

# Why Choose Mitel



## PROVIDING UNPARALLELED CUSTOMER CHOICE

As you evaluate the next step in your organization's unified communications (UC) journey, there are many considerations to get the right solution. Mitel provides unparalleled UC choice that can deliver everything you need.

### Customer Requirements

Here are just a few of the considerations that lead customers like you to choose Mitel:

#### Communications Architecture

- Deploy as part of the UC solution onsite
- Virtualize in a private cloud data center
- Align deployment with other business applications architecture and deploy in a public cloud (e.g., AWS, Azure)
- Keep it simple with an off-the-shelf UCaaS solution
- Always on business uptime and local site survivability in case of outage
- Align deployment to sovereign data storage, security or privacy laws

#### Employee Productivity

- Integrate communications with a business application or industry compliance standard
- Ability for all employee types (knowledge, information and service workers) to collaborate and interact seamlessly via a single company solution and directory
- Deployment of omnichannel customer experience for your clients while providing integrated communications between contact center staff and rest of employee base (knowledge experts)

- Seamlessly use mobile, mobility (IP-DECT) or desktop devices no matter where your employees might work

#### Incumbent Solutions

- Integrate telephony with Microsoft Teams.
- Maintain existing onsite solution while evolving for growth via cloud (subscription or UCaaS)
- Maintain your devices and calling capabilities when migrating to cloud
- Maintain legacy communication capabilities your business requires (e.g. fixed or analog devices critical for business; legacy call servers in remote locations, etc.)

#### Commercial Options

- Budget for monthly recurring license payments via subscription or one-time perpetual licensing as a capital expense



## CIO's Dilemma

As a CIO / IT Manager, you'll face multiple decisions when evaluating the next step in your communications. Have you faced any of these?

- You have several unique requirements, but solutions are "one size fits all" with limited ability to modify
- A cloud data center architecture is inconsistent with your geographic model, compliance needs, or model for existing business applications
- You're unable to use existing solutions while evolving and growing with new cloud capabilities
- You have a lump sum, time-bound budget and need a CapEx licensing model
- You're quoted a robust contact center solution with features you'll never use
- You have modern video tools perfectly built for knowledge workers but have difficulty integrating information or service workers to communications or collaboration
- You're struggling with increasing license fees for adding telephony to your video collaboration solution
- You're unable to cater for legacy/analog solutions with modern cloud solutions



## Mitel's Solution: Choice

These dilemmas are common when assessing providers that provide a "one size fits all" solution. With 50 years of communications and collaboration experience, Mitel understands that every business is different with needs that will change over time. Catering for all these requirements comes naturally to us, allowing Mitel to deliver exactly what your business needs.

### Small Business to Large Enterprise Products

Whether you're a small business or large enterprise, Mitel has a communication and collaboration solution for you:

**MiVoice Office 400 with Mitel One** for small businesses.

**MiVoice Business with MiCollab** for mid-sized businesses with configurations for organizations of all sizes.

**MiVoice MX-ONE with MiCollab** for large enterprise and government organizations.

**MiVoice 5000 with MiCollab** for mid-sized to large enterprises in French speaking markets.

**RingCentral MVP** for Mitel businesses looking for a UCaaS solution.

### Communications Architecture

Mitel provides a complete set of architecture choices to suit your specific needs.

For many organizations, maintaining control of architecture, releases updates, maintenance windows and compliance is very important. Aligning architecture of communications to other business applications is also a key factor. Mitel gives you the choice to deploy your call control, collaboration and contact center in a public cloud (e.g., AWS, Azure, Nutanix), private cloud, virtualized in your or your partner's data center, or via a traditional on-site deployment.

You have the choice to build onto existing on-site solutions by growing through cloud

deployments while continuing to stay current with the legacy deployment or migrate entirely to a dedicated instance cloud solution.

Once you've selected a solution, you also have the choice between monthly recurring payments or a one-time expense with perpetual licensing, depending on your budget requirements.

## Communications, Collaboration and Customer Experience

Mitel can help get the most out of your employees whether a cloud solution is the right fit or not.

**Collaboration:** We offer a range of collaboration offers including MiCollab and Mitel One for all employee types - knowledge, information or service workers - so all employees can interact seamlessly via a single company solution and directory. Many of the modern video calling platforms are great for knowledge worker staff but can isolate other parts of your workforce.

**Contact Center:** Whether you manage a small business or large enterprise, customer experience can make or break your business. Mitel's breadth of offers includes MiContact Center Business, MiContact Center Enterprise and Workgroups for small businesses, allowing you to choose the best solution to better serve your clients. More importantly, Mitel ensures your contact center employees are integrated with the rest of your staff via the same collaboration solution to drive productivity and solve customer needs more effectively across your entire workforce.

**Devices & Accessories:** While soft clients are available for all Mitel solutions, Mitel is known for our exceptional range of desk phones.

The ability to communicate and collaborate via mobile, mobility (IP-DECT) or desktop devices provides significant value for organizations where a physical device is necessary.

## Supporting What You Can't Live Without

With the explosion in video conferencing usage sparked by the pandemic, many organizations are committed to Microsoft Teams.



While Microsoft Teams may be a great tool for your knowledge workers in an office or working remotely at home, it's not the best tool for employees in information worker or service worker positions. Mitel provides the choice to leverage your Mitel solution with Microsoft Teams to provide functionality for all workers and save on escalating Microsoft license costs. In addition, you can integrate best-in-class call control to business applications where integrated calling would be of benefit, such as your CRM platform.

If you're sweating previous communications investments, grow your business with Mitel via hybrid cloud solutions. Maintain the old while you enable business growth with the new. Talk to your Mitel channel partner about how you can maintain your existing devices with new cloud calling capabilities.

In addition, for the legacy communications capabilities that you just have to keep (e.g., fixed or analogue devices critical for business; legacy generation call servers in remote locations, etc.), Mitel offers choices to retain them and continue to evolve and grow your business with the cloud of your choice.

## APIs for Integration and More

As you consider the next step in your communications evolution, consider how you might use Mitel phone, messaging, video meetings and contact center within your business applications. Mitel calling and collaboration APIs are available from the Mitel Developer Portal for those custom application development ideas or critical integration needs.

If you have developers within your IT organization or relationships with system integrator developers, find tutorials, sample code and APIs on [developer.mitel.io](https://developer.mitel.io).

## Summary: The Intangibles

Mitel offers unparalleled choice and flexibility when considering the next step for your organization's business communications needs. With over 4,000 channel partners worldwide, who bring a wealth of incremental IT products, integration services and maintenance, there is a choice for a Mitel solution no matter where or how you operate.

**New to Mitel?** Find your closest local Mitel partner on [mitel.com](https://mitel.com).

**Already a Mitel customer?** Leverage your current Mitel partner to ensure you have the latest feature and security capabilities with Mitel Software Assurance or to explore new solutions to modernize your communications experience.