

# Mitel MiVoice Office

## TODAY'S HYBRID COMMUNICATIONS PLATFORM

In today's competitive business environment, the ability to quickly and effectively communicate with customers, partners, staff and suppliers is critical to delivering success to your business. However, small / medium business success is not only built on relationships, quality of service, and satisfied customers; it's also built upon operating in a cost-effective manner.

- PERFECT FOR SMALL AND MEDIUM SIZED BUSINESSES
- INTUITIVE AND SIMPLE TO USE
- COMPREHENSIVE SUITE OF EMBEDDED BUSINESS PRODUCTIVITY APPLICATIONS
- CENTRALIZED ADMINISTRATION, DIAGNOSTICS, AND REPORTING

Mitel MiVoice Office simplifies your whole communication solution. It delivers next-generation unified communications that enhance customer service, employee productivity, and collaboration, while reducing your overall telephony costs.

MiVoice Office ensures your small or medium sized business is more flexible and responsive. Through a complete suite of out-of-the-box business productivity applications, your costs will reduce and staff productivity will increase.

### ENHANCE PRODUCTIVITY AND LOWER COSTS

#### 1. No More Out of Office

Ensure you don't miss important customer calls with Dynamic Extension Express. Employees can "twin" their desk phone, and enjoy an in-office telephony experience from their mobile devices to enhance personal accessibility and availability.

#### 2. Simplified Administration

For businesses with multiple locations across the city or the world, the embedded Administration and Diagnostics Console enables a single administrator to monitor and manage the system from a single location.

#### 3. Informed Business Decision Making

MiVoice Office includes as standard a simple-to-use reporting capability allowing you to manage and enhance service to both your internal and external customers – keeping them productive and happy.



#### 4. Seamless Access for Remote Employees

MiVoice Office embedded teleworking facility requires no server, no licensing, and no additional cost. By using the same voice mail, conferencing, and corporate security features as their in-office colleagues, remote employees become more productive and in touch. For those businesses requiring an enhanced level of security, MiVoice Border Gateway provides secure, remote access for teleworkers.

### 5. Lower Mobility Costs

Mobility applications enable mobile employees to stay productive with the same in-office features such as transfer, conference, auto-attendant, and voice mail, in addition to routing calls to their device of choice to reduce long distance and mobility charges.

**6. Eliminate Hosted Audio Conferencing Fees** Eliminate costly fees to third-party conferencing companies. Meet-Me and Adhoc Conferencing enables employees the flexibility to pre-schedule or create a conference call on the fly, without any service fees.

### 7. Lower Total Cost of Ownership

MiVoice Office delivers a complete suite of productivity enhancing applications out of the box, resulting in fewer servers to power, reduced space requirements, and reduced installation and maintenance costs.

For more sophisticated requirements including web collaboration, MiVoice Office can be complemented with Mitel MiCollab.

### RETAINING KEY STAFF

Employees are the heartbeat of every business and ensuring the retainment of this productive "human cloud" is significantly more cost effective than recruiting new team members. However, employee circumstances may change; businesses must have the built-in flexibility and contingency to react to these changing worker circumstances if they want to retain them within the business.

MiVoice Office has this essential flexibility as a standard, out-of-the-box benefit. Your business communications can be easily extended into the employee's home office through a standard residential broadband connection, quickly, easily, and simply delivering a professional teleworker solution

### STANDARDS-BASED ARCHITECTURE

MiVoice Office adheres to recognized industry standards, enabling businesses to leverage existing infrastructure and to provide a smooth transition path to the network-centric communications model. Following this standards-based approach allows the communications platform to efficiently and effectively coexist within you existing network environment while keeping your options open for the future.

### ALL SMALL AND MEDIUM SIZED BUSINESSES WILL BENEFIT

MiVoice Office is built on a scalable digital IP platform that combines the best of IP telephony and traditional TDM switching architectures. This partnership ensures the system supports the latest IP telephones and digital telephones natively. It is designed to scale and protects yours initial investment with add-on modules and processors – all in a form factor that works for shelf-top, rack-mount, and wall-mount scenarios. Additionally, MiVoice Office delivers IP networking out of the box for up to 99 sites with full feature transparency.

MiVoice Office offers small and medium sized businesses a complete suite of out-of-the-box business productivity applications, which include Unified Voice Messaging with Automated Attendant, Meet-Me Conferencing, Automatic Call Distribution, Hot Desking, Twinning, Mobile Hand-Off, Teleworking, and Reporting.

MITEL | SIMPLY COMMUNICATING®



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