



Executive insight from Mitel

# Five Signals from the Mitel Ecosystem



 Mitel®

# What customer voices reveal about reliability, innovation, and trust.

Every organization tells a version of its own success story. But the most credible accounts rarely come from the company itself — they come from the people who have tested its promises. Customer stories are where a brand's message becomes evidence.

In the world of telecommunication solutions, the difference between a good story and a credible one has operational consequences. Downtime halts care, disconnects classrooms, and interrupts business at the moment it matters most. In that space, reliability and adaptability aren't marketing traits. They're survival traits.

That's why customer stories carry such weight. They reveal not only what a product does, but how it performs under pressure, adapts in real conditions, and integrates into the rhythms of real work.

Each new account adds dimension to the brand's credibility, signaling consistency over time and across contexts. That consistency builds trust, which is the single most durable competitive advantage in enterprise technology.

Listening to customers is more than an exercise in validation; it's a form of research. It clarifies what matters, what endures, and what should come next. Because the strongest signal of a company's direction isn't found in its earnings call or in its road map. It's in the stories people tell about working with it.

## Signal 1: Dependability at scale

Across sectors, Mitel customers describe reliability as the invisible factor that sustains trust. When communication platforms simply work, organizations can focus on what matters most: patients, students, customers, and citizens.

"I am impressed by their robustness and reliability. These qualities truly set Mitel apart from other providers in the market."

**Thomas Gustafsson, SEB (Scandinaviska Enskilda Banken)**

"With every system the bank has purchased, there's been a point where we wonder if we should have made a different decision. We've never felt that with this Mitel system. It's the one product we can look back on consistently and never have a regret about."

**John Vulgamore, VP of Technology, GNBANK**

"Our communication infrastructure is now robust and reliable, which is crucial for providing our patients with the best care."

**Joeanne McCormic, Telecom Specialist, SCOI**

## Signal 2: Innovation with purpose

Many customers emphasize Mitel's ability to evolve without losing focus on quality or security. They see innovation less as reinvention than refinement — progress that improves performance and keeps risk contained.

"Mitel follows market trends, innovates, and develops without compromising on security and quality."

**Thomas Gustafsson, SEB**

"Innovation by Mitel has made them the clear leader in the industry."

**Cas Rangel, VP, Building Products Inc.**

"Mitel remains a global leader in core U/C products and services, offering cutting-edge solutions combined with a culture of innovation."

**Simon Etta, City of Baltimore, MUG Director**

"Mitel differentiates itself through its unified communication and collaboration solutions, flexibility in deployment options, and a commitment to ongoing innovation."

**Marco Heijmen, Royal Rotra Group**

## Signal 3: Designed for Growth

For universities, hospitals, and enterprises, scalability is about connecting more people, data, and decisions, without adding complexity. Customers see Mitel's design philosophy as the enabler of that balance: structured enough to be reliable, flexible enough to grow.

"Mitel's streamlined, user-friendly design makes complex telecommunications needs easy to manage."

**Zachary Jones, Binghamton University, MUG Director**

"Mitel MX-One's ability to expand as our campus grows has allowed us to easily meet the needs of our end users."

**Matt McKenna, University Telecommunications Manager**

"Implementing Mitel's auto attendant, contact center, voicemail, and call recording systems has transformed our operations."

**Joeanne McCormic, SCOI**

## Signal 4: Partnership and Community

Many customers describe Mitel's ecosystem as a partnership built on shared influence. Through the Mitel User Group (MUG), customers engage directly with Mitel's roadmap, shaping the evolution of products that power their organizations.

"We always seek close cooperation with the manufacturer, and the MUG is a body in which this cooperation goes hand in hand with an influence on the future product strategy."

**Pius Baumann, ETH Zürich, MUG Director**

"As a MUG Board member, I stay informed about Mitel's strategy and product evolution and can provide information to users."

**Nicolas Saint-Remy, Saint-Gobain Distribution Batiment, MUG Director**

"My favorite thing about Mitel is the user group, getting face time with Mitel staff, and having a voice with products."

**Sallie Drier, Cellcom, MUG VP**

"Mitel has always had a family atmosphere where staff stays for longer than in other companies."

**MUG Member, UK**

## Signal 5: Confidence in the Future

Executives repeatedly cite confidence in Mitel's stability, both in technology and partnership. The assurance that systems will endure and evolve with the business is what transforms a platform into an asset.

"Mitel's track record of non-obsolescence puts them way ahead of the competition."

**Raymond B. Cord Jr., Customer, Mitel**

"All the systems support each other and Mitel Connect HYBRID gives us a clear idea of how to plan for future growth."

**Lisanne Norman, Director of Technology, Cooke Center**

# The Patterns That Emerge

Everywhere Mitel power communications — across hospitals, public institutions, universities, and global enterprises — customers are using different words to tell us the same story. They speak of systems that earn trust, adapt easily, and deliver without distraction.

And if their language varies, their priorities don't. They're looking for confident connections, a partnership built on reliability, and innovation that stands the test of time.

The consistency of those stories says more than any campaign could: **when communication works, trust scales with it.**

Discover how Mitel can help you build reliable, scalable communications for the future. Explore solutions at [mitel.com](http://mitel.com)



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