Mitel Professional Services UK Catalogue for Unified Communications and Collaboration

TABLE OF CONTENTS

SERVICES OVERVIEW

This document provides an overview of Mitel Professional Services for our Unified Communication solutions in the United Kingdom market. Services can be composed of Mitel's and partner's service options in a Co-Delivery model.

To illustrate the services in this catalogue, Mitel present a number of customer stories that outline the customer challenges and exemplify the benefits of using Mitel for these services.
Mitel offers Professional Services for its Unified Communications and Collaboration (UCC) technology. There are a range of service options that are designed to complement our partner's service delivery capabilities on a project by project basis.

Professional Services for UCC help Mitel's customers and partners solve their needs, from the standard implementations of Mitel products to the toughest of technical challenges, of a Mitel solution, and they clear the way for solution implementation, major upgrade or expansion, integrations, and/or network remediation.

Wherever you have a solution with scale, complexity, advanced features, third-party integrations, legacy infrastructure, or uncertain/poor performance, Mitel offers architectural and engineering consulting, high level and detailed soltion design, advanced implementation, and options for advanced applications and integrations.

The next sections in this document expand each Service Type and describe the Service Options and benefits for UCC solutions.

Table 1: Customer/Partner Project Requirements by Stage

PROJECT STAGE	SERVICE TYPE	SERVICE OPTION
Discover & Design	1. Technical Consulting and Design	Solution Health Check
		Solution Architecture
		Solution Design
	2. Network Assessment	Wireless DECT Network Site Engineering
		DECT Survey
	3. Migration	MiVoice Upgrade
		Cloud Migration
Develop & Deploy	4. Advanced Applications and Integrations	Custom Application Development
		Third-Party Integration
		Carrier Interoperability
	5. Standard and advanced Implementation	Standard Configuration
		Advanced Configuration
		Project Management
		Implementation Technical Leader

Professional Services for UCC in this document complement ***Mitel Professional Services for Contact Centers*** and ***MiCloud Service Provider Accelerate Services***.

Customer project requirements for any opportunity are grouped by Customer strategic need as shown in Table 2. These requirements can be translated into project stages and service areas as shown in Table 1. Here the sales team, with the help of a Professional Services quote representative, can select the Service Option(s) to satisfy Customer requirements.

Table 2: Customer Solution Requirements

CUSTOMER STRATEGIC NEED	CUSTOMER PROJECT REQUIREMENT (SAMPLE)
Modernize / Streamline Operations	- Assess data network for Voice/Video over IP - Migrate from Legacy Technology - Migrate to Cloud - Consolidate Infrastructure by Centralizing & Virtualization
Scale	- Add Locations and Users - Change System Resiliency - Add UC capabilities
Integrate	- Extend available features - Integrate third-party applications to enhance users' experience - Assess Carrier Interoperabilty to de-risk rollout

In order to get started with Mitel Professional Services, please contact Mitel Service Solutions at ukservicesolutions@mitel.com

TECHNICAL CONSULTING & DESIGN

Technical Consulting and Design services are scoped and delivered by Mitel experts.

These services are ideal for auditing an organization's existing solution, aligning stakeholders on the target solution requirements, guiding the high level architecture and key design choices, planning of the solution rollout by phase and by location, and detailing designs for each phase. Additional services include providing architectural oversight of the implementation team(s) during solution rollout to ensure that technical issues are efficiently dealt with and that the solution is built as designed. Post implementation these services can provide the information required to ensure that the solution is providing the best possible return on the customer's investment by identify optimization opportunities as the business changes.

These services are particularly valuable to partners who may need to to leverage Mitel's abilities when customers have more advanced needs for scale, advanced features, integrations, and where the customer lacks agreement on their target solution.

Partners can benefit from Mitel's expert discovery methods used to baseline the current solution and gap analysis and from designs that can be implemented with low technical risk.

SERVICE OPTION	DESCRIPTION	HIGHLIGHTS
Solution Health Check	For customers who need to understand their current UCC solution, Mitel will discover solution technical requirements, document system topology, configurations, software releases and patch levels, review system logs, highlight system deficiencies, and summarize recommended actions.	• Build a solution technical baseline • Identify gaps • Get recommendations on improving or evolving your solution
Solution Architecture	When customers are ready to define their target solution, whether it is new or the evolution of an existing solution, then Mitel will: • Discover customer technical and phasing requirements • Guide and align project stakeholders by explaining the benefits and limitations of key architectural choices • Document system components by location and phase • Frame out key configuration parameters • Dimension systems to meet performance requirements • Assess feasibility of third-party integration and interoperability, and define design best practices • Assess areas of risk and build in mitigation strategies Note: If you need to assess your existing solution, then please add Solution Health Chec k	• Rapidly frame out a solution that will meet customer's current and forecast needs • Optimize customer solution value while protecting existing investments • Mitigate technical risk • Avoid surprises
Solution Design	When customers have chosen their solution architecture, whether it is standard or bespoke, Mitel create a detailed design and configuration for each system and each location for the initial phase(s) of the rollout, including all the relevant design best practices and building in ways to avoid implementation risks. The design will be ready to implement by Mitel's and/or partner's delivery team.	• Get a detailed blueprint for customer's solution rollout • Apply advanced product features with confidence • Implement solution with low technical risk

CUSTOMER STORY: SOLUTION DESIGN:

A UK partner required a resilient robust IP telephony system for a major UK retailer with a UK head office and both UK and European retail outlets. The solution was to be resilient between 3 core sites delivering IP voice, DECT, voicemail, voice recording, call centres and regional centralised operators for the retail outlets. Mitel Technical Design Authority worked closely with the UK partner and end client to ensure all requirements were met and were deliverable under the data infrastructure available. The design was fully tested within the end client environment before the commencement of the roll out.

NETWORK ASSESSMENT

These services are for testing existing end customer networks or validating new UCC designs.   Customer will receive a report that documents their performance limits and that recommends specific actions to address any performance-affecting technical issues.

These services are required for deploying or scaling IP voice and video conferencing solutions on existing or new WAN and LAN networks.

Organizations gain confidence that their new UCC solution will perform as expected and any performance issues will be identified before turning up their new communications technology.

SERVICE OPTION	DESCRIPTION	HIGHLIGHTS
Wireless DECT Network Site Engineering	When a customer needs to know how well voice will perform over their existing or planned campus network, leverage Mitel's Wireless Network Site Engineering service to plan and design or remediate an existing solution. Find out if their access point placement and configuration parameters are sufficient and if not, then get recommendations on how to remediate any deficiencies, e.g., changes to engineered zones, access point placement, channel plan, security settings, and avoid interference with third-party systems.	• Make your wireless network mission critical • Get a prescription on what to fix ahead of rollout • Greatly reduce the risk of poor service introduction, e.g.; expensive remediation post-rollout, insecure networks dissatisfied users, poor utility, high support costs
DECT Survey	For customers with existing networks who need to build a baseline of "as built" coverage to support system management. Customer receives an "as built" access point placement, heat map and service coverage diagram, and an assessment and gap analysis of their network versus. their business requirements.	• Get a baseline of customer's current network and figure out what to remedy.

CUSTOMER STORY: DECT SURVEYS:

A large UK retail customer with several hundred stores required DECT handsets for its in-store managers and security staff. The stores are located in a variety of facilities ranging from large purpose built shopping malls to historic buildings which may have many floors with thick brick walls and pillars hiding antiquated piping and asbestos. Before deploying the DECT solution, each migrating or new store was offered a site survey, checking the potential service coverage and identifying potential issues so that remedial work could be carried out. This provides consistency of service across all of the stores.

MIGRATION

These services are for migrating end customer MiVoice from legacy Mitel premise-based telephony solutions to current Mitel technology with options to centralize, change the redundancy, and virtualize the solution. Services are also applicable for migration from a Mitel premise solution to a Mitel Cloud solution whether it is public, private or hybrid.

These services are particularly valuable to partners who need to leverage Mitel's technical skills on legacy technology or who must migrate a higher than usual volume of customers.

SERVICE OPTION	DESCRIPTION	HIGHLIGHTS
MiVoice Upgrade	Engineering analysis to identify steps for a smooth migration from current Mitel solution to the target solution. Customer can take advantage of the upgrade to enhance his solution with optional services (centralize, virtualize, change redundancy). Lab testing may be included in the engineering work. Note: If you need Mitel to assist during the onsite upgrade, then please add Implementation Services as needed	• For customers with older Mitel voice solutions who want to get back on to a supported release, modernize their communications, or to prepare for migrating to a cloud solution. • For partners looking for smooth migrations where the challenge of re-engineering their customer systems is causing delays and may be turning off their customers. • Evolve topology towards target
Cloud Migration	Applicable to medium and larger enterprises who need continuity of user experience, evolution of infrastructure, hands-off management, and simplicity.	• Move on premise customers to the cloud, preserving customer's feature keys and dial plan

CUSTOMER STORY: MIGRATION TO CLOUD:

A UK partner provides managed voice and data services to large UK retailer who had a Mitel solution deployed within its Head Quarters and in some of their retail outlets. They embarked upon a project to migrate the voice to a private cloud solution for all retail outlets accommodating circa 25,000 end user devices. Mitel provided the professional services to complete the migration in less than 1 year for over 500 sites whilst accommodating non-working periods to prevent clashing with key trading periods. Mitel project management was used to manage the deployment and coordination of the Mitel technical design authority, Mitel engineers managing the cloud deployment and third-party service providers managing on-site deployment of end user devices. The roll out achieved a run rate of deploying 10-15 sites per week. The solution comprised of a hosted MiVoice Business deployment across two data centres incorporating full resiliency and incorporated voicemail with standardized answer points for all retail outlets.

ADVANCED APPLICATIONS AND INTEGRATIONS

These Mitel services will make it possible to integrate the Mitel solution with service provider trunks and third-party systems and databases. They also help partners and customers develop custom applications and interfaces using Mitel Application Programming Interfaces (APIs) and Software Development Kits (SDKs).

These services are particularly valuable to partners and end customers who need to leverage specialized technical skills on how to customize the use of Mitel technology.

SERVICE OPTION	DESCRIPTION	HIGHLIGHTS
Custom Application Development	Applicable to any voice or UC solution requiring application development to use Mitel API or SDK features to perform the primary functions of the application.	• Customize the solution to respond to a specific business need
	Mitel perform the development or provide consulting days to partner's/customer's development teams .	
	Note: If you need Mitel to assist during the onsite implementation, then please add Implementation Services as needed	
Third-Party Integration	Applicable to third-party applications that provide additional specific services for end-users or administration team	• Enhance user's experience by implementing a smooth and efficient workflow
	Also applicable to enterprises that migrate to Mitel techonoloy and wish to to maintain existing specific applications.	
	This service typically includes a testing phase in customer premises.	
	Note: If you need Mitel to assist during the implementation phase, then please add Implementation Services as needed.	
Carrier interoperability	For customers that have or plan to contract with a specific SIP trunk carrier, Mitel make interoperability test in lab environement to confirm the interoperability and identify potential feature restrictions. The testing contributes to smooth rollout and overall end-users' satisfaction.	• Reduce the risk of poor or inconsistent user experience when turning up new SIP trunks • Validate that all functions, features and applications are working as expected

CUSTOMER STORY: CUSTOM APPLICATION DEVELOPMENT:

A Mitel partner wanted to reduce the overhead of their IT service desk for a global, UK headquartered customer with a user community of in excess of 15,000 users. Mitel's solution was to deploy a custom application that enabled End Users to reset their password and change some details relating to their voicemail box and their hot desk phone login through a web interface. This relieved the partner's IT service desk of the task of responding to these users requests as users could self-service these changes.

STANDARD AND ADVANCED IMPLEMENTATION

Implementation services consist in designing and configuring features of Mitel platforms and applications. This covers most Unified Communication and Collaboration projects, from the simplest configurations to the most complex, multi-site environments.

These services are particularly valuable to partners who may lack certification or advanced technical skills on Mitel technology, who must implement a higher than usual volume of customers, or where the end customer insists on Mitel's involvement in their project. Partners can choose their Service Option on a location-by-location basis.

Implementation services are delivered in co-delivery mode together with partner. They can be delivered onsite or remotely, depending on the nature of the service and on partner's wish. Implementation services need to be scoped during the Design stage of a project, or before.

SERVICE OPTION	DESCRIPTION	HIGHLIGHTS
Standard Configuration	When partner needs to augment their own service capacity, Mitel can take care of Project Management, database gathering and design, systems installation, software configuration, set placement and/or end-users training.	• Leverage Mitel's long experience in solutions implementation
Advanced Configuration	During implementation projects where there are advanced Mitel solution features, the partner can use Advanced Configuration services for SIP trunking, clustering, redundancy, voicemail migration, programming for contact centers, and programming of advanced UCC features such as Mobile UC, teleworking, audio and web conferencing. Applicable to any voice or UCC solution with advanced features. Depending on the complexity of the request, Mitel can set up a project team to better address and manage Mitel scope of work. Assumes that the remainder of the standard implementation work is performed by the partner.	• Leverage Mitel Services for the challenging parts of a project while partner delviers the standard implementation work
Project Management	The implementation of some solutions may require a level of complex project management that exceeds the partner's own capabilities and experience. Mitel can provide a Project Manager to work alongside the partner's own implementation team and manage a specific project from inception to completion .	• Leverage Mitel expertise and experience on large and complex projects
Implementation Technical Leader	If Mitel perform Solution Architecture and Solution Design services and the Project Manager recommends that there be a technical leader during the Deployment stage, then Mitel can provide Implementation Technical Leader services. Services include leadership of weekly project meetings, validating that the solutions is built as designed, identifying and driving technical issues to resolution with the extended project team and product vendors in the Mitel solution such as VMware, and updating the design documentation as needed.	• Simplify and de-risk complex projects by having a single technical authority who can rapidly address any technical issues or unforeseen changes needed in the design before your deployment is delayed

CUSTOMER STORY: ADVANCED INSTALLATION SERVICE AND PROJECT MANAGEMENT:

A Mitel partner sold a complex solution for over 5,000 end users to a large, global hospitality customer. Mitel professional services managed the entire implementation project using project management services. A technical design architect was engaged to design the solution and to ensure that throughout the project any deployment issues were overcome by design refinements. Experienced Mitel engineers were used to deploy the final solution using service partners to deploy 6,000 end points including both fixed phones and wireless devices in dispersed geographical regions. Several bespoke applications were implemented to check customers into their suite phones and to ensure that hospitality workers were able to be fully mobile and secure when working alone across the sites.

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