



MITEL

Applications Suite

Business Communications Made Simple

Uncovering new sales opportunities in a highly competitive market requires a communications strategy. Knowing when, where, and how the customer wants to communicate is key to business success. Mitel® Applications Suite (MAS) is a robust communications solution that unifies business critical applications into an easy-to-use, cost-effective solution. MAS simplifies communications while increasing productivity, enhancing customer service and collaboration, as well as reducing total cost of ownership. MAS delivers capabilities such as unified messaging, speech-enabled auto-attendant, mobility, teleworking, sophisticated audio and web conferencing, informal contact centers, and business reporting.

Unified Messaging

From basic voice mail to advanced unified messaging, Mitel NuPoint Unified Messaging™ (UM) allows you to relay, store, and retrieve voice, email, text, and fax messages using the device that suits you best in the moment, whether it be a phone or a PC, from one synchronized message store. Allow employees to maintain constant connection wherever they are by accessing important messages through any device. Whether one is listening to email through text-to-speech capability or playing voice mail through the email client, keeping on top of business communications and being able to choose how to access that information is key.





Professional First Point of Contact

Provide a consistent first point of contact with the Mitel Speech Auto-Attendant. Enable customers to quickly access key resources by saying a person's name, a department name, or a telephone number. Speech Auto-Attendant can provide a significant return on investment by decreasing hold times, freeing up administrative staff to do more productive tasks, and potentially decreasing telephony costs by reducing the number of trunks required to support incoming calls.

Enhance Customer Service

Increase the quality of your customer support by facilitating customer interaction with the Mitel Customer Service Manager (CSM). CSM provides entry-level features which provide a means of efficiently sharing calls amongst a team, and delivers real-time reporting and agent productivity tools to ensure customer service goals are met.

Realize Productivity Gains and Cost Savings

Optimize both employee and system resources with the Mitel Business Dashboard. Deliver real-time and historical reports on everything happening within your Mitel communications system. Business Dashboard enables reporting on direct marketing campaigns, monitors employee performance, and identifies opportunities for improvement and cost savings.

Collaborate Around the World

Improve collaboration and information sharing amongst employees, customers, partners, and suppliers with Mitel Audio & Web Conferencing (AWC). Deliver online presentations and conduct highly interactive meetings. It is simple to set up high-quality meetings, whether scheduled or unscheduled. All you need is an Internet-connected computer and a web browser. You can easily record and save sessions for later viewing.

Telework Remotely

Extend the corporate voice and data network with Mitel Border Gateway (MBG) to virtually any location through a broadband connection. Teleworker Solution provides secure remote connectivity, web portal access to unified communications applications, easy "plug and work" deployment, and exceptional voice quality. Employees retain all of the features and functionality that they enjoy at the office by using a Mitel IP phone or a softphone. Best of all, internal calls for teleworkers are free.

No More "Out of Office"

Allow your mobile employees to stay in touch no matter where they are, or what type of phone they are using. The Mitel Unified Communicator® (UC) Mobile provides a single phone number and single voice mail box to be reached at. Employees can easily access and manage preferences via the mobile client, while administrators are provided extensive communication reporting.

Simplified Administration

Administering MAS is simple and does not require dedicated IT staff. From a single interface, add new users while adding or modifying the applications they need. All of the applications and features of MAS are delivered on a single server, reducing hardware costs and the need for additional rack space.

A Single Unified Access Point

The “My Unified Communications” portal provides a single point to manage communications preferences. Users can add or modify application settings to indicate how they want to be reached. For even greater convenience, employees with Mitel Unified Communicator® (UC) Advanced can launch the MAS user portal or MAS applications directly within UC Advanced. Employees working remotely can now access the user portal securely from any web browser in the world without the need for a VPN connection.

New Solutions for Small Business

MAS integrates with the Mitel Communications Director (MCD) and the Mitel 5000 Communications Platform (CP), highly scalable IP and hybrid communications systems. These seamless MAS integrations deliver advanced IP and hybrid capabilities tailored to your growing business. MAS also integrates with the Inter-Tel Axxess® PBX.

The Mitel Applications Suite can be integrated with a Mitel 3300 CXi II Controller, offering a compact single footprint solution with telephony, advanced applications, data networking, and PSTN or SIP service provider connectivity. In North America, other options available include the MAS software pre-installed on a compact PC Server Appliance or as a software download only, all of which are based on best network fit.

Virtual MAS

The Mitel Applications Suite is supported as a virtual appliance within the VMware® vSphere™ environment and by MCD. Virtual Mitel Applications Suite (Virtual MAS) leverages VMware vSphere 4 to enable businesses to consolidate Mitel's leading unified communications applications in the data center.

Virtual MAS delivers capital cost savings associated with the reduction in server hardware and real estate; operational savings related to the reduction in power and server provisioning costs; as well as productivity improvements and resource efficiencies in data center management and risk mitigation for business continuity and disaster recovery plans.

Mitel Communications Director Software

The Mitel Communications Director (MCD) software provides features and applications that deliver productivity and cost savings for small to medium-sized businesses. MCD's features cover a broad range, from hot desking, where users can log into any phone and make it theirs, to automatic call distribution (ACD), which allows businesses to set up efficient call centers, to a wireless gateway, which allows businesses to provide campus area mobility. In addition, MCD supports advanced applications such as UC Advanced, which provides features such as instant messaging, presence, and softphone to fully enable the collaborative and mobile worker.

Mitel 5000 HX Controller

The seamless integration of MAS and the 5000 HX Controller delivers business applications tailored to smaller business needs – perfect for those businesses that need to manage the transition from digital to IP or wish to deploy both or either one based on infrastructure needs.

Technical Specifications

Server Configuration Modes

LAN (server-only): In this mode, the MAS server is located within the corporate local area network (LAN), secured from the public Internet by an existing business firewall. This deployment configuration can be complimented with MBG to enable certain MAS services to be accessed from the public Internet.

Network edge (server-gateway): In this mode, the MAS server resides parallel to the business firewall and has direct public Internet connectivity, acting as the firewall or Internet gateway for voice communication traffic. The server hardware must be equipped with two Ethernet interfaces – one to connect to the external public Internet and one to connect to the internal LAN. Teleworker Solution and SIP Trunk Proxy are supported in this configuration only.



Languages Supported

English (UK and US)

Hardware Requirements

CPU	Applies to software distribution only. For minimum hardware requirements, consult your Mitel representative.
Hard Drive	250 GB
RAM	4 GB
NIC	Single NIC in LAN mode (server only) or dual NIC when deployed in network edge (server-gateway)
Monitor	Minimum resolution of 800 × 600 pixels
Virtual MAS	Intel®-based server with a minimum Xeon® 55xx Series at 2Ghz or better (supporting Core i7 / Intel Nehalem architecture), with hyper-threading enabled VMware vSphere Client installed on a Microsoft® Windows® workstation. Refer to the VMware website for detailed installation procedures and additional documentation.

Software Requirements

Web Browser	Internet Explorer® release 7.0 or higher
Virtual MAS	VMware ESX® / ESXi™ release 4.0 or later

Supported Mitel Platforms

MAS 2.1

Mitel Standard Linux (MSL)	Release 9.1
MCD	Release 4.0, 4.0 SP1, 4.0 SP2, 4.1, 4.1 SP1, 4.1 SP2
5000 CP, HX Controller	Release 3.2, 4.0
Inter-Tel Axxess	Release 11

Supported Mitel Applications

MAS 2.1

NuPoint UM	Release 4.1
Speech Auto-Attendant	Release 4.1
AWC	Release 3.8
UC Mobile	Release 2.1
CSM	Release 5.1
Business Dashboard	Release 5.1
MBG	Release 5.2 SP1

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