

# Cloud Communications

Mobile-Ready, Customer-Focused, Cloud-Driven



Cloud communications brings mobility, simplicity and customer centricity to enterprise communications and collaboration. Created in the cloud with a mobility-first mindset, unify your communications and business applications into a single, seamless and secure solution designed to improve customer experiences and increase productivity. Cloud Communications builds functionality as you require it and scales as the needs of the business change.



## It's everything you want, with none of the things you don't.

When you think about business communications, it's much more than voice and email. It's an integral part of your business that impacts employees, partners and customers. Beyond just connectivity, businesses today need mobility, unity, reliability, simplicity and security out of their communications platform. Yet fulfilling those requirements can be a challenge, particularly as organizations try to extend those capabilities across multiple offices, mobile workers and a multitude of different devices.

Cloud communications are designed to deliver a unique experience for the mobile cloud generation. It delivers a complete communications solution in the cloud to enable unified, scalable, mobile communications to anyone, anywhere, on any device. It's everything an organization needs to take its enterprise communications to the next level—more mobility, rich collaboration, better customer experiences—without the cost and complexity of a traditional, premises based communications system.

Improve the way you communicate by eliminating the barriers to collaboration, enhancing customer service and tying your existing business applications together through an easy-to-use interface. At the core of our cloud solution

is a proven portfolio of products delivered by Mitel including:

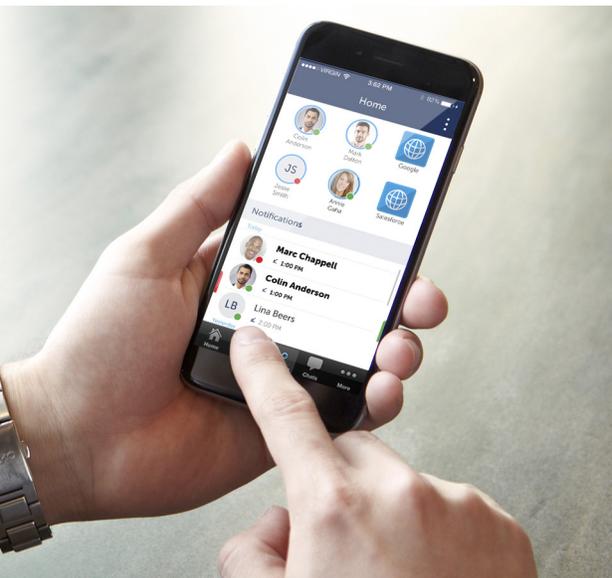
- *MiVoice mobile IP voice communications (including MiVoice Conference)*
- *MiCloud Video for video-based communications*
- *MiCollab cloud collaboration tools*
- *MiCloud Contact Center*
- *MiCloud Call Recording*
- *MiCloud IVR*
- *MiVoice Analytics to monitor and improve call experiences*
- *Seamless disaster recovery and business continuity products (including survivable branch appliances)*
- *And a broad portfolio of IP/SIP-enabled phones*

You can harness the power and scale of the cloud for better communications without disrupting your business. Easy integrations with Microsoft Lync/Skype for Business, Salesforce, Google and other business applications enhance your communications. You can scale your solution up or down as your needs change, quickly add new users or connect new offices, activate new features in minutes and do it all while driving down your communications and customer care costs.

## Collaborate smarter.

Real-time communications is the key to better collaboration. With UCaaS, you get the built-in capabilities of MiCollab to foster real-time collaboration using voice, video, IM, document sharing and more—all from a single, unified application that moves seamlessly between desktops, mobile devices and the cloud.

- *Bring Microsoft Outlook, Lotus Notes, Google, Lync/Skype and other applications into the conversation for true unified communications*
- *Enjoy robust features including presence-based awareness, instant video communication, visual voicemail, attendant console and much more*



## Master mobility.

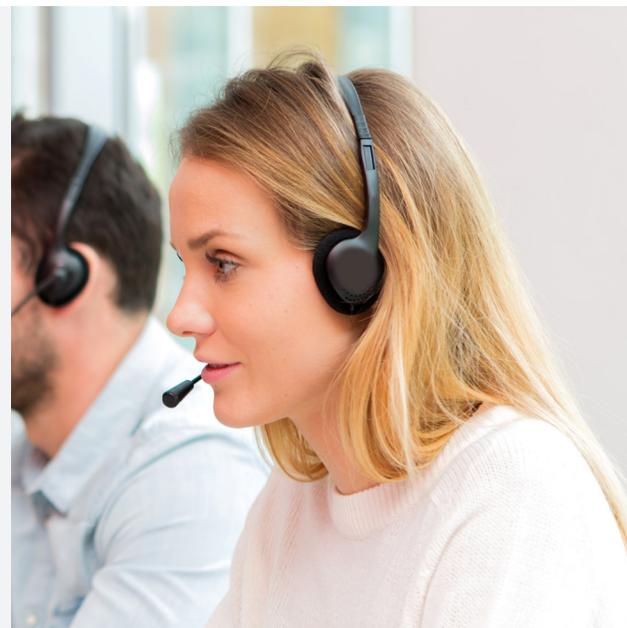
Mobile communications is a mandate in a world where millennials will soon make up more than half of the workforce. Cloud communications brings mobility into all communications and allows colleagues and customers to choose how they communicate.

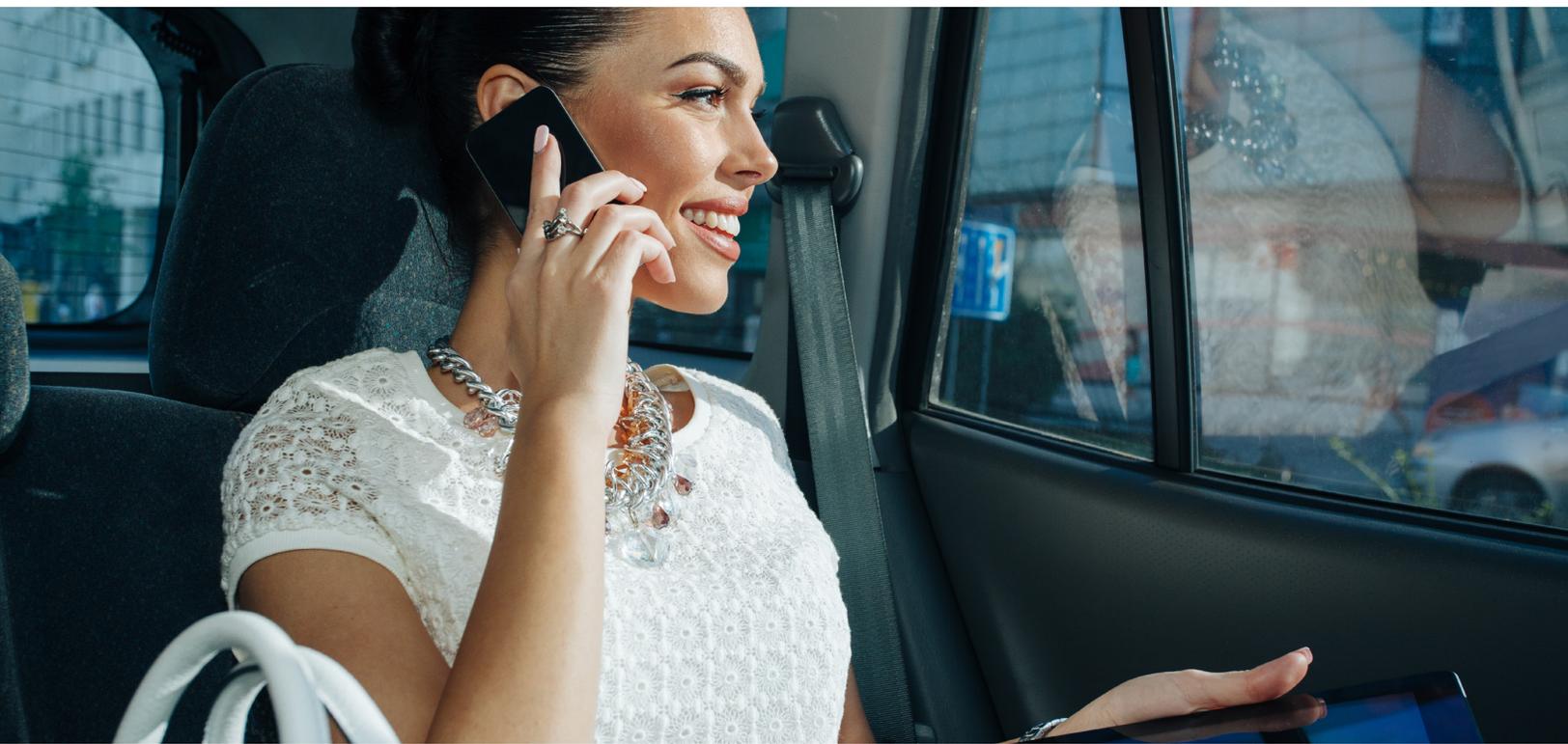
- *Deliver a single communications portal that displays consistently on desktops, laptops, smartphones and tablets including Android, BlackBerry, iOS and Microsoft devices*
- *Give customers the freedom to communicate using voice, email, text or chat from any device*

## Delight your customers.

Businesses face a new generation of consumers who expect personalized service, high availability, simplicity and the flexibility of self-service. We deliver those features through MiCloud Contact Center: an enterprise-class contact center solution with built-in intelligence and advanced customer service features.

- *Combine your contact center with CRM or other business applications to deliver real-time customer intelligence to agents across any medium (voice, video, chat, etc.)*
- *Identify customers based on stored profiles and intelligently route them to the right agents/resources*
- *Deliver advanced self-service capabilities including announced wait times based on media choices*





## The Cloud is your path to better communications.

### **It's completely secure.**

Communications are hosted in secure, tier 4 data centers with advanced security measures including full encryption. Our cloud centers are built to satisfy the most stringent security standards and are fully certified to meet SOX, PCI, HIPAA and FINRA compliance.

### **It's customer focused.**

By choosing MiCloud UCaaS as your next-generation customer care solution, you're giving customers more choices, faster responses, personalized interactions and self-service capabilities that save them time (and save you money).

### **It's reliable.**

Your communications will never go down because of a single network outage or hardware failure. Mitel's cloud features multiple geo-redundant instances so that natural disasters or mechanical failures don't impact your business' ability to communicate with colleagues and customers.

### **It saves you money.**

Enterprises can realize big savings by moving their communications into the cloud. MiCloud UCaaS features valued bundle pricing to minimize licensing costs and a scalable pay-as-you-grow model that ensures enterprises don't pay for capacity they don't need.

### **It saves you time.**

MiCloud UCaaS can be quickly deployed across a global footprint and, once deployed, your IT department no longer has to spend hours provisioning, maintaining and upgrading hardware and software. MiCloud UCaaS is available as a completely managed service in the cloud; Mitel maintains the data center environment, and in coordination with the partner provisions the extra capacity when needed and handles software upgrades.

## Mitel Phones

Buy, rent and lease options available.



MICOLLAB CLIENT



MiVOICE CONFERENCE PHONE



MiVOICE 5360 IP PHONE



MiVOICE 5340e IP PHONE



MiVOICE 5330e IP PHONE



MiVOICE 5320e IP PHONE



MiVOICE 5607 HANDSET

# Mitel: Trusted by 60 million customers, tested 2 billion times per day.

Enterprises need a communications provider they can trust to protect their business, drive innovation and deliver exceptional customer service. Today, thousands of enterprises around the world trust Mitel to turn communication into their competitive advantage:

- #1 market leader globally in Cloud
- #1 in US/EMEA/APAC in cloud users
- Fastest growing cloud provider
- More than 2 Million users globally

"We migrated to Mitel's hosted unified communication solution and the benefits are clear. It has allowed us to connect 10 of our offices and remote employees, enabling them to stay connected and collaborate with ease. The solution was affordable, scalable, high quality, and more importantly, dependable."

Daniel Rivera, Technical Manager Services  
Make-A-Wish America



For more information on how Mitel Cloud Communications can help you, please contact: 800-722-1301 • [mitel.com](http://mitel.com)