



IN BRIEF

- Over 100 offices worldwide
- Approximately 3,000 employees
- Operating in over 90 countries
- Over 1,500 resellers
- #1 in the U.S. IP SMB market (up to 500 employees) in 2007
(Source: "InfoTrack for Unified Communications; 2008 SMB Market Analysis": InfoTech, July 2008)
- #1 in the U.K. enterprise communications market
(Source: MZA, Global Corded PBX / IP Market 2007)
- #1 in Western Europe IP SMB market (up to 100 employees)
(Source: MZA, Global Corded PBX / IP Market 2007)

About Mitel – EMEA Region

Mitel® is a leading provider of voice, video, and collaborative communication solutions and services for businesses of all sizes. We operate in over 90 countries, offering easy access to our sales and service organization via our network of over 100 offices, which support over 1,500 value-added resellers and partners. Our entrepreneurial heritage, built upon agility and flexibility in the way we serve our customers, has continued over the company's history from the introduction of the first private branch exchange in 1978 to our many innovations in IP communications. Our position as an early innovator and industry consolidator has propelled us into our current market-leading position as the telecommunications industry shifts from legacy technology to IP-based systems.

Mitel Solutions

Our solutions are designed to satisfy the needs of all types and sizes of businesses. With unmatched reliability and scalability, Mitel's solutions enhance employee productivity, increase customer service, reduce costs, and generate new revenue streams. Our approach is unique. We see communications as an investment in a business' ongoing performance – not a one-time equipment acquisition. Our focus on understanding a business' needs means we provide tailored industry specific and user-centric solutions maximizing our customers' return on their investments.

Our portfolio includes communications platforms and gateways, business telephones, and unified communications software applications. Whether for small offices or multinational enterprises, Mitel has the solutions, including hosted offerings and end-to-end managed services, to suit any business model. Our IP migration strategy enables businesses to maintain their existing infrastructure investment while taking advantage of the latest IP technologies. Leading the unified communications market with the latest in presence integration, we provide businesses with what they want – choice.



Managed Services Program

Our TotalSolution Program addresses the total cost of ownership with end-to-end business communications services and solutions. Mitel managed services enable companies to focus on what they do best – running their business. Through relationships with carriers and preferred suppliers, we can take care of all of our customers communications needs for a simple, fixed monthly fee.

Mitel's Portfolio

Business Telephones – Our phones are designed with the individual user in mind, while providing essential business collaboration tools with presence integration. Available in multi-button configurations or with intuitive graphical interfaces, Mitel phones can be industry tailored to suit both standard and specialty applications, including industry-specific terminals for attendants, contact center agents, and command-and-control applications, as well as reliable, secure desktop devices for everyday office use.

Communications Systems – Reliable, flexible, and scalable, Mitel's communications systems, including Mitel SX-200 IP Communications Platform (ICP), Inter-Tel 3000, Inter-Tel 5000, and Mitel 3300 IP Communications Platform (ICP), offer market-leading choice, with best-of-breed options for the small office right up to the multinational enterprise.

Collaboration – Extend teamworking beyond office boundaries with efficient access to information and people, using leading-edge applications such as Mitel Quick Conference, Mitel Your Assistant™, and Inter-Tel Audio and Web Conferencing, and Inter-Tel Unified Communicator. Mitel's solutions offer relevant, presence-enabled business communications and collaboration capabilities to individuals inside and outside of the organization, independent of physical location.

Contact Centre – Reduce costs, intelligently service contacts across multiple channels, and let agents focus on high-value interactions while increasing customer satisfaction. Mitel's customer interaction solutions allow the effective and efficient management of contact centers for both small and large applications and are designed with customer retention, and acquisition, in mind.

Messaging – From basic voicemail to advanced unified messaging, Mitel's Messaging Solutions, including embedded messaging and Mitel NuPoint Messenger™ IP, increase personal productivity, improve accessibility, and protect infrastructure investment.

Mobility – Successful decision making requires immediate access to the right people at the right time. Mitel offers solutions for personal, campus, or enterprise mobility – addressing the needs of the corridor warrior to road warrior. Mobile connectivity, utilising Mitel's Mobile Extension, drives smart business, lowers costs, delivers a competitive advantage, and delivers results "in the moment".

Teleworking – This plug-and-work solution, using a full range of desktop or soft phones, allows companies to offer workers-on-the-go with all the features and functionality of their office phone and full presence at work – wherever they are.

Mitel Strategic Partners

Mitel and our partners develop integrated and innovative solutions, leveraging technology from industry leaders, such as Microsoft®, ProCurve Networking by HP, and Sun Microsystems™. Mitel makes it a priority to build long-term relationships with other companies to create better solutions for our customers. Mitel's Solutions Alliance provides a selection of third-party software and hardware options that integrate seamlessly with Mitel's portfolio.

Doing Business with Mitel

With Mitel it's about the relationship. While addressing the global market, Mitel meets local needs through our branch offices and our network of over 1,500 trained and certified resellers worldwide. Mitel's branch offices and Mitel authorized PARTNERS provide unparalleled customer service and support. Mitel insists on delivering not only an exceptional communications solution tailored to each business, but the support and services that make an initial communications investment pay long-term returns.

Global Headquarters

Tel: +1(613) 592-2122
Fax: +1(613) 592-4784

U.S.

Tel: +1(480) 961-9000
Fax: +1(480) 961-1370

EMEA

Tel: +44(0)1291-430000
Fax: +44(0)1291-430400

CALA

Tel: +1(613) 592-2122
Fax: +1(613) 592-7825

Asia Pacific

Tel: +852 2508 9780
Fax: +852 2508 9232

For more information on our worldwide office locations, visit our website at www.mitel.com/offices

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