

Mitel MiVoice Business

A Cloud-Ready Communications Solution
That You Can Deploy and Adapt Your Way



Today's world of business is increasingly fast-paced, highly competitive, and global in nature.

Mitel understands that having the right business communications solution for your business is critical to business success. Mitel's MiVoice Business communications solution provides businesses like yours with the foundation to building a real-time communications landscape that allows employees to remain connected with colleagues and clients - no matter where their day takes them and no matter what device they choose to use.



While there are numerous ways that businesses and their clients can connect with each other, voice remains at the core of a business unified communications solution.

Key Benefits

- Rich unified communications experience
- Single, cloud-ready software stream
- An in-office experience anywhere
- Freedom from a walled garden architecture
- Business Continuity

Rich Unified Communications Experience

From the demand for more freedom in the way employees can work to the ability to bring their own devices, it is becoming increasingly difficult for businesses to stay ahead of the game.

Mitel has helped over 60 million businesses respond to real-world business challenges with unified communications solutions that drive productivity, improve performance, and reduce costs.

MiVoice Business is the foundation to a real-time communications solution that delivers the seamless integration of voice, email, unified messaging, mobility, presence, conferencing, contact center applications, and more – enabling faster, more effective communication.

MiVoice Business can help your business with addressing communications-based solutions tailored to the different needs of your employees. Whether it's related to job roles, varying levels of mobility within or outside of the business, or daily use of industry frameworks, Mitel MiVoice Business has your

business covered. With integration to many of today's commonly used services, such as Google, Microsoft and Salesforce and support for unified communications clients for mobile operating systems, such as iOS, Android and BlackBerry, MiVoice Business helps provide communications efficiencies directly within the service or device allowing your employees to remain connected - no matter where their day takes them.

Single Cloud-Ready Software Stream

The right communications solution can not only make all the difference in increasing organizational productivity, but can also help your business respond to the ever changing business environment.

"Do more with less" has become the mantra for many businesses today. At the same time, IT organizations are being asked to focus on more strategic objectives that can help drive competitive advantage and tangible value for their business.

This is why solution/server deployment technologies like virtualization and solution delivery models, such as private/ public cloud have gained momentum in the business landscape.

MiVoice Business is a single, cloud-ready software stream that supports a range of deployment models: distributed, centralized, private cloud, public cloud, or even hybrid public/private model and supports a range of hardware platforms to best fit your IT strategy - highly available redundant, virtualized, and non-virtualized industry standard servers.

In fact, with MiVoice Business as your organization's IT strategy evolves (for example: from distributed servers in multiple sites to a single, virtualized datacenter) it can evolve with your business – delivering a strong and future-proof total cost of ownership (TCO) for your business's unified communications investment.

An In-Office Experience Anywhere

The reality of the current business landscape is that work often takes employees away from their desks, and their desk phone. To counter this, most client facing employees often have a mobile phone so that they can remain reachable wherever they go.

The problem that often results from this is how to make that mobile device more integrated with the business, so that it is simply not just a 'bolt on' remedy.

With MiVoice Business mobility is a core element – instead of an add-on piece - ensuring client facing employees don't miss important customer calls and allowing external mobile devices to become more integrated within the business.

Through MiVoice Business your business can benefit from native mobility support for capabilities, such as desk phone twinning, active call hand-off between a desk phone and mobile device, single number identity, and hot desking into external communications devices, so that it acts like their business desk phone.

With MiVoice Business employees are provided with the freedom to communicate from wherever their workday takes them, without the burden of escalating mobility costs for your business.

Freedom From Walled Garden Architectures

Organizations can no longer afford to be trapped in closed, single-vendor network architectures. They need the flexibility to make decisions based on business objectives; rather than based upon limitations imposed by their technology infrastructure.

An open network architecture can help minimize long-term costs, optimize productivity and provide the ability to leverage investments you may have already made in existing infrastructure & business frameworks.

MiVoice Business is based on an open, fully modular architecture that makes it agnostic when it comes to data infrastructure and UC components from other vendors, allowing MiVoice Business to be deployed on industry standard hardware and in fit within a wide range of data network architectures.

Furthermore Mitel provides integration with most of the industry's most widely deployed back office



applications, including email, presence and instant messaging (IM) engines, and customer relationship management (CRM) solutions, such as Salesforce.

With Mitel and MiVoice Business you can freely change your network infrastructure to suit your business objectives, and your Mitel communications solution can evolve with you.

Business Continuity = Peace of Mind

If your business communications solution became inoperable how long would it be until it impacted your business? Business communications is a vital part of the success for almost every business and therefore it is important that it delivers reliability, resiliency, and availability in order to minimize any possible negative impact on the success of your business.

MiVoice Business's flexible architecture offers business continuity via resiliency and reliability options in the event of a network outage or hardware failure. In addition to the redundant hardware options of the purpose built Mitel 3300 Controller, the MiVoice Business communications software can also run on certified Stratus® servers, which deliver processor redundancy, RAID-protected hard drives, dual hot-swappable power supplies & fans, and redundant network connections - offering the highest level of business communications survivability.

The MiVoice Business software can also be deployed in VMware vSphere virtual environments as well, further enabling your business with the business continuity advantages available through VMware® – such as the ability to perform an automatic restart of virtual machines on alternate servers when a server failure happens.

With MiVoice Business your business is provided with a range of business continuity choices when it comes to communications reliability, resiliency, and availability.