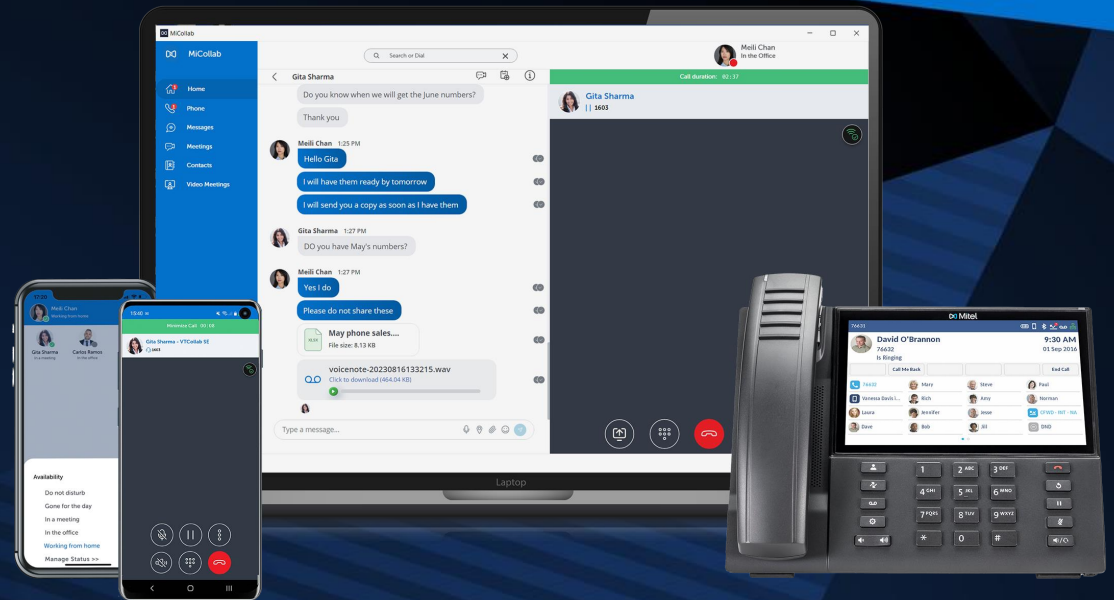




MiVoice Business Solution

Your Business Communications,
Your Way



Date

What we're hearing from customers

- 1 I need **convenient** business communications via **mobile, desktop and desk phone**
- 2 Let us use our **preferred collaboration or meetings app**
- 3 Let us **choose how to deploy** our solution and **how we want to pay**
- 4 **Help our CX agents** be effective without separating them from the rest of our employees
- 5 I want our communications to **integrate with apps** that are core to our business





**Let's talk about
YOUR NEEDS**



Finding **THE RIGHT FIT** for Your Needs



COMMUNICATION NEEDS

- Number of users?
- Scalability?
- Collaboration needs?
- Device needs?



BUSINESS WORKFLOWS

- Industry-specific apps used?
- Key workflows?
- Contact center needs?
- Mass notification needs?



DEPLOYMENT PREFERENCE

- On-premises?
- Private Cloud virtual machine?
- Public Cloud virtual instance?



LICENSING PREFERENCE

- Perpetual or subscription license?
- Lowest TCO or predictable monthly costs?



MiVoice Business Solution

What are your core business communications needs?

Business Communications

Collaboration

Video Meetings

Messaging

Auto-Attendant

Phones

What are your Customer Experience (CX) and Vertical needs?

Inbound/Outbound Contact Center

Quality Management

Interaction Recording

Speech Analytics

WFM

Mass Notification

Vertical Apps & Integrations

How would you like to deploy?

Public Cloud

Private Cloud

On-Premise

How would you like to pay?

OPEX

CAPEX

Communications, collaboration and customer experience. Customized, extensible, simple to purchase.

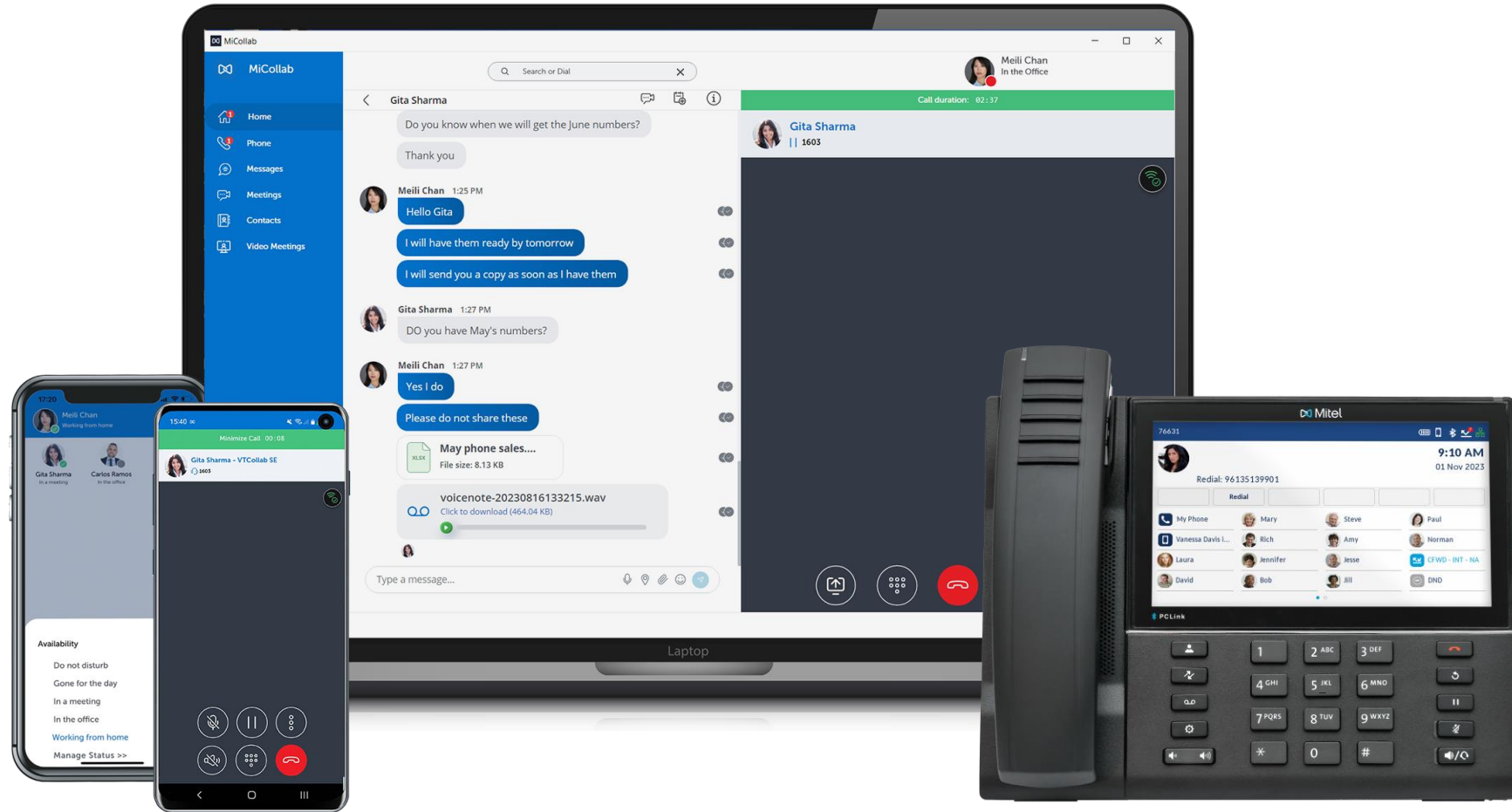
YOUR
BUSINESS
COMMUNICATIONS
YOUR
WAY



What are Your Core Business Communication Needs?



Communications, collaboration, meetings **all in one**



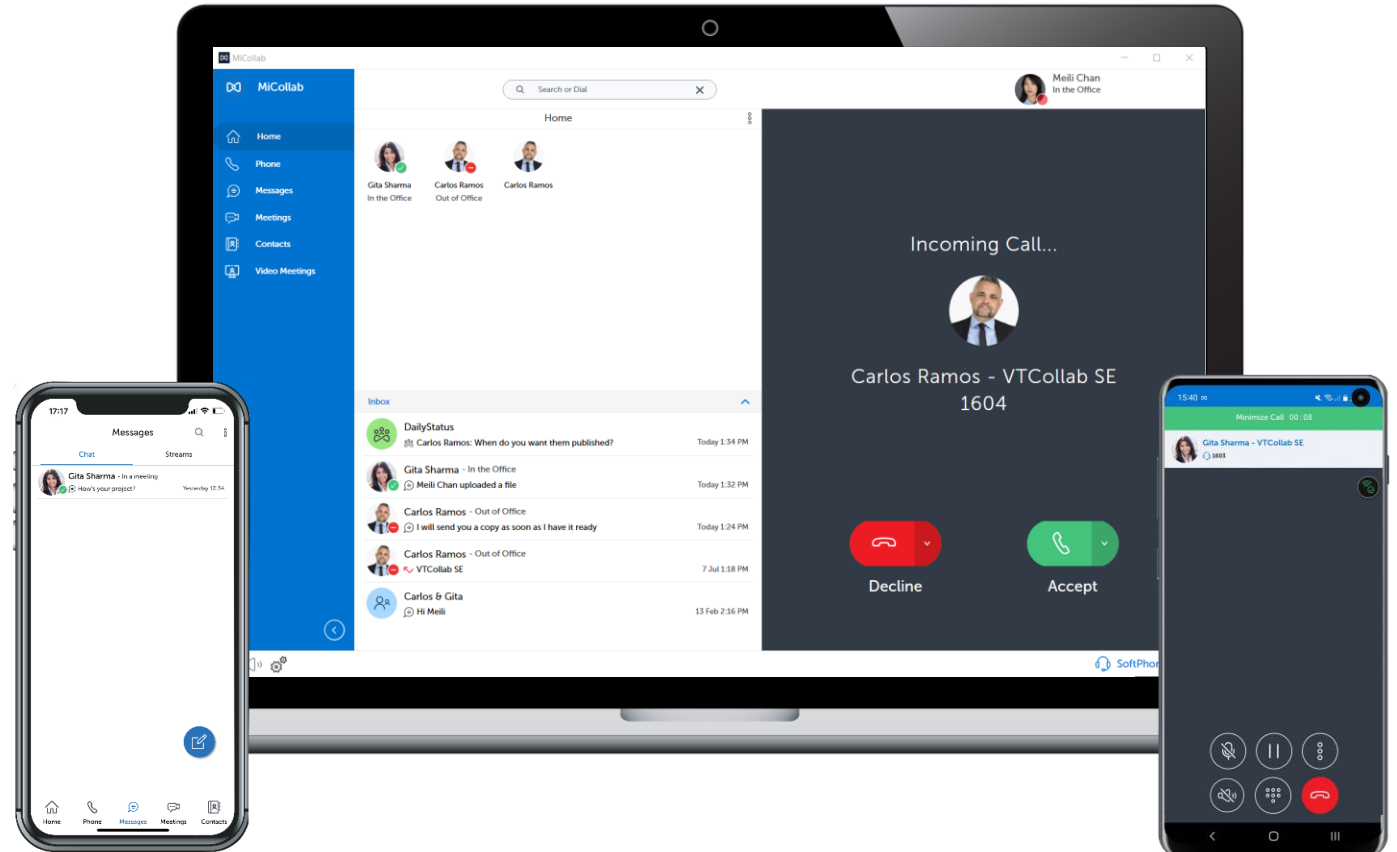
Mitel desktop, mobile and desk phone portfolio



Collaboration Experience

Single point of access on desktop and mobile for:

- Team Collaboration
- Presence information
- Chat (Instant Messaging)
- Availability Statuses
- Corporate Directory Access
- Click-to-Call
- Collaboration
- Call History
- Softphone
- Visual Voice Mail (Play/FWD/Delete)
- Point-to-Point Video
- Supported on PC/Mac/Mobile



Integrate with Microsoft Teams

If you have chosen MS Teams for collaboration,
Mitel is your way forward for voice solutions

Mitel adds unique value to MS Teams integration

- ✓ No need for a Microsoft E5 / Phone System License (net marginal ~18 EUR/user/month – Europe only)
- ✓ Keep using your existing devices and softphone
- ✓ No need to re-install your voice solutions
- ✓ Optimize your existing investments in voice platforms
- ✓ Bi-directional presence synchronization in real-time
- ✓ SWA includes security and updates for the MS Teams integration



Mitel offers best-in-class Telephony integrations with MS Teams



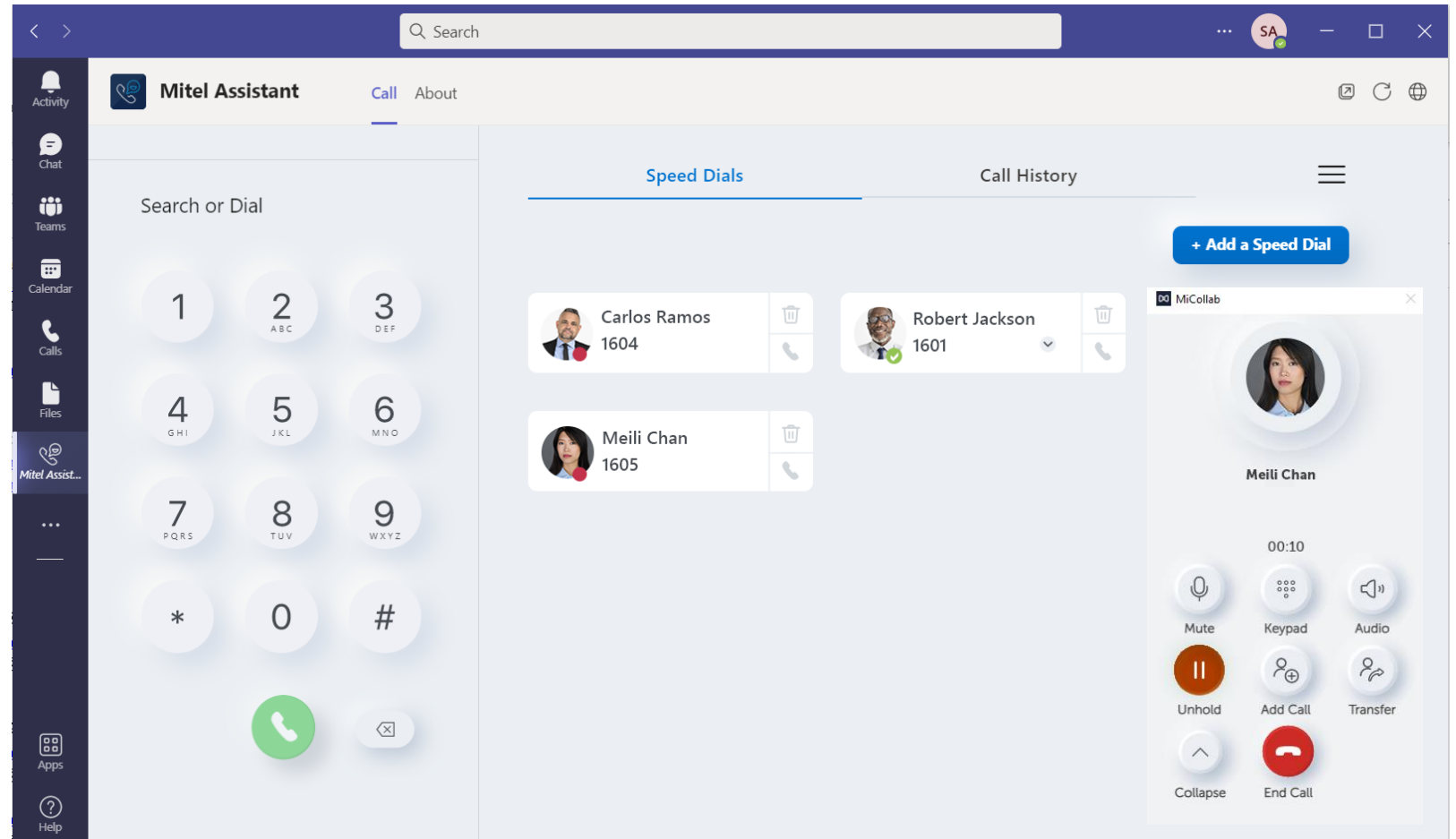
Integrate with Microsoft Teams

Gives users access to:

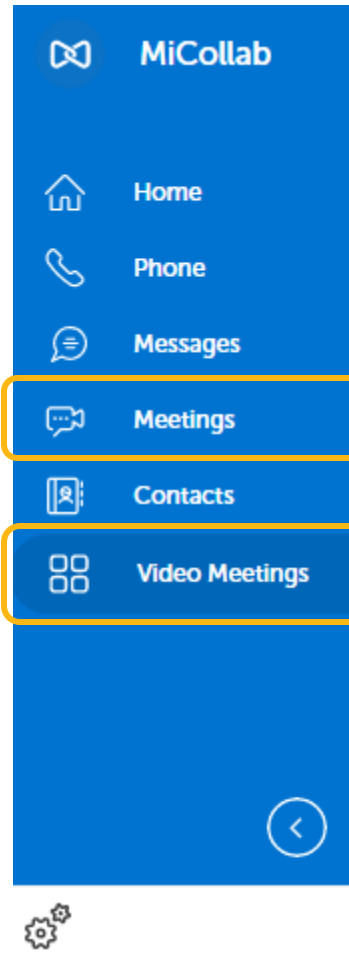
- Office365 and Personal Contacts
- “Dialpad”
- Speed dials
- Bi-directional presence between MS Teams and MiCollab
- Initiate calls

Mid-call Floater featuring:

- Keypad
- Mute
- Hold
- Transfer
- Conference
- Drop call

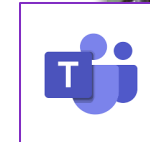


Integrate with Your Preferred Video Platform



Mitel Video Meetings

Cross-launches your preferred video platform



Simple Day-to-Day Management of your MiVoice Business Solution

Features



View & Edit existing users



Create new users from a template

- ✓ Assign extension, DID/DDI
- ✓ Define all phones for the user
- ✓ Voicemail
- ✓ MiCollab UC Services
- ✓ Set a user as an ACD agent
- ✓ Enable for Teleworking/Work-at-home
- ✓ Add Users to System Groups – Ring, Page, Pickup, Hunt, ACD Skills
- ✓ Advanced Settings – COS/COR, etc.



Consolidated welcome email to user



Reset users' passwords / PINs










<input type="checkbox"/>	NAME	EMAIL ADDRESS	EXT	MODIFIED ON
<input type="checkbox"/>	Pepper Potts	pepper.potts@mitel-test.com		2023-07-21
<input type="checkbox"/>	Tony Stark	tony.stark@mitel-test.com	111011	2023-07-21
<input type="checkbox"/>	Major Pain	major.pain@mitel-test.com	111010	2023-07-18

A modern, intuitive interface for moves, adds and changes of your users

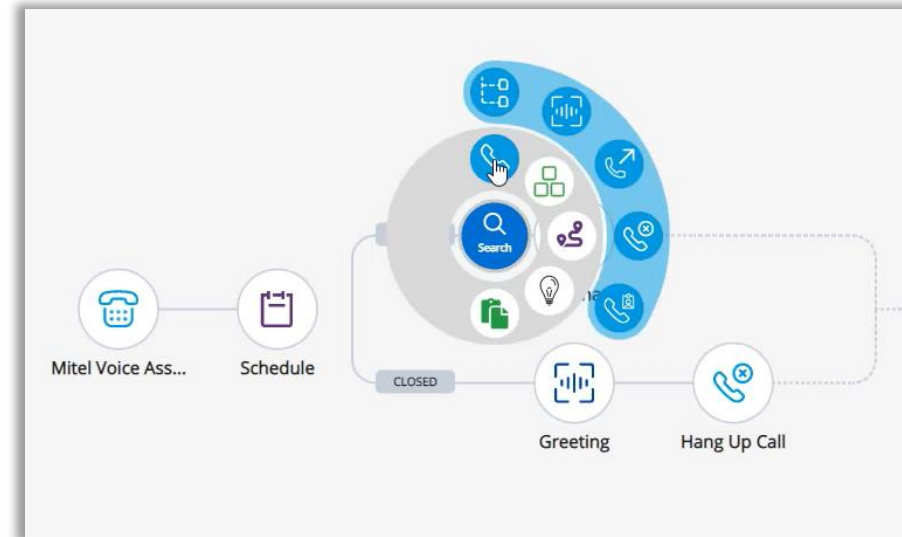


Voice Assist, the Intelligent, Low-Code / No-Code Auto Attendant

Features

-  Flexible Greetings
-  Dial Menu Options
-  Simple Dial-by-Name
-  Speech Recognition
-  Multilingual Interactions
-  Text-to-Speech
-  Localization Support
-  Ready-to-Use Templates
-  Google Places Integration

Intelligently direct customers to the people and resources that they're looking for to answer their questions and get business done.



A low-code / no-code application that adapts to your business needs



Mitel 6900w IP Phones



Your Ideal Collaboration Companions

- 1 Manage phone calls & video collab with ease**
 - Seamlessly pivot between video collab and phone calls with one familiar, easy-to-use, high quality audio device
- 2 Hassle-free connection**
 - Set up your phone wherever you like with WiFi enablement
- 3 Green Ethernet - Energy Efficient Ethernet (EEE)**
 - Save power and costs when there is no traffic on the line with 802.3az EEE
- 4 Unprecedented Flexibility**
 - Get unmatched versatility through a broad array of add-on accessories
- 5 Outstanding Audio**
 - Mitel's Hi-Q audio technology delivers a natural and truly immersive sound experience

The Mitel 6900 Series



6905
Common Area



6910
Entry level GigE



6915
Entry-level Lite Color GigE



6920w
Entry-level Color GigE

- 1. 6920w Wi-Fi
- 2. 6920t Antimicrobial



6930w
Advanced Color GigE

- 1. 6930w Wi-Fi
- 2. 6930t/Lt Antimicrobial
- 3. 6930L Lite - no BT



6940w
Executive-level Color GigE

- 1. 6940w Wi-Fi

M695 Expansion Module



S720 Bluetooth Speakerphone



Bluetooth Cordless Handset



6900t Handset Antimicrobial



Integrated DECT Headset



WLAN Adapter



Wall Mount



6970 Extension Microphone



6970 Conference phone



The Modern Desktop Family for Today's World

A New Experience in Wireless Communication



The 700d Handset Series embraces the **newest technology** and **UI experience**, complemented by a comprehensive **set of accessories**, charger options and certified headsets



Mitel 700 DECT Series – Mitel Exclusive Industrial Design



Large 2.4-inch IPS color display

- Leverage liquid crystals aligned in parallel to produce rich colors
- Faster and more efficient communication even in difficult lighting conditions

New Modern User Interface

- New graphical elements that simplify user interactions
- Aligned with Mitel 6900/Apps

Extended Battery Capacity

- USB Type-C charging port to support the new EU regulations
- Easily replaceable battery to support long shifts

Connectivity

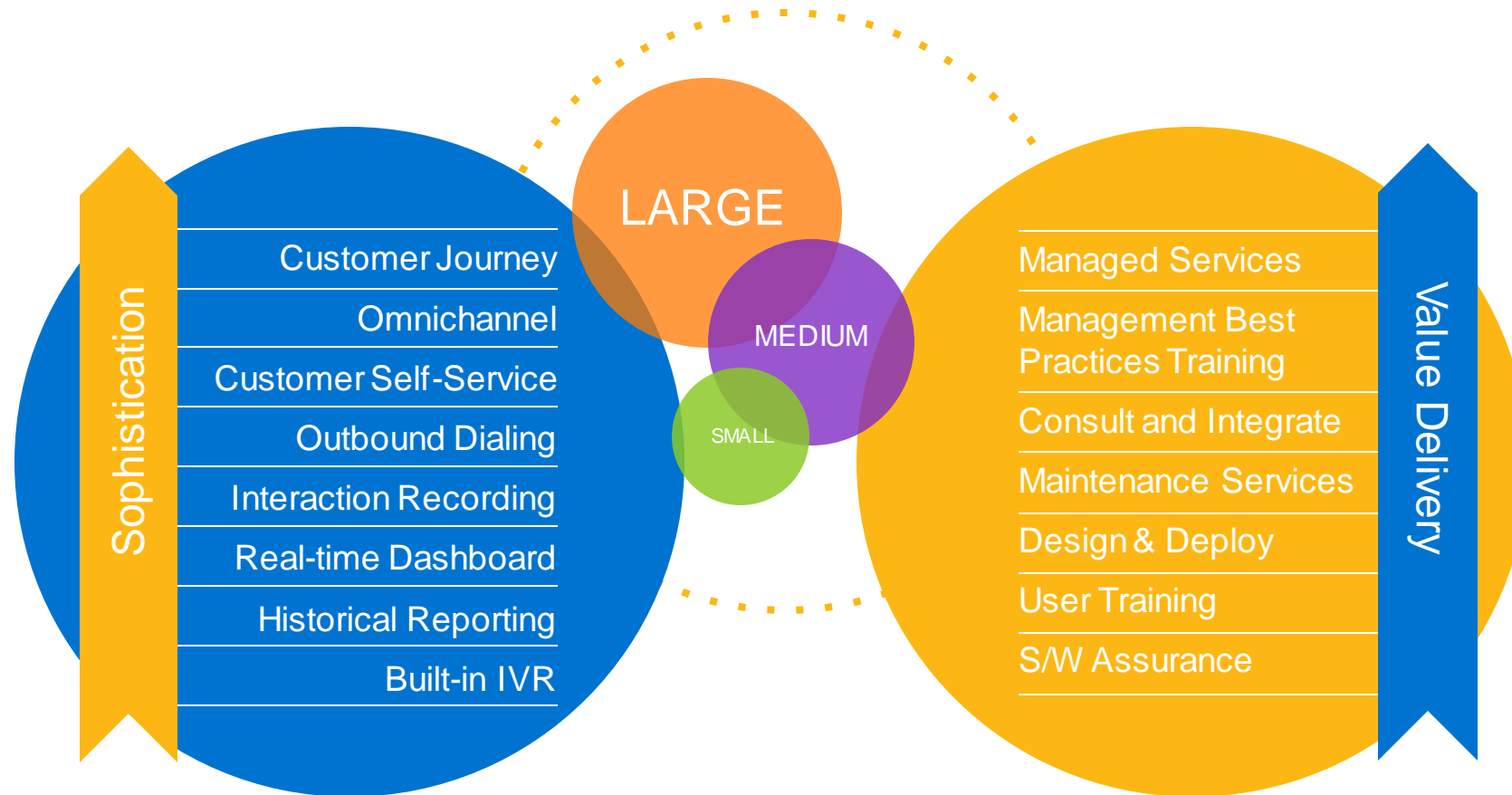
- Wideband audio codec and Bluetooth 5.0 support
- Compatible with Mitel SIP-DECT existing infrastructure
 - Same RFPs and you can use 600d/dt together with 700d handsets



What are your Customer Experience and Integration Needs?



MiContact Center Business, a Complete CX Solution



An integral component of the MiVoice Business Solution



Everything
you need for
**prompt,
efficient**
customer
and agent
experiences



Integrate with Your Core Business Applications



Education



Financial Services



Government



Healthcare



Hospitality



Retail

- Mix of user types (KW, IW, SW)
- Grow/evolve with hybrid cloud

- Maintain control of architecture
- Maintain control of maintenance

- Integrated customer experience
- Retain legacy systems/devices

Priorities

- Classroom connectivity
- Emergency notification service
- Parent / student contact

- Inbound customer experience using biometrics & AI
- Control architecture and security
- CRM Integration

- Sovereign data control / security
- Govt compliance
- Inbound CX
- Broadcast notifications

- Patient care
- HIPAA / Privacy
- Inbound/outbound CX
- CRM integration

- Guest services
- Desktop / mobile / DECT comms
- Inbound CX
- CRM integration

- Every staff member is a CX agent
- Shop floor app integration
- CRM integration

Integrations



How do you want to deploy?





The most flexible deployment options in the industry

MiVoice Business Solution

Infrastructure provided by you, your Mitel Partner or Mitel-approved IaaS Partners*

On-Premises

SMBC & EX Controllers



Industry Standard Server

Private Cloud



Public Cloud



Deploy the MiVoice Business Solution **any way you want**

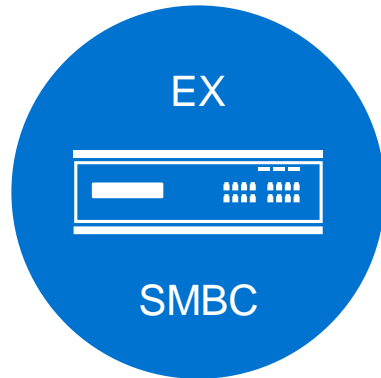
*Mitel-approved IaaS providers



THREE DEPLOYMENT

OPTIONS

Mitel Controller



- 1) On-premises

Solution Virtual Instance

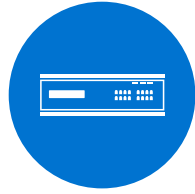


- 1) On-premises
- 2) Private Cloud
- 3) Public Cloud (future release)

Virtual



- 1) On-premises
- 2) Private Cloud
- 3) Public Cloud



SMB CONTROLLER



MiVoice Business on SMBC supports:

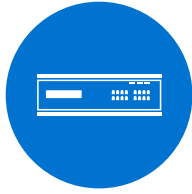
- Integrated MPA probe
- CapEx or Subscription licenses
- **Up to 150 users with 3 devices each**

MiVoice Business on SMBC includes:

- Integrated MBG functionality for SIP Trunking, Teleworker and Mobility
- Integrated CloudLink Gateway for add-on apps and integrations
- 6 native FXS ports built-in with the option to expand up to 22 by adding 4-port cards
- 16 FXO trunks by adding 2-port or 4-port FXO cards

Perfect for upgrading from MiVoice Office 250 or MiVoice Connect
AND organizations with branch offices





EX CONTROLLER



MiVoice Business on EX Controller:

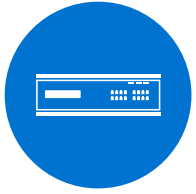
- Runs on an onboard virtual machine
- Two Options:
 - 1) 4 GB RAM, 60 GB SSD Storage, Single Power Supply
 - 2) 16 GB RAM, 120 GB SSD Storage, Dual Power Supply
- CapEx or Subscription licenses
- **Up to 1400 users/endpoints**

MiVoice Business on EX includes:

- Integrated MPA probe
- 8 configurable slots that can include:
 - 4-port FXS cards, for a potential capacity of 28 FXS ports
 - 4-port FXO cards, for a potential capacity of 28 FXO ports
 - 1-port PRI card, for a potential capacity of 8 T1s or E1s
 - DSP card used in one slot when FXS or FXO are used

Perfect for upgrading from MiVoice Connect
AND multi-site organizations with branch offices





AG4124 ANALOG GATEWAY



- A cost-effective Analog to SIP Gateway enabling common analog devices such as phones and fax machines to operate from the IP-based MiVoice Business
- Seamlessly integrates legacy devices into today's modern IP networks
- 24-port analog gateway with a 72-port version coming soon

Perfect for industries that rely on **analog phones and devices** like hotels, airports, hospitals and manufacturing



SOLUTION

VIRTUAL INSTANCE



Fully featured, minimal cost and complexity

A **single virtual appliance** with:

- Telephony (Hot Desking, Softphone, Teleworker, ...)
- Unified Messaging/Voicemail
- Chat, video conferencing, screen sharing, file sharing
- Intelligent Auto-Attendant
- Performance Analytics interface
- SIP trunking connection
- WebRTC voice and video calling
- Secure remote access to various services
- Up to 500 users



VIRTUAL



Fully featured, maximum scalability

Three virtual machines (VM) with:

- Telephony (Hot Desking, Softphone, Teleworker, ...)
- Unified Messaging/Voicemail
- Chat, video conferencing, screen sharing, file sharing
- Intelligent Auto-Attendant
- Performance Analytics interface
- SIP trunking connection
- WebRTC voice and video calling
- Secure remote access to various services
- Multi-site, with growth beyond 500 users



**How do you want to
purchase?**



Commercial Choice



Perpetual Licenses (CapEx)

Software Assurance:
Two levels of
Software Assurance to choose
from (**Advanced** or **Premium**)
and adapt to your needs

OR



Subscription Licenses (OpEx)

Software Assurance:
All MiVoice Business
subscriptions include
Premium SWA and
Mitel Performance Analytics Plus

Mitel offers licensing models to **fit your financial needs**



Perpetual Licenses (CapEx)

	IP User	UCC Entry	UCC Standard
Users & Devices			
User License	✓	✓	✓
Extensions/Devices	1	8	8
Basic Web Client	✓	✓	✓
Voicemail / Unified Messaging / Auto-Attendant			
Voicemail	✓	✓	✓
Intelligent auto-attendant	✓	✓	✓
Unified Messaging	-	✓	✓
Unified Communications & Collaboration			
PC/Web Client	-	✓	✓
Simultaneous Ringing / Group Presence / Call Handoff	-	✓	✓
Chat	-	✓	✓
Calendar Integration	-	✓	✓
Microsoft Teams™ Integration	-	✓	✓
3rd Party Video Conferencing Integration	-	✓	✓
Desktop SIP Softphone	-	✓	✓
Mobile SIP Softphone	-	-	✓
Mobile Collaboration Client	-	-	✓
SMS Messaging	-	-	✓
Virtual Desktop (VDI)	-	-	✓
3rd Party App Integration (OIG)	-	-	✓

Subscription Licenses (OpEx)

	Basic IPT	UCC Entry	UCC Standard	UCC Standard Plus
Users & Devices				
User License	✓	✓	✓	✓
Extensions/Devices	1	8	8	8
Teleworker	1	1	4	4
Voicemail / Unified Messaging / Auto-Attendant				
Voicemail	✓	✓	✓	✓
Unified Messaging	✓	✓	✓	✓
Intelligent auto-attendant	✓	✓	✓	✓
Unified Communications & Collaboration				
PC/Web Client	-	✓	✓	✓
Mobile Client	-	✓	✓	✓
PC Softphone	-	✓	✓	✓
Mobile SIP Softphone	-	✓	✓	✓
Chat	-	✓	✓	✓
Audio/Web collaboration	-	-	✓	✓
Calendar integration	-	-	✓	✓
Cloud-based chat retention	-	24 months	24 months	24 months
Microsoft Teams™ integration	-	✓	✓	✓
Google Integration (OIG)	-	-	✓	✓
SFDC Integration (OIG)	-	-	-	✓
Attendant Console	-	-	-	✓
Concurrent Active ACD	-	-	-	✓



Software Assurance (SWA) Service and Support

	Advantage SWA	Premium SWA
Software Delivery entitlements		
CloudLink access		
<ul style="list-style-type: none"> Voice Assist CloudLink Gateway and APIs 	✓	✓
Software Updates and Upgrades		
<ul style="list-style-type: none"> Major software releases Service packs Security fixes 	✓	✓
Mitel Performance Analytics	-	✓
Technical Support entitlements		
24x7 Mitel Technical Support	✓	✓
Access to Mitel Knowledge Base	✓	✓
Enhanced Response Times and Ticket Updates during investigation	-	✓
24x7 Scheduled Upgrade Assistance	-	✓
Training entitlements		
Online end-user training	Chargeable	✓

MiVoice Business enjoys the most advanced service & support packages in the industry



Mitel Software Assurance

Features, Value, Peace of Mind

ADAPT to changing business needs

PROTECT against cyber threats

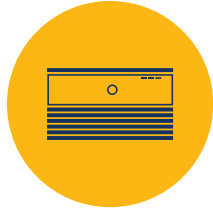
SUPPORT when you need it



- ✓ Latest software releases & service packs
- ✓ Latest security & compliance updates
- ✓ 24x7 Mitel Technical Support Service
- ✓ Support for technology migration programs
- ✓ Faster access to new CloudLink apps



Retain Your Current Investments



On-site PBX Deployments

Modernize at your own pace, leveraging a hybrid deployment choice to add cloud capabilities to your current solution.



Contact Centers

No need to disrupt CX when evolving collaboration. Leverage Mitel and evolve at your pace.



Microsoft Teams Integration

Combine Mitel with MS Teams to serve knowledge workers' video meeting needs while seamlessly providing cross-business communications to all employees.



Legacy Systems & Analog Phones

You may have first generation systems and devices that are critical for your business. Connect your existing systems and devices to maximize prior investments.



Why MiVoice Business Solution **NOW**

1

Business Communications, Collaboration and Customer Experience

- Phone features and devices
- Messaging
- Video Meetings with Desktop Sharing
- Contact Center
- Vertical integrations

2

Deployment Flexibility

- On-Premises: on a Mitel Controller or Industry Standard Server
- Private Cloud: in your datacenter or hosted and managed by Mitel partners
- Public Cloud: in your dedicated instance

3

Commercial Choice

- Perpetual Licensing (CapEx) or
- Monthly Subscription Licensing (OpEx)



Why MiVoice Business Solution **NOW**

1

Ensure Service Continuity

- Looming end of support dates for MiVoice Office 250 and MiVoice Connect put your organization at risk
- Easier & faster than switching vendors
- Start now to ensure service continuity and a smoother upgrade experience

2

Enterprise Value, Affordably Priced

- License-for-license upgrade offers
- Secure, flagship solution priced for SMBs
- Choice of license & deployment models

3

Upgraded Features & Integrations

- Modernize from digital to IP phones (plus WiFi)
- Integrate with business apps like Teams, Salesforce, NetSuite and more



THANK YOU!

