



Mitel Unified Communication and Collaboration Professional Services

Take advantage of unified communications technology to drive efficiencies in your business processes and to better collaborate within your organization and with your customers and partners.

UC technologies can benefit every organization, but in order to take advantage of the technology, you need the technical expertise to roll out your new solution with confidence. If you have an existing voice solution and want to take advantage of UC, you may need to assess what you have and plan your next priorities before you can roll out UC in your organization.

Mitel Professional Services help accelerate the business value of your Mitel UC solution whether you need to implement a new UC solution, add UC to an existing Mitel voice solution, or migrate your Mitel solution to a supported release. Mitel Professional Services cover Mitel Office, Business and Enterprise product families.

Mitel Standard Implementation Services

Mitel Standard Implementation Services are the foundation for any professional service. They start with your technical requirements, design and build your UC solution, and launch you into production. Mitel Standard Services include:

- Gathering detailed technical requirements
- Designing the system database for users, UC features and your communications environment
- Planning and managing project execution
- Installing and programming the software in a VM or on a physical server
- Deploying phones and training admins
- Supporting you as you cutover to production use

Mitel Advanced Implementation Services

Mitel Advanced Implementation Services are essential for professional services projects that are more complex and those with scale. You may need to network your UC solution regionally or internationally, use more complex UC features, integrate with third party systems, rollout in

multiple phases or include migrations. Migrations can include legacy platforms or older releases, and topology transformations such as: physical to virtual, centralized licensing, and TDM to SIP trunking. Mitel Advanced Services focus on project technical leadership with guidance during initial planning, risk management during implementation, and smooth handoff into production, and include:

- Solution planning with deep discovery and assessment of the IP communications environment
- Designs for each project phase and guidance for implementation with low risk
- Onsite project management for successful kickoff and closeout meetings
- Database migrations for smooth infrastructure and networking transformations
- Onsite engineers for complex cutovers

Strengthen Your Business with Professional Services

With over 25 years of Unified Communications and Collaboration experience, our approach to partner with our customers has resulted in improved business performance and efficiency.

OUR APPROACH

- Layered discovery with workshops, interviews and data analysis
- Recommendations for process and technology investment roadmap
- Leverage platform capabilities, customize as needed

Rigorous Framework for Flexible Delivery

DISCOVER

- System Healthcheck
- IP Communications Network Assessment
- Wireless Network Site Assessment

DESIGN

- Solution Architecture
- Solution Design
- Wireless Network Site Engineering

DEVELOP

- MiVoice / MiCollab Upgrade
- Cloud Migration
- SIP Trunk Migration
- Third Party Integration
- ASP / SDK Consulting
- Implementation Technical Leader

DEPLOY

- Advanced Configuration
- Turnkey Implementation
- Co-Delivery Option 1
- Co-Delivery Option 2

Discovery and Design Services

Mitel offers the following service options to augment your business partner offerings and to provide turnkey solutions.

TECHNICAL CONSULTING AND DESIGN

Technical Consulting and Design services are scoped and delivered by Mitel experts.

These services are for auditing organization's existing solution, aligning stakeholders on the target solution requirements, guiding the high-level architecture and key design choices, planning the solution rollout by phase and by location, and detailing designs for each phase. Additional services include providing architectural oversight of the implementation teams during solution rollout to ensure that technical issues are efficiently dealt with and that the solution is built as designed.

NETWORK ASSESSMENT / HEALTHCHECK

These services are for testing existing networks or validating new designs for IP voice and/or video traffic performance. You will receive a report that documents performance limits with recommendations and specific actions to address any performance-affecting technical issues.

These services are pre-requisites for deploying or scaling IP voice and video conferencing solutions on existing or new WAN and LAN networks.

Services apply to wired WAN (MPLS, private line, shared Internet) and LAN (routed/switched) networks and to wireless campus networks such as DECT and WLAN technology.

This step instills confidence that the new solution will perform as expected and any performance issues will be identified before turning up the new communications technology

DATABASE MIGRATION

These services are for migrating MiVoice databases from legacy Mitel premise-based telephony solutions to current Mitel technology with options to centralize, change the redundancy, and virtualize the solution. Services are also applicable for migration from a Mitel premise solution to a Mitel Cloud solution, whether it is public, private or hybrid.

Development and Deployment Services

ADVANCED INTEGRATIONS AND DESIGN

These Mitel services will make it possible to integrate the Mitel solution with service provider trunks and third-party systems and databases. They also help Mitel partners and customers develop custom applications and interfaces using Mitel Application Programming Interfaces (APIs) and Software Development Kits (SDKs).

ADVANCED IMPLEMENTATION

Services for providing technical leadership and supervision of the Implementation team and for configuring advanced features of Mitel platforms and applications during more complex implementation projects.

STANDARD IMPLEMENTATION

Services for designing and configuring standard features of Mitel platforms and applications. This covers most Unified Communication and Collaboration projects.

Mitel Standard Implementation Services embody our 40 years of developing, deploying and supporting our technology for thousands of customers and partners. From database discovery and design, to creating unique feature keys, to integrating fixed and mobile devices into a seamless experience, to setting up intuitive audio and web conferencing, in short building the end customer experience of their Mitel solution, we have you covered.

Training Services

Give your UCC team the skills to utilize the full value of the solution and ensure your business consistently delivers optimal experiences. Training courses provide a consistent, high-quality learning environment and are offered for technicians, network administrators, managers, supervisors, and agents. For your convenience, there are flexible scheduling options for self-paced and on-site leader-led or remote instruction as well as foundational and advanced courses available.

Mitel Professional Services for UCC

Mitel Professional Services for UCC help customers and partners solve some of their toughest technical challenges with their Mitel solutions and clear the way for solution implementation, major upgrade or expansion, integrations, and/or network remediation.

Wherever you have a solution with scale, complexity, advanced features, third-party integrations, legacy infrastructure, or uncertain/poor performance, Mitel offers architectural and engineering consulting, solution high-level and detailed design, database migration services, network assessments, advanced implementation, and options for advanced applications and integrations.

Mitel Professional Services

Mitel's professional services portfolio helps you maximize your investment in Mitel's world-class communications solutions. At Mitel Professional Services, we recognize that results don't just happen overnight. Your journey starts with careful prioritization and planning before you can get to meaningful solution design and deployment. Our service delivery methodology is rigorous enough for your most sophisticated requirements and flexible enough to provide the service level you need. Mitel Professional Services are sold via Mitel authorized partners, enabling you to achieve your business objectives with low rollout risk and using advanced features with confidence.