

# UNIFIED COMMUNICATIONS

## A SMART INVESTMENT

### THE CLOUD

#### THE OPPORTUNITY

##### UNIFIED COMMUNICATIONS

- UNIFIES** communications silos
- ADDS** capabilities such as single number identity, hotdesking and presence
- SIMPLIFIES** communications and collaboration
- ENABLES** multimedia contact center capabilities



#### 6 key components of UC:

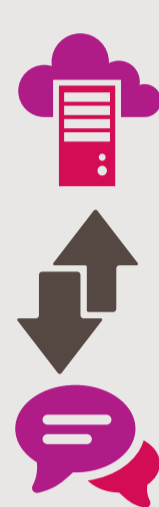
- Mobility
- Presence
- Collaboration
- Unified messaging
- Contact center
- Business application integration



#### Virtualization meets voice

##### MITEL UNIFIED COMMUNICATIONS

- Get more from your virtualization investment by adding unified communications
- Manage voice just like any other business application
- Leverage common data center processes and skillsets



#### THE BENEFITS

##### WHY RUN UC IN THE CLOUD?

- BUSINESS CONTINUITY**
- CAPACITY MANAGEMENT**
- PREDICTABLE SERVICE LEVEL AND COST**
- ACCESS TO LATEST UNIFIED COMMUNICATIONS CAPABILITIES**

#### Benefits of hybrid

- Manage migration from premises to cloud
- Leverage ROI on existing systems wherever it makes business sense
- Move from premises to cloud without changing desktop behavior

#### Flexibility is key in cloud-based UC

- Mitel supports deployment in:
- Public cloud
  - Private cloud
  - Hybrid cloud

Building on existing frameworks = efficiencies and economies of scale



#### THE MITEL ADVANTAGE

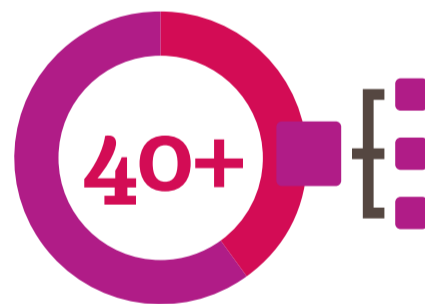
##### SNAP-IN COMMUNICATIONS Mitel's UC app fits with your chosen IT frameworks:

#### You can swap frameworks without reinvesting in unified communications

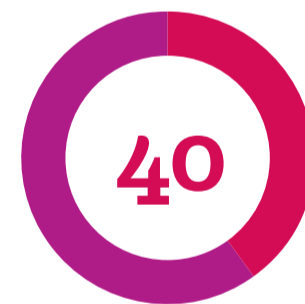
##### APPS WITH A DIFFERENCE

##### Mitel's customer-facing UC features:

- Platform-optimized mobile experiences
- Collaboration
- Contact center



The percentage of Mitel UC applications sold today that are configured for deployment on virtual machines



Percentage of the workforce that will be mobile in 2016<sup>3</sup>

#### MICLOUD UC: THE POWER OF THREE



MiVoice

Delivers reliable call control and feature rich intelligence



MiCollab

Enables individuals to work together as though they were face-to-face



MiContact Center

Clients can communicate in the medium of their choice

**4,000+**

The number of Mitel virtual appliance systems running at customer sites

#### TOTAL ECONOMIC IMPACT OF MITEL VIRTUAL SOLUTIONS

Forrester Research conducted a Total Economic Impact study of an enterprise that implemented Mitel Virtual Solutions for Unified Communications.

Its interviews and subsequent financial analysis found that the organization experienced the benefits, costs and a risk-adjusted ROI summarized below:

ROI	Payback Period	Total Benefits (PV)	Total Costs (PV)	Net Present Value (NPV)
84%	7.8 months	\$450,290	(\$245,140)	\$205,150

#### THE CASE FOR CLOUD-BASED UC ENVIRONMENT:

- Remove management headaches of separate phone, mobile and IT-based email and conferencing systems
- Streamline end users' collaborative work ventures
- Eliminate additional hardware/software costs that come with separate voice and IT silos
- Improve enterprise ability to manage business continuity and technology obsolescence risks
- Enable IT to move from maintenance into competitive differentiation mode



For more information, visit [mitel.com](http://mitel.com)

<sup>1</sup> Unified Communications Market - Global Industry Analysis, Size, Share, Trends and Forecast, 2012 - 2018. Transparency Market Research

<sup>2</sup> Forecast Overview: Public Cloud Services, Worldwide, 2011-2016, 2Q12 Update, Gartner

<sup>3</sup> Gartner press release. Note: This is a figure attributed by Gartner's press release to comments by Peter Sondergaard, senior vice president at Gartner and global head of Research, at Gartner Symposium/ITXpo 2012

<sup>4</sup> The Total Economic Impact of Mitel Virtual Solutions, Forrester Research, January, 2012