Excellent communications are at the forefront of every professional service providing organisation. Mitel® offers every practice and agency the opportunity to embrace new communication methods that enhance client relationships, work in harmony with Human Resources to support attraction and retention of key employees, better track critical billable time while improving collaboration and contact between colleagues and clients.
THE CHALLENGES

Clients insist services are readily available with direct access to skilled professionals.

The first point of answer to any client call is critical. Presence tools enable receptionists and employees to view the status of a colleague before passing through calls. Hot Desk facilities allow employees to be free to work at locations of choice and still be contacted on one published number.

Attracting and retaining key talent and providing a balanced work/life.

Take advantage of broadband to extend corporate communications into employees homes and client premises. Mobility solutions ensure key staff and fee earners can work from locations of their choice without having to utilise different communication tools, frequently incorporating their own choice of mobile handset.

Accurately billing for chargeable communications.

From simple call recording and telephony charging to integration with specific third party practice management applications, to ensuring all time for communication is billed regardless of location. Mitel® can implement or work with applications that ensure mistakes in billing are reduced and all time is captured.

Costs associated with deployment may seem overwhelming especially when cost removal may be a key business challenge.

Mitel call control is designed to work with Mitel and other manufacturer’s telephone systems, enabling practices and agencies to get the most out of their current telephone system while adding new IP communications and applications via the Mitel platform.

Incorporating voice continuity into well planned Business Continuity programs.

From redundant hardware, resilient call routing, and multiple call answering points to teleworking, speech enable directories, recorded announcements and hot desk facilities with single number reach, Mitel MiVoice Business forms a key part of all voice and business continuity programs.

Corporate Social Responsibility and Environmental Programs now form a key part of business strategy.

At Mitel, the R&D team have integrated power consumption considerations and environmental concerns into all functional design requirements. As a result, the power consumption of our most popular IP phone is amongst the lowest in the industry. The MiVoice 5340 IP phone automatically enter low-power mode that turns off LCD backlight and uses about 80% less energy than full power.
Next generation communications

Professional Service Organisations are facing an increasingly competitive environment. New entrants into the market offer services in different ways resulting in price pressures, while new recruits, especially via graduate intake programs, demand flexible working and are increasingly demanding that consumer technologies they use in their personal lives are available in the work place. Added to this clients now expect services to be available 24 / 7 in many cases with self service help desks.

IP Communications from Mitel provides Professional Practices and agencies with a means of differentiating themselves from the competition.

Mitel’s Professional Service Portfolio enables the professional knowledge worker to be readily accessible to clients and colleagues, and when required be part of a global team working from a location that is most suitable for the employee and the client.

These solutions enhance employee job satisfaction, drive the need to support a work / life balance while always ensuring clients can reach their key contacts at any time from any location while at the same time reducing cost and increasing billable recorded communication time.

Mitel helps you to gain a competitive edge with mobility, collaboration and business continuity solutions that enhance client services, streamline business processes and lower the total cost of ownership and does it all with flexible deployment options and a clear migration path.
Creating the professional impression

Handled properly, telephone communications can create a positive impression of client service, handled incorrectly it will create a negative impact from which the business may not recover. For this reason, having the right tools to manage incoming calls is pivotal to successfully managing contact with clients. To ensure incoming calls are being answered in a timely and professional manner and call traffic is running smoothly, switchboards given to operators who have a complete view of all employees contact status’ are a must. Organisations with multiple offices and offices around the world, turn to Mitel to deploy solutions that provide hot desk facilities across these location with collaboration tools to enable employees to work from any office and collaborate in virtual teams with both their colleagues and clients.

For partners, fee earners and knowledge workers

Over and above the improvements in general communications, Mitel can provide businesses the opportunity to extend the office from a fixed location to a virtual location allowing for and providing new ways of working.

Employees can make calls on a PC without the need for a desktop phone or a mobile device. Utilising broadband and a softphone, users can easily extend communications to their home office or client premises. This has a positive impact on the quality of life for both the employees and the clients who are often forced to work unconventional hours.

Personal assistants and support staff can still manage calls for co-workers and provide traditional manager / secretary support services without being tied to a geographic area, office location or compromising any of the management features they enjoy today.

With Mitel MiCollab Client executives can conduct discreet communications during meetings via secure instant messaging. Workers will not be disrupted by outside sources and can stay in contact with the other members of staff. When presence notification is added, teams no longer need to be co-located, each user can take responsibility for indicating their own availability and contact status.

For the IT department

The reduction of IT and Operations Management related costs are increasingly key performance measure for IT Directors and Managers. Mitel MiVoice Business sits at the heart of supporting these measures.

The acquisition of new office sites often incurs large communication replacement costs. MCD has been designed to also act as a gateway to existing infrastructures allowing migration to Mitel IP telephony to take place over time.

Mitel’s open approach to communications enables professional service organisations to deploy IP communications in a way that makes sense for their organisation. Mitel solutions are data network agnostic and can be deployed on dedicated hardware or industry standard servers.

As a business grows, concerns often surround the cost and complexity of system management. Enterprise Manager is a suite of management tools that allow simple configuration, control and management of Mitel’s enterprise product portfolio. It allows access to multiple sites and systems from a single interface lowering business costs and increasing staff productivity. In addition, our solutions can be deployed as a Virtual Appliance within a VMware environment to simplify support, reduce complexity and improve availability. When moving from a single site solution to a private or public cloud, your investment in IP telephones, software and licensing is protected.
Every bit counts – carbon reduction and IP communications

At Mitel, we are on a journey to reduce our carbon footprint. We have long been engaged in designing and developing technology with a view to environmental sustainability. We aim to reduce our carbon footprint through reducing the energy our products consume.

Along with designing energy efficient products, our aim is to help create new ways of working that not only reduce carbon emissions, but help you to work smarter, not harder and reduce your operating costs.

Individual devices such as phones may not appear to have a big impact on power consumption; however, the cumulative impact of large numbers of devices can have a significant impact on your energy bill. As a result, the power consumption of our most popular IP phone is amongst the lowest in the industry.

However it is not only technology that is playing a role in driving up energy consumption. Individual behaviour seriously impacts carbon emissions. With Mitel, Knowledge Workers and their supporting colleagues can actively reduce travel. Voice over IP allows organisations to move away from a fixed facility approach. Communications can be extended to where the network reaches, be it LAN, WLAN, WAN or broadband. Added to this with audio, web and video conferencing, virtual meeting facilities can be created instantaneously. With conferencing solutions, you can conduct business with colleagues, clients, suppliers and remote staff, regardless of location.

The right decision for you

Mitel is recognised as a leader in helping Professional Service firms migrate to and deploy unified communications. Mitel offers a converged voice communications platform that enables organisations to move to IP communications whenever and however it makes sense. Mitel works with clients to create and develop innovative solutions that don’t break the bank. Mitel’s open standards approach to voice communications allows firms to choose best in class systems and avoid vendor ‘lock in’. Mitel partner with industry leaders including Microsoft, HP Networking and VMware to deliver innovative new IT solutions with real business value.