



MITEL

Solutions for Government

Mitel – who we are ...

An established player in the public sector, Mitel® is a leader in helping governments migrate to the world of IP communications and meet the modern demands of public service delivery. Mitel's IP platforms are designed to act as both pure IP-based communications systems and as gateways that inter-operate with an organization's existing voice infrastructure and legacy devices regardless of manufacturer.



GOVERNMENT NEEDS

- Improve citizen interactions and public service delivery
- Satisfy citizen queries at first point of contact
- Enhance information management and collaboration
- Improve efficiency, accessibility and productivity of government workers
- Save taxpayer dollars

MITEL GOVERNMENT SOLUTIONS

- Flexible IP-based communications designed to control costs
- Modular contact center suite to add on features when required
- Teleworking tools to support standard and emergency operations
- Messaging solutions to centralize and unify communications

Challenges facing government

Government organizations are the primary providers of public services and must deliver these services across multiple disciplines. The goal is simple – make processes more effective, efficient and adaptable to better deliver citizen-centric services and reduce cost to taxpayers. Yet achieving this goal can present a major challenge.

- Government departments often act as discrete business units, using disparate systems.
- Communications and information access for both citizens and employees are often complex and disjointed leading to frustration.
- Callers are often required to dial several numbers before reaching the department or person they are seeking
- Staff may need to step through many processes before addressing the caller's query.

The Mitel solution

Since the telephone remains a primary method for contacting government organizations, effective telephone communications remains central to any plan to improve and transform citizen access to public services.

- Contact center solutions offer governments an effective means to connect citizens to the right person in the right department for convenient access to services and information.
- With Mitel® IP-based communications, calls are moved to the network to centralize contact and enhance responsiveness.
- For additional cost savings, all sites can be connected by running IP phones remotely from the main phone system over the network to any branch office or distant site connected to the network.
- Operations can be set up anywhere – virtual contact centers supported with teleworking tools can be created to support flexible work alternatives or put into action as mobile command posts when responding to an emergency.
- Speech-enabled Attendant encourages a single-numbering system and reduces switchboard call traffic



it's about **YOU**

Feature for feature, Mitel is setting the standard for government communications

Requirement	Features	Benefits
Enhance citizen interactions and quality of public service delivery	Automated Call Distribution	Faster call resolution of citizen queries.
	Intelligent Queuing	Calls routed to most relevant department / personnel
	Presence and availability tools to improve back office and contact center interaction	Increase communication flow to reduce likelihood of dropped calls in back office and generate greater efficiencies
	Customized integration into CRM packages / back-office integration	Improved ability to achieve first call resolution
	Teleworker tools	Support call center activities with remote-based staff
	Centralized management of citizen queries (phone, email)	Manage all citizen contacts in the same consistent manner across multiple media
Save money	Real-time reporting, agent forecasting tools	Analyze performance to meet service levels, easily share reports with stakeholders, identify spikes in activity to better allocate resources
	Provide an IP gateway to legacy PBXs	Migrate to IP as business drivers and budgets allow
	One network for voice and data	Protect existing and future investments Removes costs and management associated with traditional moves, adds and changes
	Speech recognition to automate internal call transfers	Reduce need for switchboard to answer internal calls and to direct calls from the public
	Simple PC to PC video-conferencing	Remove the need to book with IT, reduces traditional video overhead
Improve staff productivity, accessibility and efficiencies	Teleworking tools	Reduce facilities and overhead expenses
	Messaging, speech recognition, teleworking, secure instant messaging and PC to PC video-conferencing	Eliminate the effects of time and distance on information access and decision-making to achieve a uniform working environment

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