

Mitel Customer Care UK

Software Optimized Support for Today's Business Communications

Key Benefits

- Proactive: We act on alarms before they become service affecting
- Embedded: We use diagnostics and tools inside your solution to quickly isolate and resolve incidents
- People-Driven: Leverage Mitel experts
- Flexible: From remote only support to fully managed services plans

Key Services

- Remote Customer Support
- Fault and Performance Monitoring
- Onsite Customer Support
- Hardware Replacement
- Managed Services
- Choose from 8x5 or 24x7 Coverage



The more you use your Mitel solution to help drive your business success, the more you need a great support organization behind that solution. Mitel Customer Care ensures your business communications benefit from the adequate support services, proactively.

Mitel is leading business communications with virtualized, cloud and software-oriented solutions. At the same time, our customers are embracing Unified Communications (UC) and mobile integration and are finding new ways to evolve customer experience and efficiency in their contact centers.

The Mitel Customer Care team knows how our customers use their solutions. We are the front line experts who keep your systems in operation and minimize your IT costs when you need help. Mitel

engineers use a proactive approach to drive issues to resolution using monitoring technology and diagnostic tools and procedures developed over decades of supporting Mitel customers. Mitel's Customer Care team is backed by our Software Assurance team that resolves product issues and provides access to software content.

Mitel Customer Care is available for MiVoice Business, MiCollab and MiContact Center Business software platforms, applications and hardware, on premises or in the cloud.



Powering connections

Key Services

REMOTE CUSTOMER SUPPORT

When your new solution is deployed, Mitel will introduce you and your Partner to our Customer Care team. If you have an incident and call in for help, we will prioritize it for troubleshooting. Either way, Mitel Customer Care engineers leverage a suite of diagnostic tools to isolate and resolve your incident. Most incidents are resolved remotely, with onsite response as needed. If the incident is isolated to a third party system or interface, then we will assist you to escalate to the third party.

FAULT AND PERFORMANCE MONITORING

To stay ahead of issues, speed up issue resolution and help reduce your IT support workload, Mitel can monitor your solution. We set alarm thresholds and once an alarm condition is detected, it automatically routes to our Customer Care team. Alarms help us predict when your system load might become service affecting so your partner can add more capacity such as CPU, memory, disk or trunks. Other alarms trigger on lack of system/device reachability or sustained low voice quality. Our monitors are always connected to your solution.

ONSITE SUPPORT

When attempts to resolve the incident remotely have not been successful, or when a major incident requires that a system component be replaced, Mitel will send an engineer to site to isolate or resolve any software incident and/or remove and replace defective parts.

PARTS REPLACEMENT

Where a covered Mitel system or module is found to be defective, Mitel will replace the part.

MANAGED SERVICES

From restoration service level agreements to fully Managed Services, our Customer Care team will define and perform the right service that suits your unique expectations. This can contain among others regular healthchecks, backup/restore, Moves, Adds and Changes etc.

UPGRADE SERVICES

To make sure that your system stays current and incorporates all the latest security patches and features, you can request Mitel to perform the software upgrade labour, at the pace of your choice.

Your Choice

COVERAGE OPTIONS

Customer Care subscriptions are offered via Mitel authorized Partners, available with Standard 8x5 or Premium 24x7 coverage. You can choose among five service plans, which range from remote-only, software-only services to onsite and fully managed services. Software Assurance is required.

FLEXIBLE PURCHASE OPTIONS

Customer Care is best purchased along with your new Mitel product and Software Assurance subscription. One to five year subscriptions can be purchased with the Contract date aligned to your business needs.

Customer Care and Software Assurance subscriptions should be renewed prior to the expiry date. If coverage has expired, there is the option to re-enlist in the program at any time to reinstate coverage.

ITIL and ISO Compliance

Mitel has undertaken compliance with the ITIL framework and has gained accreditation to ISO 27001, ISO 20001-1 and ISO 9001.