

# Mitel MiVoice Business Mobility



## Where You are Should Not Dictate How You Work

Whether you're down the hall conferring with a colleague, across the city at a customer site, or on the other side of the country meeting a prospective client – the moment you leave your desk you're mobile.

Being able to have employees remain connected with the business, so that clients and colleagues can communicate with them, is vital to doing business today.



## Key Benefits

- Seamless Mobility
- Single Number Identity
- Single Mailbox

The need to enable effective 'on-the-go' mobile working makes the adoption of mobile technology fundamental in the workplace. Not only can it provide employees with tools that allow them to remain connected, increase productivity and streamline communications as a whole, but can also play an important role in how individuals and teams increase the levels of client satisfaction.

While historically some businesses chose to maintain both fixed and private wireless networks, others simply handed over mobile phones and opted to pay hefty roaming charges, while their employees traveled the globe. It seemed like the more mobile your business and workforce became, the more you had to spend on support and service – *that is until now.*

Mitel® MiVoice Business helps change the cost of mobility equation. With MiVoice Business mobility is a core element - instead of an add-on piece. By allowing external mobile devices to become more integrated within the business, you can ensure that client facing employees don't miss important customer calls, the moment they leave their desk.

## Expanding Your World of Communications

Technology is influencing almost every aspect of both our personal and workplace lives like never before. The Bring Your Own Device (BYOD) trend is no longer in its infancy, as around two-thirds of employees are using their own smartphones, tablets and other computing devices for work.

This, of course, raises the challenge of effectively integrating these personal mobile devices into the business landscape.

With Mitel MiVoice Business there is no need for proprietary server hardware, or device client software in order to transform any phone with the power of the MiVoice Business communications solution.

MiVoice Business's Dynamic Extension provides employees with access to an "in-office" communications experience from anywhere with any device - all with a single business identity (phone number/ extension and voice mailbox). Plus there is no need to standardize on or buy specific mobile phones for employees are able to use any device, including their own personal phones.

In fact, employees are able to have up to eight devices associated with their business number, regardless of device - a mobile phone, home phone, remote office phone, or any directly dialable device they choose. Allowing them to remain available and connected to the business, enabling more cost-effective communication, quicker problem resolution, and faster decision making.

## Seamless Panoramic Mobility

Dual mode (cellular and Wi-Fi), fixed / mobile convergence allows you to make and receive calls with a single device and roam across Wi-Fi and cellular networks. For example, the cellular call you made or received on the way to the office can be seamlessly handed-off to your company Wi-Fi network as soon as you arrive.

With a single push of a button MiVoice Business Dynamic Extension allows you to hand-off a mobile call to your desk phone – or seamlessly move any call from your desk phone to your mobile phone. You choose – the call will follow.

This helps reduce the need to carry multiple devices, leverages a business WLAN investment and significantly reduces cellular expenses as calls can be routed via the least cost network.

Now when your employees are traveling internationally, they can easily access the corporate communications network using a Wi-Fi connection. Whether it's at the airport, their hotel or even a café – calls can be made and received over the local Wi-Fi connection lowering international calling expenses for your business.

## Single Number Identity - No Matter the Device

Customers, partners and colleagues need only dial your business phone number to reach you on any of the devices you have selected – allowing you to remain connected and accessible from anywhere. For example, while an employee is working at a customer site, a loaned desk phone could serve as their business extension.

Regardless of which device you use to answer or make a call with, your office telephone number is displayed as the Caller Line ID at the other end, and your presence information is automatically updated on the business network, so that colleagues know when you are available. This makes it much easier for others to access the expertise found within your business, no matter where your employees are working, leading to an increase in first-contact resolution.

## Single Mailbox- Reducing Costs and Keeping it Simple

With MiVoice Business's embedded Dynamic Extension mobility solution you only need to manage a single mailbox, instead of having individual mailboxes for each of your devices.

When you are unable to answer a call on any of your devices that are linked with your desk phone, the caller is automatically routed to the business's voice mail system. This not only simplifies your message management, it eliminates the expense of having multiple voice mail services for your other devices.



## MiVoice Business: The Easiest Way to Mobilize Your Company

The right technology is crucial in enabling a remote / mobile workforce to be efficient and effective. With the right tools employees can have an 'in-office' experience from anywhere, on any device – enabling them to continue being productive.

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

With MiVoice Business employees can enjoy an 'in-office' experience no matter where their day takes them and with whatever device they choose.

