MiCloud Connect

SOLUTION OVERVIEW

MiCloud Connect is a complete business communications and collaboration solution that empowers users to work more efficiently and productively no matter their location. Our focus on ease-of-use and the mobile workstyle delivers streamlined features and intuitive interfaces 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.

KEY FEATURES

Call. Chat. Collaborate. All in One.

> Includes call control, instant messaging, audio, web and video conferencing, team collaboration, mobile apps, contact center & more

> One screen for everything so you can get more done faster and with less hassle

> Smart features like Join button, agenda timer, built-in VPN and flexible phone options.

> Easy to extend with native integrations, advanced applications and contact center solutions

POSITIONING

Robust Features, Easy Management

> **Total Solution:** Telephony, conferencing, IM, video, collaboration and contact center to deliver a complete business communications solution

> **Real-Time Management:** Web-based portal to provide you with all the tools you need to successfully manage and monitor your system without needing to contact us

> **Modern User Experience:** Clean and intuitive UI lets users interact and multi-task in ways that are natural

> **Built-In Security:** Voice, web and signaling traffic is encrypted, making MiCloud Connect one of the most secure solutions in the industry. The encryption layer is built into MiCloud Connect's data center.

> **Proven Expertise:** Mitel delivers more than 2 billion connections every day and supports more than 3 million cloud users all over the world.

DIFFERENTIATION

Easy to deploy & manage

Intuitive user experience

Simple packaging & pricing

Robust UC toolset

KEY SIGNS OF A CLOUD PREFERENCE

Financial	Has little cash flow so a predictable operating expense is a more palatable choice for acquiring new technology
	Wants to only pay for applications as needed
	Must merge disparate systems but don't want to heavily invest
Resources / Technical	IT to focus on core business competency and other strategic initiatives - must do more with less
	No longer wants to manage a communications infrastructure, such as software/hardware upgrades and maintaining/managing systems
	Has experience with cloud applications, so placing communications systems in the cloud is not unreasonable
	Needs to be able to easily support remote workers
	Believes a data center is more secure than their closet

TARGETING KEY STAKEHOLDERS

Financial Manager:

Predictable OpEx

Rapid deployment

Elasticity - but only what's needed, when it's needed

Lease or buy phones & networking equipment

Operations:

Easy to modify users & features

Consistent user experience across all locations

Access to productivity tools, such as CRM & mobile

IT:

Reliable & scalable

Focuses resources on strategic applications

Easy support & training

Moves infrastructure responsibility out of the business

BUSINESS BENEFITS

Scalability & Flexibility

Effectively grow locations

Migrate to cloud at your own pace

Cashflow-friendly OpEx model

Reduced demand on IT

Supports mergers & acquisitions

Applications Integrations

Support for a wide breadth of apps

Enterprise-grade apps for users

Increases productivity

Collaboration beyond desktop

Effective BYOD support

Security & Reliability

Secure, compliant UC solution

Controlled, redundant data center environment

Encrypted voice traffic

Network options beyond public Internet for voice

Total Cost of Operations

Onsite costs more than just CapEx, including:

Space/ data center

Deployment time costs

IT staff

Ability to scale

LICENSES

Essentials

Telephony features

Desktop client with softphone

Outlook & G Suite integration

Mobile app

Telephony for Microsoft

Instant messaging & team collaboration

8-party audio, 4-party web

Video collaboration

Premier

All Essentials services

Voicemail transcription

On-demand call recording

25-party audio & web

Salesforce /other CRM integration

Elite

All Standard services

Full call recording

100-party audio & web

Archiving (IM, call recordings, conference)

Operator