



# Industry Leading Voice and Data Solutions

## MITEL MIVoice BUSINESS



### A CLOUD-READY COMMUNICATIONS SOLUTION THAT YOU CAN DEPLOY AND ADAPT YOUR WAY

The MiVoice Business phone system is designed to meet the needs of businesses from 5 to 65,000 users, whether they have a single site or multi-site networks that span the globe.

Mitel understands that having the right business communications solution for your business is critical to business success. Mitel's MiVoice Business communications solution provides businesses like yours with the foundation to build a real-time communications landscape that allows employees to remain connected with colleagues and clients - no matter where their day takes them and no matter what device they choose to use.

While there are numerous ways that businesses and their clients can connect with each other, voice remains at the core of a business unified communications solution.

### KEY BENEFITS

- Rich unified communications experience
- Single, cloud-ready software stream
- An in-office experience anywhere
- Freedom from a walled garden architecture
- Business Continuity





## **RICH UNIFIED COMMUNICATIONS EXPERIENCE**

From the demand for more freedom in the way employees can work to the ability to bring their own devices, it is becoming increasingly difficult for businesses to stay ahead of the game.

Mitel has helped over 60 million businesses respond to real-world business challenges with unified communications solutions that drive productivity, improve performance, and reduce costs.

MiVoice Business is the foundation to a real-time communications solution that delivers the seamless integration of voice, email, unified messaging, mobility, presence, conferencing, contact center applications, and more – enabling faster, more effective communication.

MiVoice Business can help your business with addressing communications-based solutions tailored to the different needs of your employees. Whether it's related to job roles, varying levels of mobility within or outside of the business, or daily use of industry frameworks, Mitel MiVoice Business has your business covered. With integration to many of today's commonly used services, such as Google, Microsoft and Salesforce and support for unified communications clients for mobile operating systems, such as iOS, Android and BlackBerry, MiVoice Business helps provide communications efficiencies directly within the service or device allowing your employees to remain connected - no matter where their day takes them.

## **SINGLE CLOUD-READY SOFTWARE STREAM**

The right communications solution can not only make all the difference in increasing organizational productivity but can also help your business respond to the ever changing business environment.

"Do more with less" has become the mantra for many businesses today. At the same time, IT organizations are being asked to focus on more strategic objectives that can help drive competitive advantage and tangible value for the business.

This is why solution/ server deployment technologies like virtualization and solution delivery models, such as private/ public cloud have gained momentum in the business landscape.

MiVoice Business is a single, cloud-ready software stream that supports a range of deployment models: distributed, centralized, private cloud, public cloud, or even a hybrid public/ private model to best fit your IT strategy.

In fact, with MiVoice Business, as your organization's IT strategy evolves (for example: from distributed servers in multiple sites to a single, virtualized datacenter) it too can evolve with your business – delivering a strong and futureproof total cost of ownership (TCO) for your business's unified communications investment.

# Freedom to Communicate Wherever You Are.

## AN IN-OFFICE EXPERIENCE ANYWHERE

The reality of the current business landscape is that work often takes employees away from their desks, and their desk phone. To counter this, most client facing employees often have a mobile phone so that they can remain reachable wherever they go. The problem that often results from this is how to make that mobile device more integrated with the business, so that it is simply not just a 'bolt on' remedy.

With MiVoice Business mobility is a core element - instead of an add-on piece - ensuring client facing employees don't miss important customer calls and allowing external mobile devices to become more integrated within the business.

Through MiVoice Business your business can benefit from native mobility support for capabilities, such as desk phone twinning, active call hand-off between a desk phone and mobile device, single number identity, and hot desking into external communications devices, so that it acts like their business desk phone.

With MiVoice Business employees are provided with the freedom to communicate from wherever their workday takes them, without the burden of escalating mobility costs for your business.

## FREEDOM FROM WALLED GARDEN ARCHITECTURES

Organizations can no longer afford to be trapped in closed, single-vendor network architectures. They need the flexibility to make decisions based on business objectives; rather than based upon limitations imposed by their technology infrastructure.

An open network architecture can help minimize long-term costs, optimize productivity and provide the ability to leverage investments you may have already made in existing infrastructure & business frameworks.

MiVoice Business is based on an open, fully modular architecture that makes it agnostic when it comes to data infrastructure and UC components from other vendors, allowing MiVoice Business to be deployed on industry standard hardware and in fit within a wide range of data network architectures.

Furthermore Mitel provides integration with most of the industry's most widely deployed back office applications, including email, presence and instant messaging (IM) engines, and customer relationship management (CRM) solutions, such as Salesforce. With MiVoice Business you can freely change your network infrastructure to suit your business objectives, and your Mitel communications solution can evolve with you.





## BUSINESS CONTINUITY = PEACE OF MIND

If your business communications solution became inoperable how long would it be until it impacted your business? Business communications is a vital part of the success for almost every business and therefore it is important that it delivers reliability, resiliency, and availability in order to minimize any possible negative impact on the success of your business.

MiVoice Business's flexible architecture offers business continuity via resiliency and reliability options in the event of a network outage or hardware failure. The MiVoice Business communications software is certified on Stratus® servers, which deliver processor redundancy, RAIDprotected hard drives, dual hot-swappable power supplies & fans, and redundant network connections - offering the highest level of business communications survivability.

In addition, the MiVoice Business software can also be deployed within VMware® vSphere virtual environments further enabling your business continuity advantages through VMware's High Availability options- such as the ability to perform an automatic restart of virtual machines on alternate servers when a server failure happens. With MiVoice Business your organization can obtain communications peace of mind through reliable, resilient communications, so that your business remains connected.

### KEY BUSINESS SOLUTIONS:

- Mobility
- Unified Communication and Collaboration
- Unified Messaging
- Contact Center
- Full Range of Desktop Devices and Accessories

## MOBILITY

With MiVoice Business, employees are provided with access to the same "in-office" communications experience from anywhere with a single identity, phone number, voice mailbox, and extension.

MiVoice Business's embedded mobility solutions deliver employees greater freedom to communicate from wherever their business takes them, without the burden of escalating mobility costs.

DYNAMIC EXTENSION	HOT DESKING	TELEWORKER SOLUTION
<p>MiVoice Business's embedded Dynamic Extension solution provides businesses with the ultimate in cost-effective, "no compromise" mobility by letting employees select up to eight devices (regardless of device type) to act as their business phone, so all of their phone numbers collapse into one, giving them a single identity through their business extension.</p>	<p>Hot Desking allows employees to log into any Mitel MiVoice IP Phone, located at any of your offices, or even at their home, so they continue to be accessible and productive by having their calls routed to the device they are logged in to. With MiVoice Business's External Hot Desking function employees can even log into external communications devices, such as their home phone, in order to take calls just like they would if they were using a Mitel IP desk phone in the office.</p>	<p>The Mitel MiVoice Border Gateway teleworker solution provides remote and mobile employees with seamless, secure access to the full set of MiVoice Business communications capabilities wherever they are, using any Mitel IP desk phone or MiCollab Client soft phone.</p>

# Unified Communication and Messaging

## UNIFIED COMMUNICATION AND COLLABORATION

Mitel's MiCollab is an integrated suite of unified communication and collaboration solutions that work seamlessly together to allow

employees to effectively and effortlessly connect with colleagues, customers, and partners - no matter where their day takes them.

MICOLLAB CLIENT	MICOLLAB - AUDIO, WEB & VIDEO CONFERENCING
<p>MiCollab Client provides employees with a single access point for all their business communications and collaboration needs. Employee instantly benefit from real-time access to everyone in the organization to enhances the overall effectiveness of "in the moment" communications. Furthermore, going mobile is simple with MiCollab Client for mobile devices. When installed on an employee's mobile device [BlackBerry®, Android™, Windows Phone® and iPhone® / iPad®] key unified communications (UC) capabilities are extended to the mobile worker, such as presence and availability of colleagues, single number identity, instant messaging, visual voice mail, and more. Android, and iOS devices, additionally benefit from an integrated SIP softphone that allows voice over Wi-Fi or 3G/4G and point-to-point video so that they can remain connected, while on the move.</p>	<p>MiCollab audio, web, and video conferencing provides access to conferencing and collaboration tools that are vital to having a workforce that is connected with others - both inside and outside of the business - wherever they are. This includes being able to easily create scheduled and ad-hoc conferences on the fly, sharing applications and documents during a meeting, and conducting multi-point video conferencing with others using a standard PC webcam.</p>

## UNIFIED MESSAGING

Unified Messaging enables your employees to respond faster to clients and colleagues through single message storage and access. With MiVoice Business your employees have anywhere, anytime

access to messages with an integrated, fully-featured voice mail system, that provides unified messaging and automated attendant capabilities.

MIVOICE EMBEDDED MESSAGING	MICOLLAB UNIFIED MESSAGING	MITEL NUPOINT UNIFIED MESSAGING
<p>Mitel's MiVoice unified communication platforms offer entry-level embedded voice mail solutions that provide cost effective voice and unified messaging solution for under 748 users.</p>	<p>For more size and sophistication, Mitel's MiCollab solution offers Unified Messaging capabilities for businesses with 2800 users or less. MiCollab Unified Messaging is available on both physical and virtual deployments and offers a full-featured and flexible unified messaging solution with a low total cost of ownership to satisfy the diverse needs of your organization.</p>	<p>Mitel's NuPoint Unified Messaging solution is a highly scalable, robust, and sophisticated messaging solution, scaling up to 120,000 users, and offers unique deployment integrations, such as Hospitality, and is available for physical premises-based or virtual deployments.</p>



## CONTACT CENTRE

Contact centers can help improve your customers' experience by ensuring that calls always go to the right agent – anytime, anywhere, and by any means. In fact to meet the needs of internal “customers,” some departments within your organizations may even perform a contact center role without thinking of themselves as contact centers.

MiVoice Business's fully integrated contact center solution can assist your business with the delivery of excellent customer service that helps nurture relationships and ensure operational efficiency. MiVoice Business also supports the following management, reporting, and advanced routing solutions as well.

<b>SMALL FORMAL CONTACT CENTRES</b>	<b>LARGE-SCALE ENTERPRISE-GRADE CONTACT CENTRES</b>	<b>OUTBOUND CONTACT CENTRES</b>
<p>MiContact Center Business delivers robust contact center, IVR, and multimedia functionality and reporting but packaged specifically for small contact centers that have sophisticated, enterprise-grade requirements.</p>	<p>MiContact Center Business is a robust, highly flexible solution that delivers feature-rich IVR capabilities and contact center monitoring, reporting, forecasting, and agent productivity tools for the most sophisticated contact centers, including virtual, multimedia contact centers with multiple locations and remote agents.</p>	<p>MiContact Center Outbound is a preview, progressive, and predictive outbound dialing solution that includes tightly integrated Customer Relationship Management, campaigning, and agent scripting capabilities.</p>



# Making your job easier with the right features.

## FULL RANGE OF IP DESKTOP AND ACCESSORIES

Customer service personnel, office administrators, and call center agents. Many employees who perform similar roles within your business can spend their whole day on the phone. That is why having the right desktop phone that can provide them with access to convenient features and appropriate functionality is essential to making their jobs easier and helps them perform better.

Whether it's personal huddle room solutions for executives, or add-on peripherals for keeping front-line personnel in touch anywhere and anytime, MiVoice Business offers a full range of IP desktop devices, accessories, and meeting room solutions that deliver advanced applications when and where you need it.

MIVOICE 5300 AND 6900 SERIES IP DESKTOP	MIVOICE PERIPHERALS & ACCESSORIES	MEETING ROOM SOLUTIONS	ATTENDANT POSITION CONSOLES
<p>From affordable entry-level IP phones to rich media information devices, MiVoice 5300 and 6900 Series have the right communications solutions for your employees. These include cost-effective two-line phones, traditional button phones, and self-labeling application phones that provide users with ample personal programmable keys.</p>	<p>Complementing the MiVoice 5300 and 6900 Series IP phones are MiVoice Desktop Peripherals that offer additional enhancements to existing MiVoice IP phones in order to evolve an employee's phone. These include the Mitel IP DECT Stand and DECT Handset that provides employees personal mobility up to 150 feet away from their desk, Cordless DECT Handset and DECT Headset that provides employees with hands-free and cord-free communications for up to 300 feet away from their desk, and Personal Key Modules to provide phone power users with additional personal, programmable keys.</p>	<p>MiVoice meeting room solutions make it easier for your employees to engage in the kind of productive collaboration that helps drive innovation. Whether it's to provide audio conferencing services or drive video collaboration in the boardroom, MiVoice meeting room solutions enable you to extend effective conferencing and collaboration throughout your entire business.</p>	<p>Whether it's a hard-button console that looks like a phone or a completely PC-based solution that provides the ability to view and change employee presence status, MiVoice Business has a solution for your operators and receptionists to assist with delivering a positive experience to your callers.</p>



TEL: 416-635-1234  
TOLL FREE: 1-888-935-1234  
7 KODIAK CRESCENT, TORONTO,  
ONTARIO, CANADA M3J 3E5  
SALES@TCSCANADA.COM  
WWW.TCSCANADA.COM

Call today for more  
information on a TCS Talk  
Communications Solution