

Mitel Unified Communicator Advanced Overview

Every business is comprised of different communities of users, each with unique functions and requirements. You need to provide your user communities with options that fit, while handling conflicting business challenges: employees need to collaborate but it's a geographically dispersed and mobile workforce. While you strive for growth, the operations group is working on reducing your real estate. You want to offer employees a teleworking option but make sure they stay connected and productive. You have to keep an eye on costs and competitors, and try to outmaneuver both.



With Mitel® Unified Communicator® (UC) Advanced, conflicting demands come into balance. It's the solution with options that specifically meet the needs of your user communities, delivering real business benefits: better efficiency and productivity, reduced costs, enhanced responsiveness and streamlined business operations.

Your communications tools communicate

UC Advanced is a desktop application that integrates your communications tools in a secure and centralized system.

UC Advanced gives you real-time access to everyone in the organization, on or off the premises, with user and phone presence information that makes every phone call or instant message (IM) count, and simple ways to manage your personal communications. Employees can find, communicate, and collaborate with others quickly, easily and in the moment.

Improved workday efficiency

A fiscal year is comprised of many workdays. Improving efficiency and enhancing productivity for every employee, every day, is a smart move.

Organizational efficiency results from connecting the right people and information, with no time lost. Presence status is based on calendar data, computer activity, call status and custom settings. A quick check lets you choose the best way to get in touch with a co-worker for greater first contact resolution, and less of that office scourge: telephone tag.

Secure IM is handy for a quick, in-the-moment exchange. Its intuitive interface supports emoticons, far-end typing, and multiple users, and you can drag and drop files securely into a chat to send to one or more people. You can reply to an incoming call with an IM, or set an IM auto response, and IM cuts down the number of voice mail and email messages that you have to deal with.

Dynamic Status integrates your desktop tools by providing a simple interface for you to update your preferences for IM and Presence, and define call routing. You can also give

preferential treatment to certain callers, so you can take your top client calls when you're in a meeting, while other calls go to voice mail. Dynamic Status can also be accessed directly from your PC or remotely, to let everyone know your availability.

For incoming calls, Context-Driven Communications pops up rich information including subject, priority tag and an image of the caller, so you know who's calling. And Knowledge Management delivers instant access to details related to a customer, colleague or supplier when they call, displaying emails, contact entries, and relevant documents before you even say "hello."

You can check your voice mail messages at a glance. Visual Voice Mail is integrated with Mitel's NuPoint Unified Messaging™ so you can see details about voice mails, sort and play messages, check the presence of the sender, then click to call, IM, email or conference in the sender. The easy visual interface cuts time spent on this task.

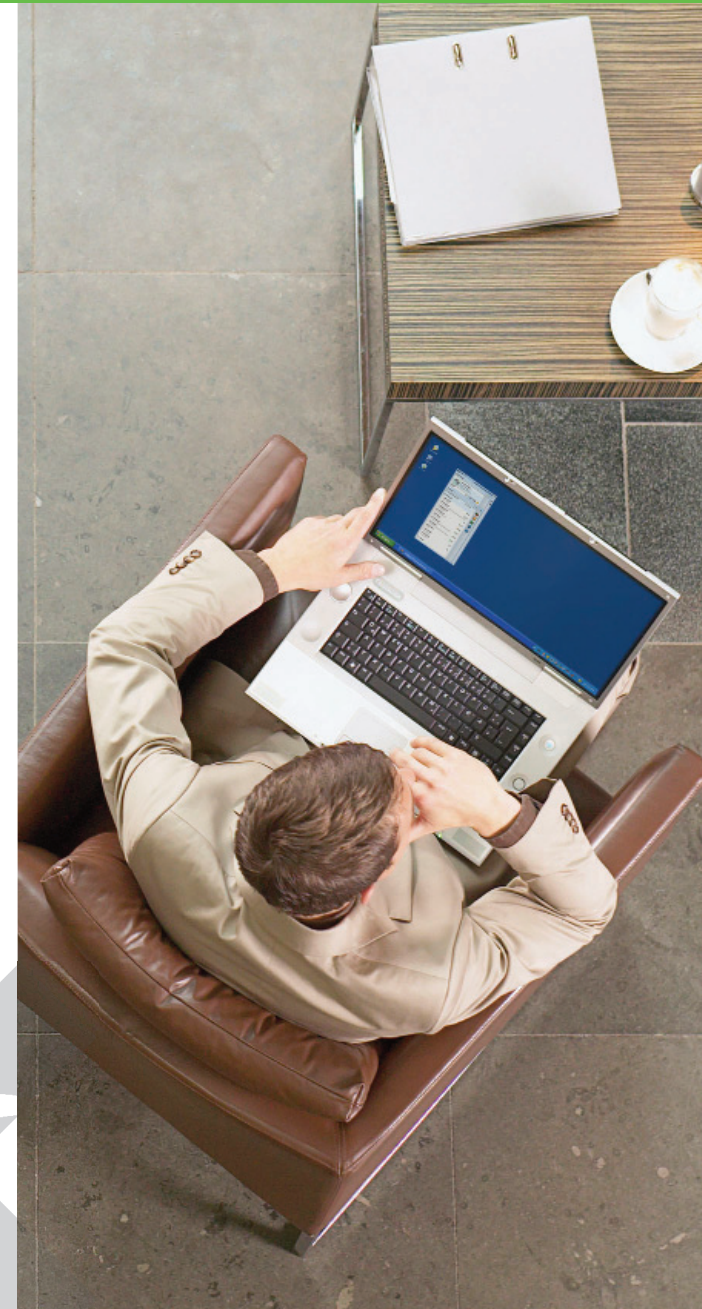
As well, the UC Advanced Launchpad is a single panel for launching the online tasks you perform most. Whether it's opening certain applications, web sites or documents, making a speed-dial call or emailing, you start from one convenient location.

UC Advanced integrates with your other applications for real efficiencies. UC Advanced integrates fully with other Mitel applications and supports tight integration with applications from Microsoft®, including Microsoft Office calendar integration. You can also click to call from within Microsoft IE, Office, and Word, IBM® Lotus Notes® and other Personal Information Management (PIM) applications like ACT.

You can see why UC Advanced has become the de facto core application connecting users throughout the day.

Stay connected, wherever you are

The new Dynamic Extension feature lets you select up to eight different devices to act as your business phone, (for example, a home phone, client phone or a vacation-home



phone) so your many phone numbers collapse into one: your business extension, with all of Mitel's rich in-call features.

Using a simple interface, you set up Personal Rings Groups and decide how your calls are routed with Dynamic Extension, including any preferential treatment for certain callers. You can use your mobile phone, residential set or any phone to make and receive calls as if you were at your desk, so you're always within reach.

You can use a mobile device or a web site to access the UC Advanced Web Portal to update Dynamic Status and check corporate contact details, presence information, and voice mail message details. Wherever you are, you have access to the entire organization and its toolset.

Reduced costs across the board

Every dollar you spend doing business comes off your profit margin. Hosting services, employee travel, facilities expenses, and long-distance charges add up, but what choice do you have?

User communities active on lots of conference calls can benefit from the UC Advanced Mitel Audio and Web Conference (AWC) option. With AWC, any phone call can become an audio or web conference, scheduled or not, with the click of a key. This easy-to-use option eliminates the need to pay for hosted external conferencing services.

As a travel alternative, Mitel TeleCollaboration Solution allows remote participants to join hyper-realistic meetings created using high-definition video and audio with collaboration capabilities. In fact, the visuals are crisp enough that participants can make use of a white board in the viewing area, and other locations can plainly read the writing, with or without zooming in. With a simple, intuitive interface, the Mitel TeleCollaboration Solution can be set up in a meeting room or office, and a browser-based version is also available.

And, the Mitel TeleCollaboration Solution replaces hosted external collaboration services for further savings.

UC Advanced integrates the Mitel Teleworker Solution which enables employees to work anywhere with full access to their desktop features and connection to co-workers. So without compromising user functionality, you can limit your real estate expenditures by instigating work-at-home programs and shared desks for road warriors. You can also establish satellite offices in less expensive areas, meeting your real estate strategies through software solutions.

With the Dynamic Extension option, both road warriors and corridor warriors can make and receive virtually all business calls through the corporate network, decreasing expensive cellular minutes, off-net calling and long-distance charges.

Rapid customer responsiveness

Your customer contact people are the face of your company. Their ability to process requests and queries as quickly and completely as possible reflects on the whole organization.

With UC Advanced, frontline staff can easily check the presence and availability of a subject-matter expert, and contact that person in the most effective way. If required, using AWC adds another person, creating a conference call or a web conference, including shared documents, resulting in a quick resolution to your customer.

Your staff can move quickly onto other queries.

Flexible workplace and business continuity

Today's workforce wants the flexibility to work from home or anywhere, occasionally or permanently. To retain high-performance staff and recruit top-flight talent from a wider area, you need remote office capabilities.

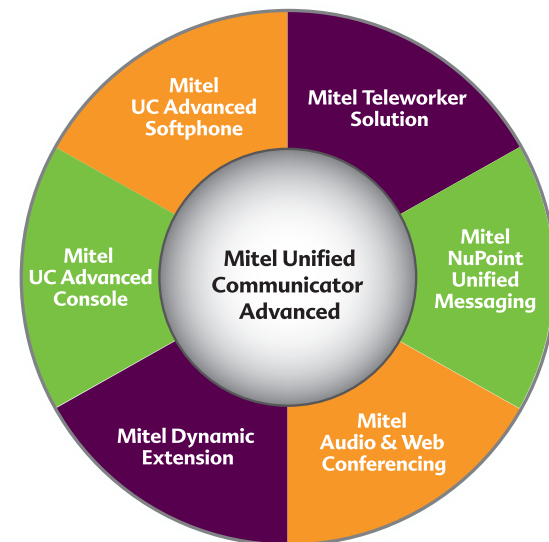
The UC Advanced Softphone is a desktop phone that runs on a PC and the Mitel Teleworker Solution connects remote PCs to the company network. With these features, employees can work from home, grab a cubicle at a customer site or open a laptop anywhere with wireless access, to launch a secure connection to the company network, with real-time access to everyone in the organization.

UC Advanced lets you get creative with functionality: using Dynamic Extension and AWC, you can add a client's phone number as a Dynamic Extension to your Personal Ring Group, then launch an audio and web conference call using AWC, all from your favorite coffee shop.

During a crisis, when people need communication the most, you want to make sure you're connected. Employees with the Mitel Teleworker Solution and Softphone feature can continue to work in any location. And the RSS feed enables head office to broadcast information to employees including emergency notifications.

The smart choice

UC Advanced is designed to meet the needs of the different user communities within your business and balance your business challenges. Starting with the UC Advanced core, you choose to add functionality as you grow or as your user communities' needs evolve. For an efficient and productive workplace and connection to people on- and off-site, UC Advanced delivers smart solutions, loaded with real options.



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