



# Mitel Connect

With DataComm Networks Inc.



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[www.datacomm.com](http://www.datacomm.com)

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# Mitel Has the Power to Deliver - Globally



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# Mitel Today

Operating in



**100+**  
COUNTRIES

**~3.5 MILLION**



**60 MILLION**



END-USER  
CUSTOMERS



**#1**  
MARKET  
SHARE

IN  
**5**  
CORE  
MARKETS

**2,000**   
Channel  
PARTNERS

**~4,000**   
EMPLOYEES  
Worldwide



More than  
**1,600**  
Patents

**#1** MARKET  
SHARE IN  
**Business  
Cloud**  
COMMUNICATIONS

**RECOGNIZED** ASA  
**LEADER** BY **Gartner**

LEADER IN GARTNER MAGIC QUADRANT FOR  
UNIFIED COMMUNICATIONS

**4** years in a  
row

Industry's  
**BROADEST**  
**PORTFOLIO**



  
**\$1.3 BILLION**  
in **REVENUE**



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# Mitel Connect: Complete Communications Solution

- 1** common user experience
- 2** delivery options: as-a-service or product
- 3** deployment models: onsite, cloud & hybrid



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# Mitel Connect: Easy as 1-2-3

Feature rich  
Reliable  
Secure  
CapEx



## Mitel Connect ONSITE

Owner maintains and  
operates the system.



## Mitel Connect HYBRID

Combines the benefits of  
CLOUD and ONSITE  
deployments.



## Mitel Connect CLOUD

Modern  
UCaaS solution.

Flexible integrations  
Scalable  
Efficient  
OpEx



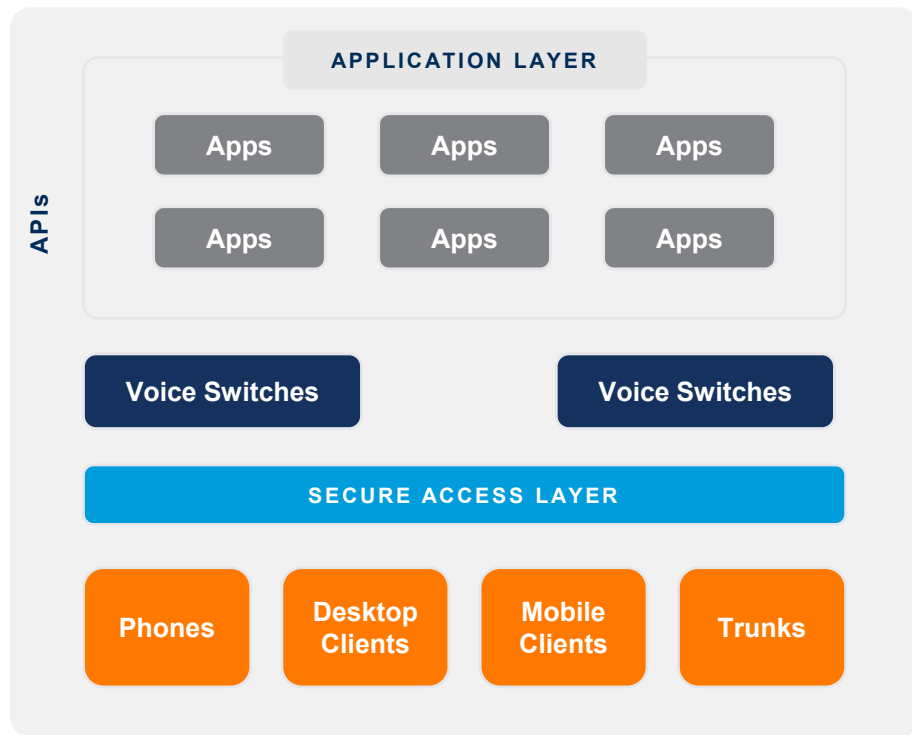
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# End-to-End Unified Communications

## One common codebase deployed YOUR way.

- Voice switches
- Secure access layer
- Applications for unified communications & collaboration
- Phones and trunking
- Desktop, web and mobile clients
- Unified management
- APIs



# Mitel Connect ONSITE

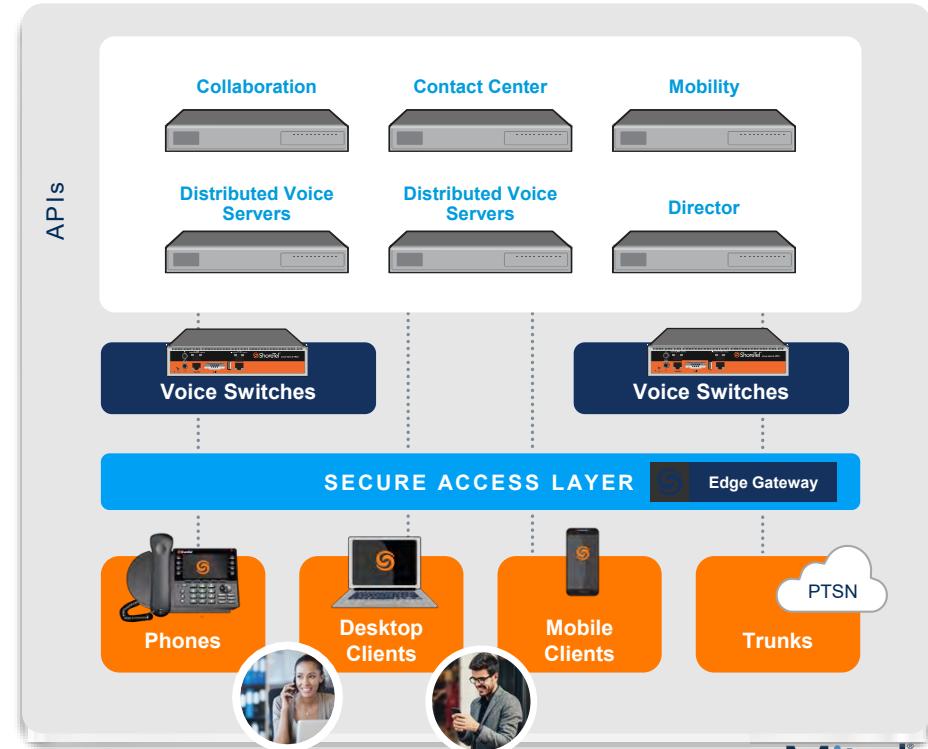
## Locally owned & managed:

End-to-end coverage from switches and appliances to UC features

99.999% uptime

Signature modular architecture distributes system intelligence across network

N+1 redundancy



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# MiCloud Connect

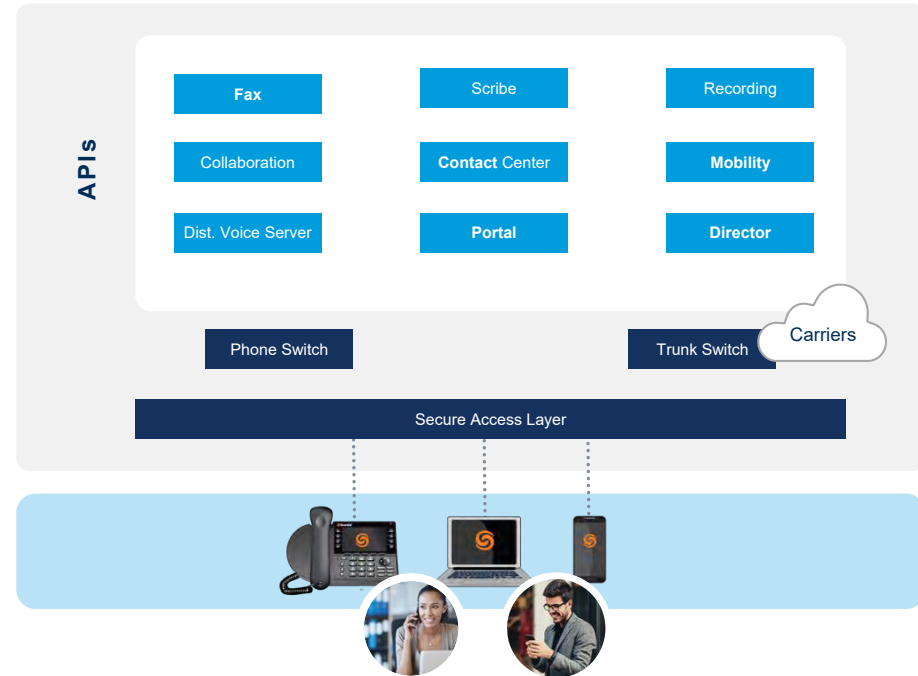
## Fully hosted & managed in Mitel data centers:

Virtualized switches, UC applications and secure access

Security & redundancy at network, infrastructure and application layers

Integration and scalability as your business evolves

Less time managing telecom, more time on strategic initiatives



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# Mitel Connect HYBRID Apps

## The best of ONSITE & CLOUD:

Pair scalable, on-demand cloud services with your ONSITE phone system. Easy provisioning and update-free management relieve the burden on IT time.

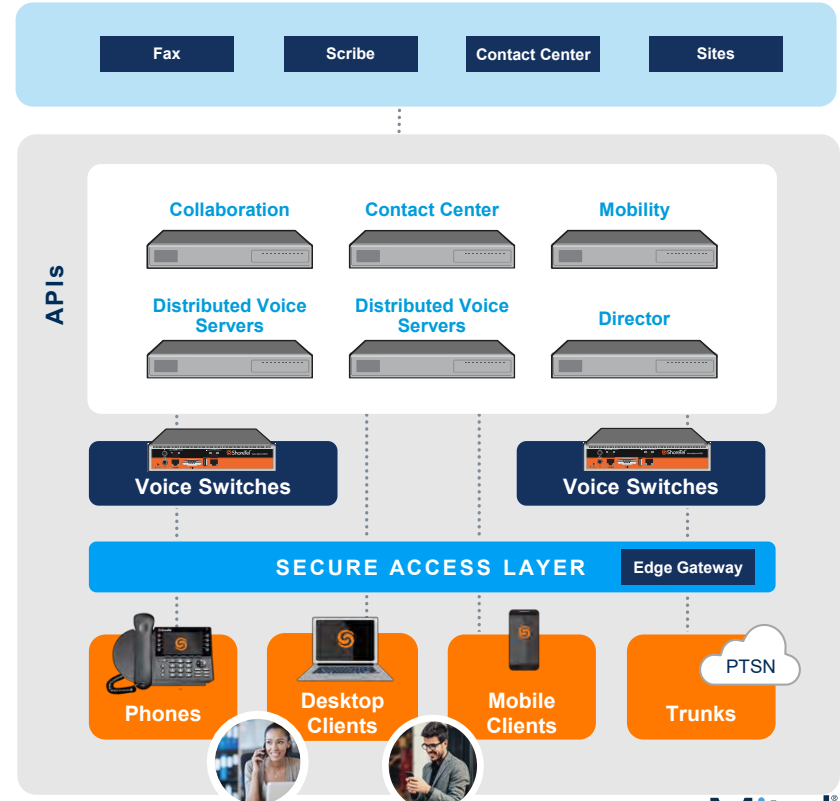
**Scribe:** Secure voicemail-to-email transcription

**Fax:** Send/receive fax via email from any device

**Contact Center:** Flexibility for agents with onsite dependability for critical customer interactions



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# Mitel Connect HYBRID Sites

## The best of cloud and onsite:

- Supports a mixed-model deployment to meet the needs of each location
- Manage onsite & cloud locations from a single system
- Consistent user experience companywide
- Easy path for migration to the cloud

FIRST NAME	LAST NAME	EXTENSION	MOBILE EXTENSION	CLIENT USER NAME	SITE	USER GROUP	ACCESS LICENSE	PRIMARY SWITCH
Andy		150	155	000@ss.com	Headquarters	Executives	Connect Client	my_90y
David	Davis	134	124	DDavis	Headquarters	Executives	Connect Client	Headquarters
demo	Singapore	151		dsingapore@	Headquarters	Executives	Connect Client	Headquarters
James	Jason	126	136	JSmith	Headquarters	Executives	Connect Client	Headquarters
jk	lest	515		jk.lest	Headquarters	Staff	Phone Only	Headquarters
John	Johnson	127		JJohnson	Headquarters	Executives	Connect Client	Headquarters
John	Jones	131		JJones	Headquarters	Executives	Connect Client	Headquarters
Robert	Brown	128		RBrown	Headquarters	Executives	Connect Client	Headquarters
user1	HQ-Exec	115		user1@xxx.com	Headquarters	Executives	Phone Only	my_90y
user2	s	116		user2@sss.pp	Headquarters	Executives	Phone Only	my_90y
user3	user	120		user3@sss.pp	Headquarters	Executives	Phone Only	my_90y
user4	HQ-Exec	210		uhqexec@eee	Headquarters	Executives	Phone Only	my_90y



# Easy as 1-2-3

## Performance + Productivity

What makes Mitel Connect **brilliantly simple**?



**Easy** to deploy and manage

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**Simple** packaging and pricing

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**Intuitive** user experience

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**Robust** UC toolset



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# Mitel Connect IP Phone System

Keeping your communications on the cutting edge.



## Flexible Features

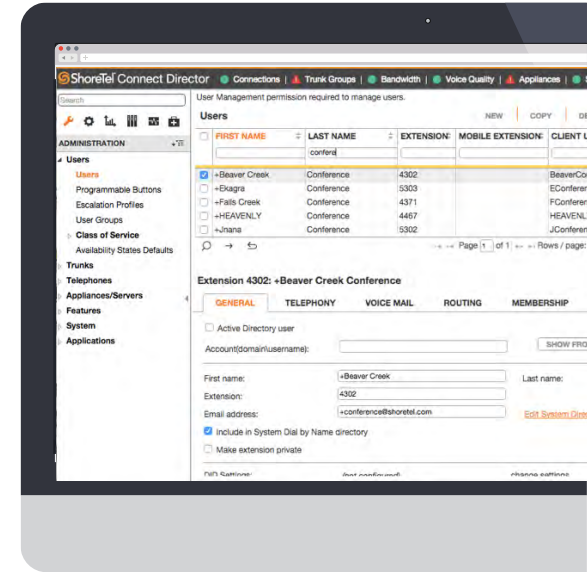
- ▶ 12 phone models to fit your needs
- ▶ Nationwide number availability
- ▶ XML-based third-party phone integrations
- ▶ Directory assistance, 311 and E911 service

# Connect IP Phone System: Admin Experience

Free up IT teams with easy administration from anywhere.

System performance and management in a convenient cross-platform, cross-browser environment.

- **Intuitive**, modern user experience
- **Integrated** Connect Director and D&M
- **Convenient** search and filtering
- **On-demand** management of lines, preferences, users, applications & more



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# Connect IP Phone System Features

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## Rich features without the complexity:

- ✓ Auto attendant
- ✓ Barge
- ✓ Call Forwarding
- ✓ Call Park
- ✓ Call Recording
- ✓ Call Waiting
- ✓ CDRs
- ✓ Classes of Service
- ✓ Dial by Name or Extension
- ✓ Distinctive Dial Tone
- ✓ Employee Directory
- ✓ Hold & Music On Hold
- ✓ Hunt Groups
- ✓ Intercom
- ✓ Operator
- ✓ Presence Monitoring
- ✓ Ring Tone Selection & Personalization
- ✓ Shared Line Appearance
- ✓ Transfer
- ✓ Voicemail
- ✓ Voicemail-to-Email
- ✓ Voicemail Broadcast
- ✓ Web & App Dialer

*And more!*



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# Mitel Connect Collaboration

One window, multiple ways to interact.



CHAT



CONFERENCING



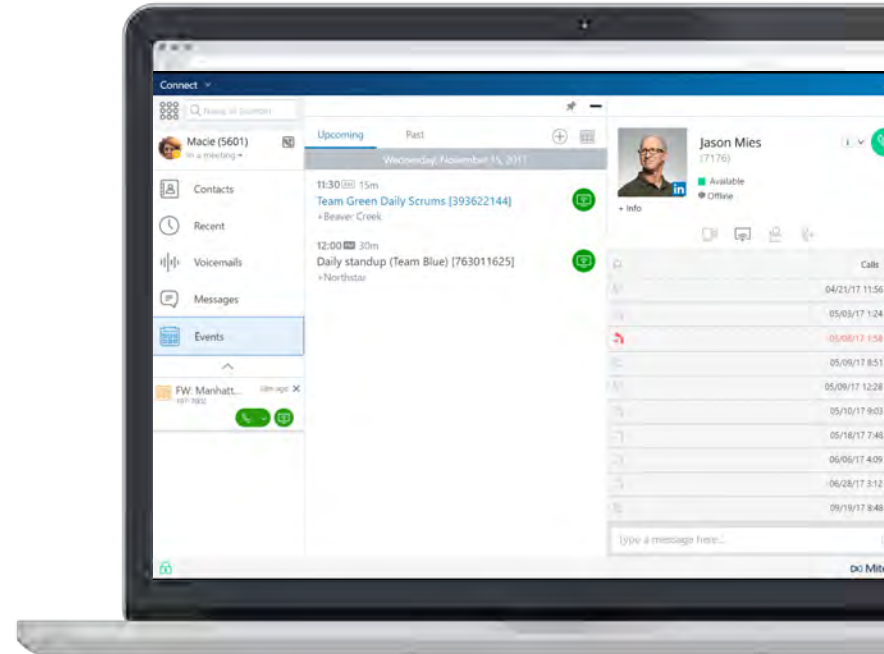
PRESENCE



VIDEO



SCREEN  
SHARE



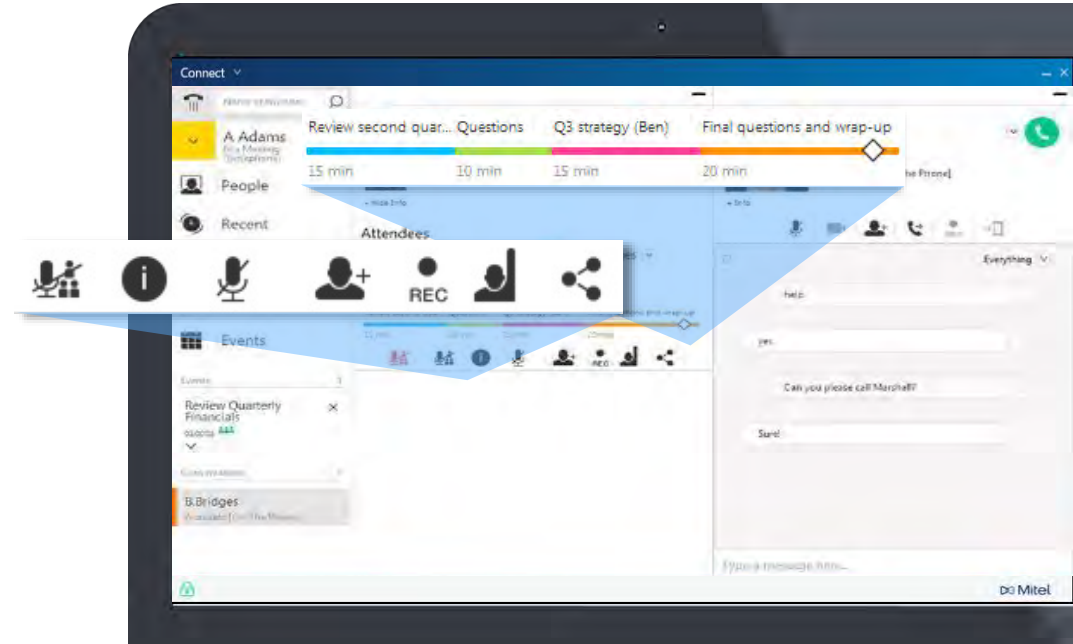
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# Mitel Connect Collaboration

## Collaborate easily & securely from anywhere.

Intuitive meeting controls help increase productivity and make meetings more effective.

- One-click “Join” from your desktop or mobile device
- Outlook integration for event invites
- Agenda tracking
- Easily monitor attendance
- Quick “group-centric” actions
- Record meetings

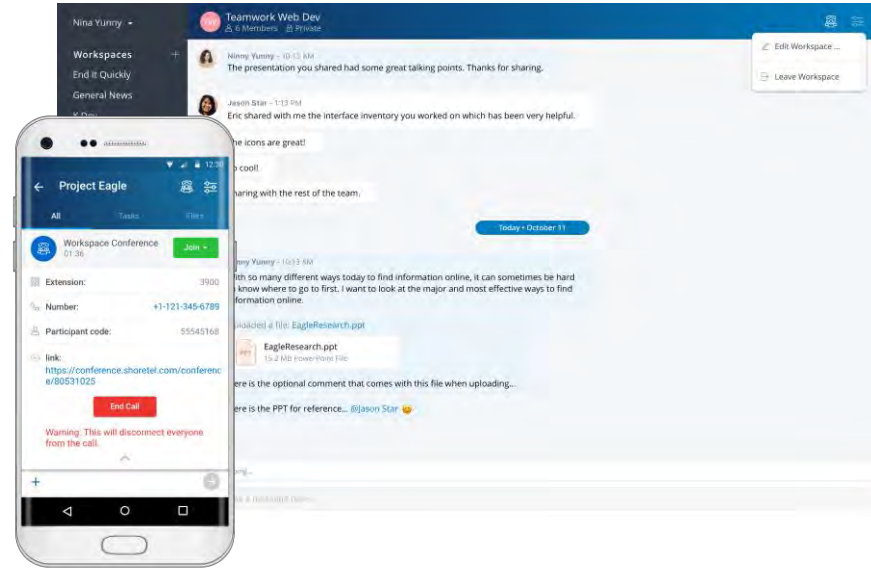




# Mitel Teamwork

## Teams work better with Teamwork

- Mobile app for Android and iOS, web browser
- Included with Essentials, Standard and Advanced service plans
- Private and public workspaces for teams to collaborate
- Within each workspace, users can:
  - Send and receive messages
  - Create, assign and manage tasks
  - Share files
- End-to-end encryption

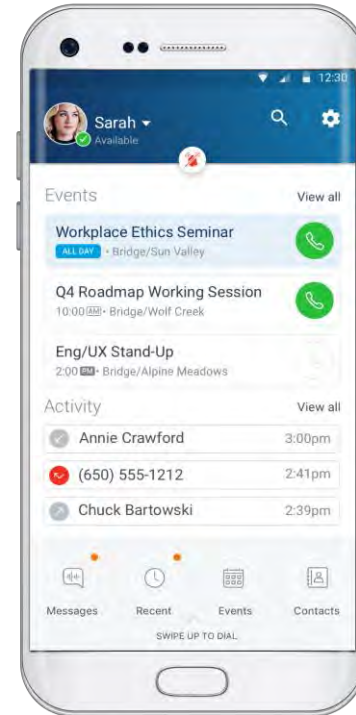


# Mitel Connect for Mobile

**By 2020, mobile workers are set to account for 42% of the global workforce.**

Mitel Connect empowers mobile workers with:

- ▶ Office extension anywhere
- ▶ Find me, Follow me
- ▶ One-click conference join
- ▶ Support for iOS and Android
- ▶ Today dashboard



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# Mitel Connect Contact Center

## Easy for agents. Delightful for customers.

Transform customer interactions with rich contact center features.



**Modern** multi-channel capabilities



**Flexible** deployment options



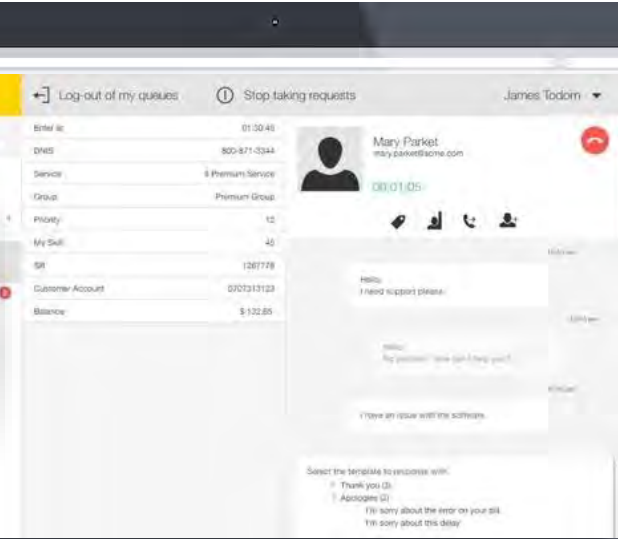
**Integrated** UC features



**Easy** queue, agent, KPI & system administration



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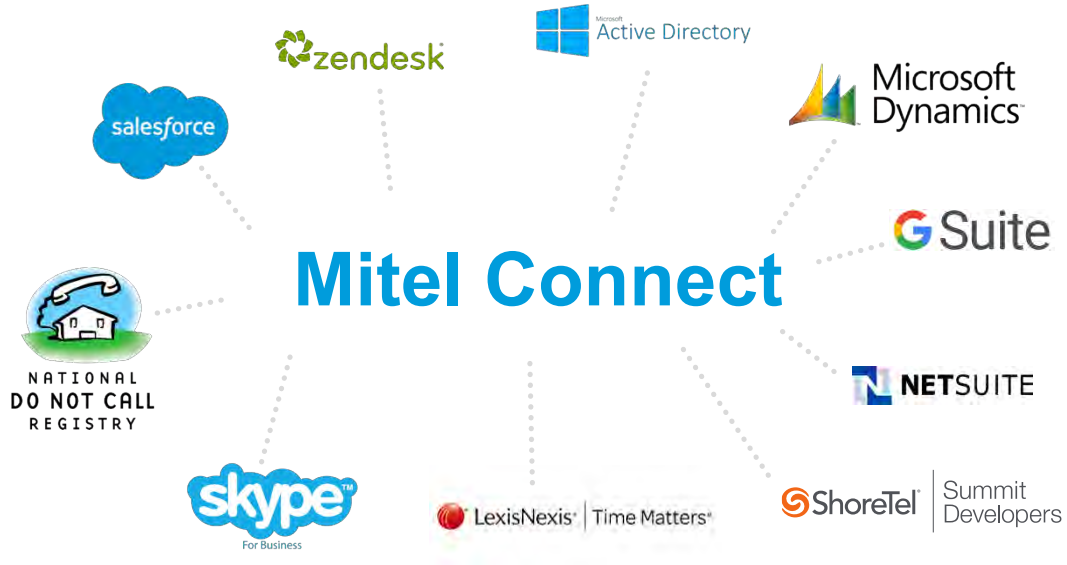


# Mitel Connect Application Integration

**Increase efficiency. Impress customers.**

Bring **communications & business processes together** with ease

- ▶ Over 50 advanced apps and integrations with popular systems
- ▶ Options for specific industries and business functions
- ▶ Continually updated for optimal experience



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# Mitel TechConnect

## Integrated solutions made brilliantly simple.

Extend Mitel Connect with best-in-class solutions delivered by over 100 Mitel TechConnect partners.



APPLICATIONS



CALL RECORDING  
- ACCOUNTING



ITSP – SIP  
TRUNKING



PHONE FAX -  
VIDEO



SWITCHES –  
ROUTERS - POE



VOIP GATEWAYS



WIRELESS -  
MOBILITY



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# Customer Story: Kids Plus Pediatrics

Mitel Connect ONSITE



## INDUSTRY:

Healthcare

## CHALLENGE:

- Pre-Mitel Connect system lacked modern features needed to support a QoS program
- No metrics on call volume or number of calls in queue made it hard to properly staff
- New system needed to easily scale to support additional locations to match KPP's rapid growth

## SOLUTION:

- Upgraded to Connect ONSITE for greater ROI and business process integration capabilities
- Lowest TCO of any on-premises system that KPP evaluated, with an anticipated 10% savings over 5 years
- Reporting & queue management capabilities help alleviate staffing issues and provide better patient experience
- Intuitive experience and HIPAA compliant conferencing streamline productivity

# Customer Story: Pennsylvania State Education Association

Mitel Connect ONSITE



## **INDUSTRY:**

Education

## **CHALLENGE:**

- PSEA had 14 offices across the state with 14 separate phone systems and no centralized management, resulting in high third-party support costs to manage them
- Struggled with a previous cloud system and were looking for a stable, reliable system

## **SOLUTION:**

- Maintenance savings of about \$25,000 annually by eliminating third-party support and long-distance charges between offices
- Improved customer service with modern features like the ability to route calls between offices
- Ability for each office to use features like page or ring groups differently yet have centralized management from a single Web page offers a customized, yet unified, experience for all staff

# Customer Story: NJ Shares

MiCloud Connect



## **INDUSTRY:**

Non-Profit

## **CHALLENGE:**

- NJ Shares provides heating and utility bill assistance to New Jersey families – their aging on-premises system made it hard for them to handle calls that are critical to the welfare of local families
- Needed a system that could handle 200,000 calls a year easily, affordably and without in-house IT staff

## **SOLUTION:**

- Eliminated costly landlines by merging lines into a single call center to more quickly and efficiently support callers
- Custom, automated reporting minimized manual work while improving operational visibility
- Modern features like IM, presence & remote calling/forwarding capabilities have increased staff productivity
- Mitel's rapid implementation was able to minimize downtime for critical calls



# Customer Story: Monheit Zongolowicz Frisch

## Mitel Connect HYBRID



### **INDUSTRY:**

Financial Services

### **CHALLENGE:**

- Disparate systems and a lack of support for remote workers made daily communications challenging for this multi-location wealth and tax management practice
- Failing legacy system didn't offer the modern, sophisticated features needed by staff

### **SOLUTION:**

- Mitel Connect IP phone system paired with Scribe & Fax hybrid services allowed employees to place/receive calls, faxes and voicemails regardless of device or location, offering modern conveniences and increasing productivity
- Single unified experience for all locations plus mobile support for remote workers
- Leveraged their Mitel VoIP investment, adding Scribe & Fax functionality without additional capital expenses
- Mitel's expertise and security provided better peace of mind for staff handling sensitive customer data

# Pricing Profiles & Licensing

## Essentials

### CLOUD

- Telephony services
- Desktop client w/softphone and Outlook integration
- Web & app dialer
- Teamwork
- Instant messaging
- 8-party audio & 4-party web
- Mobile app

### ONSITE

- Ext + Mailbox
- Up to 8-party audio confer.
- Desktop client w/ softphone and Outlook integration (Pro Call Mgr)
- IM & collaboration\*
- Web & app dialer
- Mobile app\*

## Standard

### CLOUD

- All Essentials services
- Voice mail + Scribe
- On-demand call recording
- 25-party audio & web confer.
- Salesforce /other CRM

### ONSITE

- All Essentials licenses
- Remote phone\*
- Salesforce /other CRM

## Advanced

### CLOUD

- All Standard services
- Full call recording
- 100-party audio & web
- Archiving (IM, call recordings and confer.)
- Operator

### ONSITE

- All Standard licenses
- Operator

*\*Hardware may be required.*

# Contact Center Licensing

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## CLOUD & HYBRID

### Agent Essentials

- IVR, inbound voice, call routing, reporting

### Agent Standard

- Callbacks, outbound dialing

### Agent Advanced

- Email and chat

### Supervisor

### A-la-carte licensing

- Additional IVR, call recording with UC services plans



## ONSITE

### Base 10 package

- Server-based software
- Agent licenses (inbound voice/callbacks) (10)
- IVR port licenses (30)
- Supervisor license (1)
- Group and Agent Feed licenses (2 each)



# Why Mitel Connect

## UC made brilliantly simple.

UC solutions that let you focus on your work, instead of getting technology to work.

- 1 Common **experience**
- 2 Delivery **options**
- 3 Deployment models **to fit your needs**



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# HOW CAN WE HELP YOU CONNECT?

- For more information, please contact [DataComm Networks, Inc.](#) at (800) 544-4627 or the team members below:

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