

Overview

- #1 Market Share in 5 Core Markets
- 3.5 Million Cloud Seats
- 60 Million End-User Customers
- #1 Market Share in Business Cloud Communications
- Customers in over 100 countries worldwide
- \$1B in Revenue
- Founded in 1972; headquartered in Kanata, Canada

Elevator Pitch

Mitel, powering over 2B connections a day, offers complete business communications and collaboration solutions that empower users to work more efficiently and productively no matter their location. MiCloud Connect's focus on ease-of-use and the mobile work style delivers streamlined features and intuitive interface. Chat, presence, audio and video conferences are embedded into a single interface, so users can easily interact with each other and not have to focus on making the software work. MiCloud Connect is easy to deploy and delivers simple licensing so businesses don't have to overpay for features they don't use and can easily evolve as needs change. Plus, it's backed by strong SLAs, built-in redundancy and on-demand scalability to maximize uptime and deliver security businesses demand.

For those customers who need more complex integrations and true customization, MiCloud Flex delivers a complete, enterprise-class communications solution in the cloud to enable unified, scalable, mobile communications to anyone, anywhere, on any device. It's everything you need to take your communications to the next level—more mobility, rich enterprise and team collaboration, and exceptional customer experiences. And with Mitel Flex, you have a fully integrated solution, rather than sourcing many productivity apps from various non-integrated companies. Both MiCloud Flex and MiCloud Connect offer contact center solutions that are integrated into Mitel's UCaaS solutions. These integrated CCaaS solutions provide better agent-customer experience when dealing with departments outside of the contact center.

Key Features and Differentiators

MiCloud Connect

Key Features:

- From plug and play to complete customized offerings, Mitel has UCaaS and CCaaS solutions that meet your needs and makes you more productive.
- Fully-hosted, end-to-end solution
- Consistent and intuitive user experience across all devices (IoT)
- Easy, switchover and provisioning
- Reliable & secure with robust system features

Differentiators:

- MiCloud Connect combines telephony, conferencing, IM, video, collaboration, and contact center to deliver a complete business communication system
- Designed to address the needs of every department in your organization so you don't need multiple vendors (All-In-One Package)
- Clean and intuitive UI lets users interact and multi-task in ways that they prefer without having to install plug-ins or deal with multiple windows/pop-ups
- MiCloud Connect has built-in operational redundancies and Secure Real-time Transport Protocol (SRTP) so your system is running at optimal levels and performance

MiCloud Flex

Key Features:

- Telephony & Telephony Services
- Collaboration, Conferencing & Teamwork
- Mobility
- Contact Center, Call Recording & CRM Integration
- Business Analytics
- Localization to major global markets

Ideal Customer Profile

- Organizations with multiple locations and/or remote workers who want access to the same productivity tools regardless of location or device
- IT staffs that don't have the resources or knowledge to manage a premise deployment
- Organizations that want flexibility and scalability to pay for apps as needed
- Organizations that want an integrated UCaaS and CCaaS solution to provide high-quality customer interactions.