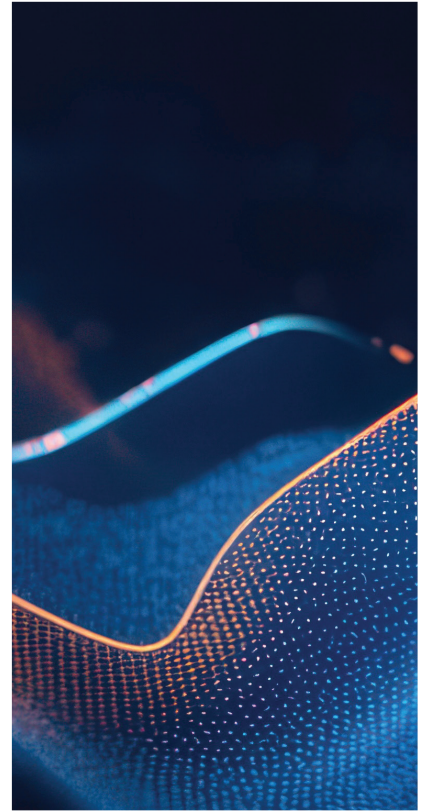
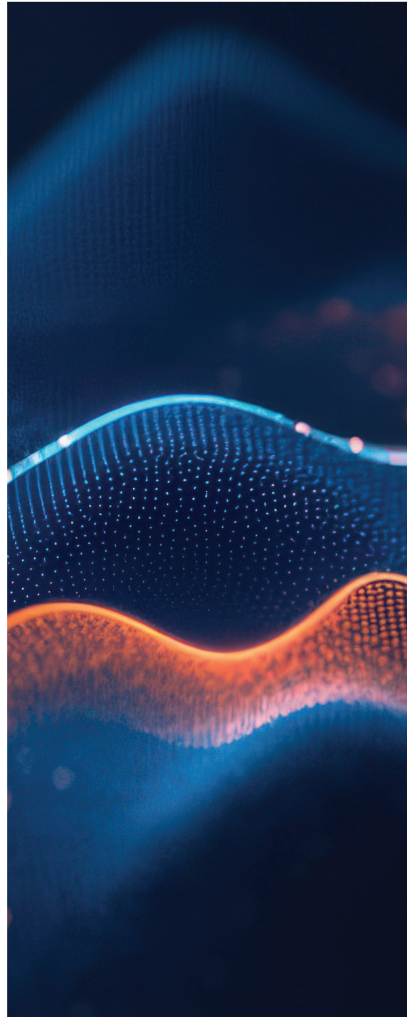


FROST & SULLIVAN
BEST PRACTICES



2026

GLOBAL PROFESSIONAL
DECT HEADSETS

**NEW PRODUCT
INNOVATION**



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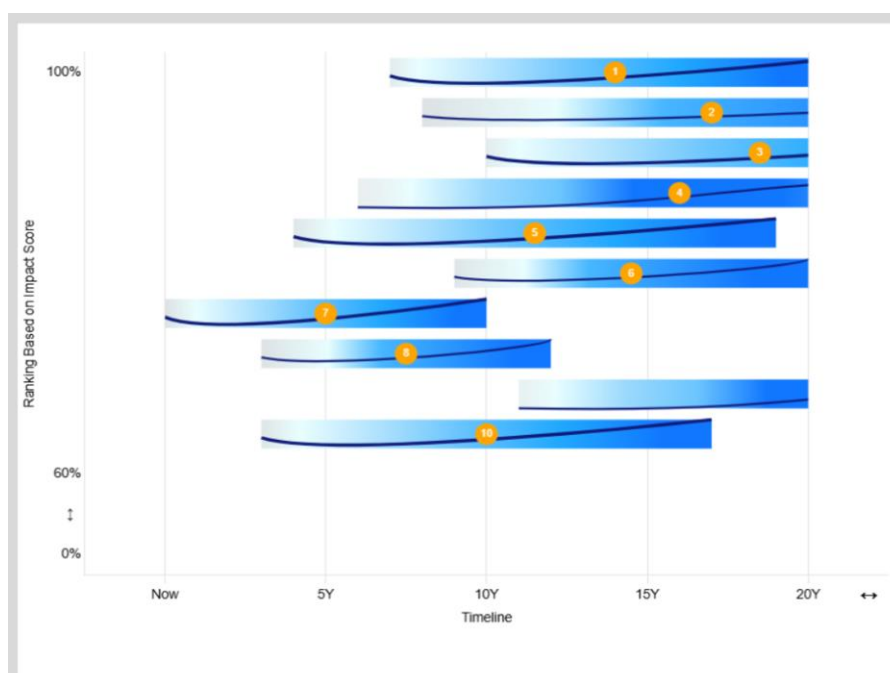
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Best Practices Criteria for World-Class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each recognition category before determining the final recognition recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. Mitel excels in many of the criteria in the global professional DECT headsets space.

RECOGNITION CRITERIA	
<i>New Product Attributes</i>	<i>Customer Impact</i>
Match to Needs	Price/Performance Value
Reliability	Customer Purchase Experience
Quality	Customer Ownership Experience
Positioning	Customer Service Experience
Design	Brand Equity

Top Transformations Impacting Growth in the Professional DECT Headsets Industry



Redefining Frontline Communications for the Modern Enterprises

Frontline employees operate in increasingly dynamic environments where service quality, operational efficiency, and workforce responsiveness depend on immediate access to people, information, and business processes. Yet many organizations continue to rely on communication technologies originally developed for office-based environments, where voice connectivity is treated as a standalone function rather than an integral part of operational execution. In sectors such as retail, healthcare, hospitality, manufacturing, logistics, warehousing, and government, this disconnect creates unnecessary friction. Employees are frequently required to interrupt customer interactions, leave their workstations, or switch between multiple devices and applications simply to obtain information, coordinate with colleagues, or respond to operational events. These inefficiencies not only slow decision-making but also reduce productivity, limit situational awareness, and constrain an organization's ability to respond effectively in time-critical situations.

Mitel has recognized that addressing these challenges requires more than incremental improvements to traditional enterprise communications. Frontline employees need a communications experience to provide access to business intelligence, operational workflows, and organizational expertise without disrupting the task at hand. By enabling employees to communicate, retrieve information, and respond to events while remaining hands-free, organizations can reduce delays caused by disconnected communications and business processes.

The evolving expectations of frontline organizations further reinforce this need. As enterprises pursue digital transformation, employees increasingly require technology that supports real-time decision-making, adapts to changing operational requirements, and connects with the systems that underpin day-to-day business activities. Communications are no longer confined to conversations between individuals; they are a critical mechanism for coordinating teams, accessing information, and responding to operational events. Organizations therefore require solutions that bridge employees with the wider operational ecosystem, delivering information where decisions are made and actions are taken.

The Mitel H60 DECT headset was developed specifically to address these evolving operational requirements by improving voice connectivity and enabling organizations to create more connected, responsive, and agile operations. By connecting frontline employees with enterprise information and operational processes, the H60 enables organizations to improve workforce responsiveness, strengthen service delivery, and support timely decisions and coordinated action.

Setting a New Standard for Intelligent Enterprise Communications

The Mitel H60 DECT headset is strategically positioned to redefine the role of enterprise communications by shifting the focus from voice connectivity to operational enablement. While conventional enterprise headsets are primarily designed to facilitate conversations, the H60 functions as an intelligent enterprise endpoint that enables frontline employees to remain connected to the information, systems, and workflows that drive business performance. This reflects a broader evolution in enterprise communications, as organizations increasingly expect communications technologies to contribute directly to operational agility, workforce effectiveness, and digital transformation rather than function as

standalone productivity tools. By aligning communications with business execution, Mitel has established a distinctive market position that responds to the changing expectations of modern frontline enterprises.

This positioning is underpinned by the H60's native integration with Mitel Workflow Studio, which transforms the headset into an active participant in enterprise operations. Rather than requiring employees to alternate between multiple applications or devices, the platform enables voice-driven access to enterprise workflows, business systems, and AI services through a unified interface. Integration with CRM, ERP, inventory management platforms, and GenAI allows organizations to embed communications directly into operational processes, enabling employees to retrieve information, initiate workflow actions, and receive contextual guidance while remaining focused on their responsibilities. Low-code and no-code workflow capabilities allow customers to adapt the solution rapidly as operational requirements evolve, without introducing unnecessary complexity.

The H60 also distinguishes itself by extending communications beyond person-to-person interaction to encompass broader operational coordination. Through integration with the Mitel SIP-DECT Event Manager, the solution enables frontline employees to receive and respond to notifications generated by enterprise systems, IoT platforms, industrial equipment, nurse call systems, and fire alarm infrastructure. This connects employees with the events and systems requiring immediate action, improving responsiveness and supporting business continuity across complex environments. The combination of intelligent workflow integration, operational event management, and secure enterprise mobility establishes a differentiated proposition that extends the H60 beyond the traditional enterprise headset market.

This strategic positioning reinforces Mitel's vision of enterprise communications as a catalyst for operational performance rather than simply a channel for conversation. By integrating communications, workflow orchestration, and enterprise intelligence within a single platform, the H60 enables organizations to modernize frontline operations while creating a foundation for continued digital transformation. In doing so, Mitel differentiates the H60 through a fundamentally different approach to how communications support business outcomes, workforce agility, and enterprise innovation.

Designed Around the Frontline Workforce

The design of the Mitel H60 DECT headset reflects a deliberate understanding of how frontline employees work, with communications technology designed to complement rather than compete with operational workflows. Unlike conventional enterprise headsets developed primarily for desk-based communications, the H60 has been purpose-built for highly mobile environments where employees continually move between tasks, collaborate across teams, and respond to changing operational demands. Its design reduces friction between communication and work execution, enabling users to remain focused on customers, patients, equipment, or operational activities while maintaining access to the people and information they need. This human-centered approach ensures that design serves a strategic operational purpose, supporting workforce effectiveness through simplicity, accessibility, and ease of use.

This philosophy is reflected in an intuitive user experience that simplifies interaction without compromising functionality. Lightweight construction and ergonomic design support comfortable, all-day use across extended shifts, while programmable multifunction keys, single-touch controls, and voice

activation provide rapid access to frequently used communications and operational functions. The H60 minimizes unnecessary steps and cognitive effort during fast-paced operations, while push-to-talk and hands-free controls allow employees to collaborate without interrupting their work.

The headset has also been engineered to perform consistently within the challenging acoustic conditions commonly encountered across frontline environments. Advanced digital signal processing and acoustic echo cancellation help maintain clear voice communications in locations characterized by significant background noise, supporting accurate information exchange without requiring users to alter their working practices. Enterprise-grade DECT mobility enables employees to move freely throughout large operational sites while maintaining uninterrupted connectivity, ensuring communications remain dependable regardless of location. These capabilities support reliable communication in environments where delays or misunderstandings can directly affect operational performance.

The H60's design extends beyond the physical device to encompass the broader user experience within the enterprise environment. The headset provides an intuitive interface through which employees can engage naturally with operational workflows and enterprise systems, allowing technology to become a seamless extension of everyday work rather than an additional layer of complexity. By prioritizing ergonomics, intuitive interaction, mobility, and operational fit, Mitel has created a solution that supports rapid adoption and practical modernization of frontline communications. The result is a design that not only improves the employee experience but also strengthens organizational effectiveness through effortless, accessible, and operationally aligned communications.

Delivering Value Throughout the Customer Life Cycle

The Mitel H60 DECT headset delivers value throughout the customer life cycle, from deployment through to long-term ownership. Rather than introducing a standalone communications device that requires extensive implementation effort, the H60 is designed to integrate seamlessly within the existing Mitel enterprise ecosystem, enabling customers to extend established communications infrastructure while accelerating time-to-value. Native compatibility with Mitel's SIP-DECT platform allows organizations to deploy the solution with minimal operational disruption, preserving previous technology investments while enhancing frontline communications. This approach reduces implementation complexity and enables organizations to focus on achieving operational improvements rather than managing technology transitions.

Long-term ownership is strengthened through an architecture that prioritizes simplicity, security, and manageability. Centralized over-the-air provisioning and firmware management allow organizations to deploy updates, maintain device security, and optimize performance efficiently across large-scale deployments without interrupting frontline operations. Enterprise-grade security and encrypted SIP-DECT communications further support ongoing operational resilience, providing customers with confidence that the platform can continue to meet evolving business and compliance requirements throughout its life cycle. By reducing the administrative effort associated with device management, the H60 enables IT and operational teams to maintain a consistently high standard of service while lowering the overhead typically associated with enterprise mobility solutions.

"The H60 further reinforces Mitel's reputation for purposeful innovation by demonstrating that technological advancement is most valuable when it addresses tangible business needs. The integration of AI, enterprise workflows, and operational event management reflects a strategy focused on improving the effectiveness of frontline operations rather than introducing technology for its own sake."

- Shailendra Soni,
Associate Director, ICT

The ownership experience also extends beyond infrastructure management to encompass user adoption and organizational adaptability. Intuitive hands-free operation, programmable controls, and voice-driven interaction enable employees to become productive quickly, minimizing training requirements while encouraging widespread adoption across diverse frontline roles. As organizational priorities evolve, customers can configure and refine operational workflows through Mitel Workflow Studio using low-code and no-code capabilities, allowing the solution to support new business processes without significant redevelopment or additional hardware

investment. This flexibility enables the H60 to remain aligned with changing operational requirements, allowing customer value to increase over time.

The H60 also enhances the service experience by enabling more responsive and coordinated frontline operations. Through integration with enterprise event management capabilities, employees can receive real-time notifications from connected operational systems, helping organizations respond more effectively to incidents while maintaining business continuity. As operational demands evolve, the platform continues to support new workflows, changing business priorities, and expanding enterprise requirements without requiring customers to replace their communications infrastructure. This combination of simplified deployment, efficient life cycle management, adaptable functionality, and sustained operational relevance positions the Mitel H60 as a long-term enterprise investment that delivers value beyond initial implementation while strengthening customer experience and organizational resilience.

Strengthening Enterprise Trust Through Meaningful Innovation

The introduction of the Mitel H60 DECT Headset reinforces Mitel's position as a trusted leader in enterprise communications by extending its established expertise into the next generation of intelligent frontline solutions. Rather than representing a standalone hardware launch, the H60 reflects Mitel's broader strategic vision of communications as an enabler of operational performance, connecting employees, enterprise systems, and business processes within a unified ecosystem. This evolution strengthens the company's market position by demonstrating an ability to anticipate changing customer requirements and translate emerging technologies into practical enterprise solutions that address real operational challenges. The H60 therefore enhances the Mitel brand's relevance in an increasingly digital, workflow-driven enterprise landscape.

The H60 also strengthens brand equity by reinforcing the qualities that enterprise customers have long associated with Mitel: reliability, security, interoperability, and expertise in mission-critical communications. Native integration with Mitel's SIP-DECT platform enables organizations to extend existing communications environments with confidence, while compatibility with Workflow Studio and the broader Mitel ecosystem demonstrates a commitment to protecting customer investments and

“By combining resilient communications infrastructure, secure mobility, dependable audio performance, and enterprise integration, the H60 delivers the reliability and operational confidence required for mission-critical communications. Its quality is ultimately reflected in its ability to help organizations maintain productivity, responsiveness, and continuity where performance matters most.”

**- Shailendra Soni,
Associate Director, ICT**

delivering solutions that evolve alongside business requirements. Rather than introducing isolated technologies, Mitel continues to build an integrated portfolio that enables organizations to modernize at their own pace while maintaining continuity across their communications infrastructure. This ecosystem approach deepens customer confidence by ensuring new innovations complement rather than disrupt established enterprise environments.

The H60 further reinforces Mitel's reputation for purposeful innovation by demonstrating that technological advancement is most valuable when it addresses tangible business needs. The integration of

AI, enterprise workflows, and operational event management reflects a strategy focused on improving the effectiveness of frontline operations rather than introducing technology for its own sake. By connecting communications with broader operational processes, Mitel expands the strategic role of its communications portfolio while reinforcing customer trust that delivers measurable organizational outcomes. By combining trusted communications expertise with intelligent operational enablement and enterprise integration, Mitel reinforces its leadership in enterprise communications while strengthening the long-term value of the Mitel brand.

Engineered for Enterprise Confidence

The quality of the Mitel H60 DECT headset is reflected in its ability to deliver consistent, dependable performance across the demanding environments in which frontline employees operate. In enterprise settings where communication failures can affect customer service, operational continuity, employee safety, and organizational responsiveness, quality extends beyond product specifications to encompass reliability, security, usability, and long-term operational performance. Mitel has approached the H60 with this broader definition in mind, engineering a solution that supports continuous communications while meeting the expectations of organizations that rely on enterprise-grade technology to sustain business-critical operations. The result is a communications platform designed to maintain dependable connectivity and rapid coordination in demanding environments.

At the foundation of this quality is a secure enterprise-grade DECT architecture that enables reliable communications across large and complex operational environments. Multi-cell roaming ensures uninterrupted connectivity as employees move throughout facilities, while encrypted communications support organizational security requirements without compromising mobility. This combination of coverage, resilience, and security keeps employees connected wherever work takes place. Over-the-air provisioning and firmware management further contribute to long-term performance by allowing organizations to maintain device integrity, deploy updates efficiently, and optimize performance throughout the solution's life cycle.

The H60's quality is equally evident in the user experience it delivers. Advanced digital signal processing and acoustic echo cancellation support clear and accurate communications in environments where

background noise would otherwise hinder collaboration. This reduces the risk of miscommunication while supporting faster coordination and more confident decision-making. Intuitive controls, voice activation, and hands-free operation further enhance usability, ensuring that employees can access communications naturally and efficiently while remaining focused on operational priorities. These design choices demonstrate that quality is measured by how effectively technology supports the people who depend on it.

Quality is also demonstrated through the H60's ability to function seamlessly within the broader enterprise environment. Native integration with Mitel's communications ecosystem enables the solution to operate as part of a coordinated operational framework rather than as an isolated endpoint. This interoperability supports consistent information flow, reliable workflow execution, and more effective coordination across frontline teams. By combining resilient communications infrastructure, secure mobility, dependable audio performance, and enterprise integration, the H60 delivers the reliability and operational confidence required for mission-critical communications. Its quality is ultimately reflected in its ability to help organizations maintain productivity, responsiveness, and continuity where performance matters most.

Conclusion

The Mitel H60 DECT headset redefines the role of enterprise communications by transforming a traditional voice device into an intelligent operational platform that empowers frontline employees with seamless access to people, information, and business workflows. Purpose-built to address the evolving needs of modern frontline organizations, it combines secure communications, enterprise integration, and human-centered design to improve workforce responsiveness, operational agility, and service delivery. Beyond product innovation, the H60 delivers sustained business value through simplified deployment, long-term adaptability, enterprise-grade reliability, and productivity gains. By aligning communications with operational execution, Mitel has created a differentiated solution that strengthens its leadership in enterprise communications while enabling customers to accelerate digital transformation and achieve lasting operational impact. Collectively, these strengths make the Mitel H60 DECT headset a compelling award-winning innovation shaping the future of frontline enterprise communications.

With its strong overall performance, Mitel earns Frost & Sullivan's 2026 Global New Product Innovation Recognition in the professional DECT headsets industry.

What You Need to Know about the New Product Innovation Recognition

Frost & Sullivan's New Product Innovation Recognition identifies the company that offers a new product or solution that uniquely addresses key customer challenges.

Best Practices Recognition Analysis

For the New Product Innovation Recognition, Frost & Sullivan analysts independently evaluated the criteria listed below.

New Product Attributes

Match to Needs: Customer needs directly influence and inspire the product portfolio's design and positioning

Reliability: Product consistently meets or exceeds customer performance expectations

Quality: Product offers best-in-class quality with a full complement of features and functionality

Positioning: Product serves a unique, unmet need that competitors cannot easily replicate

Design: Product features an innovative design that enhances both visual appeal and ease of use

Customer Impact

Price/Performance Value: Products or services offer the best ROI and superior value compared to similar market offerings

Customer Purchase Experience: Purchase experience with minimal friction and high transparency assures customers that they are buying the optimal solution to address both their needs and constraints

Customer Ownership Excellence: Products and solutions evolve continuously in sync with the customers' own growth journeys, engendering pride of ownership and enhanced customer experience

Customer Service Experience: Customer service is readily accessible and stress-free, and delivered with high quality, high availability, and fast response time

Brand Equity: Customers perceive the brand positively and exhibit high brand loyalty, which is regularly measured and confirmed through a high Net Promoter Score®

Best Practices Recognition Analytics Methodology

Inspire the World to Support True Leaders

This long-term process spans 12 months, beginning with the prioritization of the sector. It involves a rigorous approach that includes comprehensive scanning and analytics to identify key best practice trends. A dedicated team of analysts, advisors, coaches, and experts collaborates closely, ensuring thorough review and input. The goal is to maximize the company's long-term value by leveraging unique perspectives to support each Best Practice Recognition and identify meaningful transformation and impact.

VALUE IMPACT			
STEP		WHAT	WHY
1	Opportunity Universe	Identify Sectors with the Greatest Impact on the Global Economy	Value to Economic Development
2	Transformational Model	Analyze Strategic Imperatives That Drive Transformation	Understand and Create a Winning Strategy
3	Ecosystem	Map Critical Value Chains	Comprehensive Community that Shapes the Sector
4	Growth Generator	Data Foundation That Provides Decision Support System	Spark Opportunities and Accelerate Decision-making
5	Growth Opportunities	Identify Opportunities Generated by Companies	Drive the Transformation of the Industry
6	Frost Radar	Benchmark Companies on Future Growth Potential	Identify Most Powerful Companies to Action
7	Best Practices	Identify Companies Achieving Best Practices in All Critical Perspectives	Inspire the World
8	Companies to Action	Tell Your Story to the World (BICEP*)	Ecosystem Community Supporting Future Success

*Board of Directors, Investors, Customers, Employees, Partners

About Frost & Sullivan

Frost & Sullivan is the Growth Pipeline Company™. We power our clients to a future shaped by growth. Our Growth Pipeline as a Service™ provides the CEO and the CEO's growth team with a continuous and rigorous platform of growth opportunities, ensuring long-term success. To achieve positive outcomes, our team leverages over 60 years of experience, coaching organizations of all types and sizes across 6 continents with our proven best practices. To power your Growth Pipeline future, visit Frost & Sullivan at <http://www.frost.com>.

The Growth Pipeline Generator™

Frost & Sullivan's proprietary model to systematically create ongoing growth opportunities and strategies for our clients is fueled by the Innovation Generator™.

Learn more.

Key Impacts:

- **Growth Pipeline:** Continuous Flow of Growth Opportunities
- **Growth Strategies:** Proven Best Practices
- **Innovation Culture:** Optimized Customer Experience
- **ROI & Margin:** Implementation Excellence
- **Transformational Growth:** Industry Leadership



The Innovation Generator™

Our 6 analytical perspectives are crucial in capturing the broadest range of innovative growth opportunities, most of which occur at the points of these perspectives.

Analytical Perspectives:

- Megatrend (MT)
- Business Model (BM)
- Technology (TE)
- Industries (IN)
- Customer (CU)
- Geographies (GE)

