving your capabilities with another solution, have the peace of mind that Mitel can help you find the right alternative solution utilizing the breadth of offer with MiVoice Business.

MiVoice Business Solution Value

Today's modern organizations provide flexibility and choice for where employees work. The employee in the "new normal" might work in an office, at home or mobile somewhere in between. MiVoice Business enables your business to communicate and collaborate more effectively, no matter where your employees choose to work.

Deployment Choice and Flexibility

MiVoice Business provides unparalleled choice and flexibility when finding the deployment model to fit your organization's individual requirements. Whether you wish to deploy on-site, private cloud or in public cloud, and consume it with a one-time CapEx or monthly subscription OpEx commercial model, Mitel has the solution for you:

- Onsite – Choice of EX, MXe, AX or SMBC Controllers
- Private Cloud - VMware and Hyper-V virtualization in your datacenter or your Partner's datacenter
- Public Cloud – Align to business application deployments in Azure, AWS and more

Complete Communications Solution

Businesses of all sizes are looking for comprehensive communications that ensures continuous personal and team productivity. By integrating unified communications, collaboration, desktop phones, and contact centers into a single solution, MiVoice Business delivers a seamless workflow that is simple and straightforward:

- Communications – Robust feature set, call routing and configuration capabilities for desktop, soft client or mobile to meet any calling need.
- Collaboration – Messaging, video, team workspaces and directory access delivered via MiCollab.
- Contact Center – Full omnichannel customer experience suite delivered via MiContact Center Business and Workforce Optimization Solution.
- Integrations – Broad suite of integrations to business applications aligned to your vertical industry.

Robust Feature Set to Replace Unique Communications

No matter which legacy communications or collaboration platform your business currently uses, MiVoice Business provides a significant and comparable feature set to your current solution. With Mitel's global skilled and trained Partner technician network, your unique calling and collaboration workflows that you have built your business upon can be replaced and your business operations maintained while gaining access to modern cloud capabilities.

Solutions and Integrations with Key Applications

Every business has its core business operations platforms (CRM, ERP, POS), applications specific to their vertical industry or collaboration solutions they have made a commitment to. Mitel's MiVoice Business solution co-exists or integrates to many of these Applications:

- For customers already utilizing Microsoft Teams for collaboration, MiCollab's Telephony Only Client provides a best-in-class, integration of calling and voice functionality – all done via MiVoice Business and MiCollab.

- Vertical business application integrations ranging from off the shelf integrations to unique professional service engagements.
  See your Mitel Partner for details.

Compatibility with Devices

Customers can enjoy a broad range of IP and SIP devices that operate with MiVoice Business:

- Mitel's 6900 Series IP Phones are designed for all levels of your business. These open SIP phones integrate effortlessly with MiVoice Business, models provide full features for the executive to the basic shared office phone and provide user-friendly and smooth calling experience.
- Mobile integration capabilities allow users to pair their mobile phone directly to the 6900 IP phones to allow the management of both mobile phone and IP calls on a single device.
- Use your Mitel 6900 IP device for video web conference audio, integrate presence capability to your MiCollab collaboration solution to show when you are busy.
- Mitel provides seamless migration paths for numerous legacy Mitel phone models to MiVoice Business. Ask your Mitel Partner representative for more details.

MiContact Center Business Options

Enhance your customer journeys and keep employees productive and engaged with Mitel's enterprise-grade, omnichannel customer experience management platform that integrates with MiVoice Business:

- Empower your customers.
- Drive Agent and supervisor productivity.
- Streamline your operations.
- Drive value on a CX platform that scales with your business.

24x7 Software and Maintenance Support

Keeping your business current and prepared for the latest technology is the ideal way to invest in your digital evolution. Mitel Software Assurance provides:

- Software Updates – adapt your system to changing needs with access to the latest software releases, service packs and user training.
- Continuous Operability – Keep working without disruption when systems are challenged leveraging Mitel's technical Support services and Hotfixes.
- Security and Compliance – Shields up against increasing threats from cyber-attacks and IT compliance requirements.

Grow your MiVoice Business

Growth is a fundamental goal for any business. From driving incremental revenue to expanding customers or simply making your employees more efficient or productive. Mitel's MiVoice Business solution provides opportunity to grow your business through smart adoption of incremental collaboration and customer experience capabilities. As a result of increased business, business expansion and or employee growth, MiVoice Business can scale to thousands of seats within the same solutions.

Adopt New Capabilities

Drive employee productivity and improved customer experience by adopting MiVoice Business solution capability:

- Collaboration options with MiCollab – add video meetings with MiTeam Meetings.
- Integrate MiCollab Telephony only client with Microsoft Teams.
- Add a new company auto attended with Mitel Voice Assist - a smart, multi-language, speech-based Auto-Assistant with base IVR capabilities.
- Implement mass notification communications with Mitel Revolution to keep all employees apprised in times of a broadcast messaging need.
- Evaluate MiContact Center Business for integrating omnichannel customer experience management. Connect call center agents with the rest of the employee base.

System with Employee Growth

As your business grows, your business expands and you hire more employees, MiVoice Business can grow with you:

- Leverage MiVoice Business Small Business Controller (SMBC) in smaller branch locations and as you add new business locations.
- Upgrade to MiVoice Business with the peace of mind that the platform scales to thousands of users leveraging the EX and MXe Controllers.

Contact your Mitel Partner

To explore how you can upgrade your communications and collaboration to MiVoice Business Solution, contact your Mitel Channel Partner for more details.

mitel.com

Mitel
Powering connections

© Copyright 2023, Mitel Networks Corporation. All Rights Reserved. The Mitel word and logo are trademarks of Mitel Networks Corporation.
Any reference to third party trademarks are for reference only and Mitel makes no representation of ownership of these marks.

connectivity point 866-782-0200 connectivitypoint.com Call (866) 782-0200 or email us at CPSales@connectivitypoint.com to get a quote started today.