Mitel
UCaaS and Contact Center Provider

Overview

- Founded in 1972
- Headquartered in Ottawa, Canada with regional offices in over 80 countries worldwide
- One of the largest providers of cloud, premise-based and hybrid business telephony and unified communications (UC) solutions with $1.2 billion in revenue
- 4,500 employees worldwide
- Solution availability in over 80+ countries
- Over 70,000+ customers worldwide

Elevator Pitch

MiCloud Connect is fully hosted and managed unified communications as a service (UCaaS). It's the only end-to-end cloud business phone solution, from the phones and PBX capabilities to implementation and support. Mitel replaces separate telco, carrier and service providers and is your single point of contact for your call plans, phones, installation and customer support. A MiCloud Connect phone system works like any traditional phone system and offers call transfer, extension dialing, conference calling and other features straight from the phone handset and from your mobile device. But the strength of Connect is found in its collaborative unified communications (UC) applications that will revolutionize the way your organization works.

Key Features and Differentiators

All-in-one Unified Communications and Collaboration:

- VoIP call control, mobility apps, instant messaging, audio and web conferencing, video calling and online meetings included
- One screen for everything—the sleek MiCloud Connect app
- Smart features like Join button, event wizard, agenda timer, contacts timeline, and conference call-out do the work for users
- Share the MiCloud Connect experience and online meetings with any contact—automatically (either via a Windows or web client)

Differentiation:

- Performance + Productivity
- Easy to deploy and manage
- Simple plans and pricing
- Sleek and intuitive user experience supports natural collaboration
- Voice, web, and signaling traffic is encrypted; making MiCloud Connect one of the most secure solutions in the industry
- Mitel is #2 in UCaaS market share

Ideal Customer Profile

- IT is tasked to focus on core business and has to do more with less
- No longer wants to manage communications infrastructure
- Needs remote workers to be a part of the communications ecosystem
- Believes a data center is more secure than their closet

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