MiCloud Connect Quick Reference

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 now built on Google Cloud providing he same robust engine that powers 3 billion searches and 4 billion YouTube videos a day.

KEY SIGNS OF A CLOUD PREFERENCE

Financial	Concerned about 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:	Operations:	IT:
Predictable OpEx	Easy to modify users and features	Reliable and scalable
Rapid deployment	Consistent user experience across all locations	Focuses resources on strategic applications
Elasticity - but only what's needed, when it's needed		Easy support and training
Lease or buy phones & networking equipment	Access to productivity tools, such as CRM and mobile	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

DIFFERENTIATION

Easy to deploy & manage

Simple packaging & pricing

Intuitive user experience

BUILT ON **Google** Cloud

KEY BENEFITS

> **Easy to Use, Simple to Manage:** The modern, intuitive user interface makes is easy for end users and admins to get work done fast with native integrations, a seamless experience across devices and real-time management – minimal training required!

> **Work from Anywhere:** Mobile apps so users can work while on-the-go and global presence to create a consistent user and customer experience around the world.

> **Short Implementation, Long-Term Success:** Dedicated success managers, simple provisioning and training to ensure a seamless transition, quick onboarding and long-term success.

> **Evolve as Needs Change:** Flexible service plans give customers the power to add functionality and upgrade permissions as business needs change.

> **Reliability You Can Count On:** Deployed out of highly secure, Tier 4 data centers with several layers of redundancy and encryption, plus 99.995% uptime backed by SLAs and financial penalties if we don't deliver.

FEATURES AT A GLANCE

> **Voice:** Complete PBX feature set that delivers call routing, presence and more

> **Mobile:** Our mobile-first approach is designed for frequent travelers so they can stay connected from anywhere

> **Team Collaboration:** Chat, tasks, SMS and file sharing to keep projects moving and get questions answered fast

> **Contact Center:** Integrated and over-the-top contact center solutions give you the power to choose the right one for your customer

> **Meetings:** Audio, web and video conferencing to bridge the gap between distributed workers

> **IP Phones:** Our modern, built in-house phones provide a purpose-built, integrated experience and give us full control over functionality

SERVICE PLANS

Convenient and Cost Effective

Every business has unique communications needs. MiCloud Connect's UC features are packaged into three different profiles so you can subscribe to the features right for your business. Mitel gives you the flexibility to mix and match service levels, allowing you to easily adapt to changing business demands as they arise. Pricing plans are outlined below:

Essentials
Essentials includes all business telephony call handling features, plus key UC features like instant messaging, presence, video calling, conferencing, screen sharing, mobile apps and Mitel Teamwork

Premier
Premier offers additional features for supervisors, managers, and sales and service teams including expanded conferencing capacity, voicemail-to-text transcription and third-party integrations

Elite
Elite increases conferencing and web sharing capacities and adds recording, archiving and operator features such as consultative transfers and conferences for advanced call handling capability.

FEATURES PER SERVICE PLAN

Feature Comparison	ESSENTIALS	PREMIER	ELITE
Minutes Per Month*	Unlimited	Unlimited	Unlimited
PBX Features	•	•	•
Audio Conferencing	8-Party	25-Party	100-Party
Video Collaboration	8-Party	12-Party	24-Party
Web Conferencing (desktop sharing)	4-Party	25-Party	100-Party
Instant Messaging	•	•	•
Softphone	•	•	•
Outlook and G Suite Integration	•	•	•
Mitel Teamwork / Business SMS	•	•	•
Connect Telephony for Microsoft	•	•	•
Mobile Apps	•	•	•
Admin Portal	•	•	•
Salesforce / CRM Integration	Optional	•	•
Voicemail Transcription	Optional	•	•
On-Demand Call Recording	–	•	•
Always-On Call Recording	Optional	Optional	•
Archiving	Optional	Optional	•
Operator	–	–	•
Contact Center	Optional	Optional	Optional

6900 SERIES PHONES ON MITEL CONNECT

The 6900 Series are Mitel's flagship family of phone and accessories that enhance the way users communicate. Users can choose from three expansive models with modern design, outstanding audio quality and vivid color displays to meet the needs of employees at all levels. The 6900 series support the industry's largest offering of accessories for designed to increase mobility, streamline workflows, and enhance productivity. The 6900s are optimized for MiCloud Connect to deliver a seamless, complete, end-to-end cloud driven communication experience.

Premium Phones. Rich Accessories. Advance Features.

High end phone models are optimized for MiCloud Connect for a seamless experience

Largest offering of end user installable accessory options designed to untether users from their desk

MobileLink feature pairs the mobile device with the 6900 desk phone to allow users to leverage the 6900 features for mobile calls

6900 IP Phone Models

6940 IP	6930 IP	6920 IP

MITEL TEAMWORK

Empower employees to be productive from anywhere.

Key features of Mitel Teamwork:

> **Dashboard:** The personal Dashboard allow you to stay organized by delivering a single source for you to view your tasks, @ mentions, and new items.1

> **Workspaces:** Keep your projects organized by creating virtual rooms for your teams to collaborate in. Workspaces can be private or public to ensure the appropriate team members or anyone within the organization are engaging.

> **File Sharing:** Upload files directly to a workspace so team members can easily find and access documents from anywhere.

> **Tasks:** Assign tasks with due dates to team members and get a holistic view of a workspace's to-do list to determine workload and appropriate timelines all within a single app.

> **Conferencing:** Join and create conference calls directly from a workspace. With a single click, members can quickly join a conference and automatically launch the call from within their team workspace.

> **Messaging:** Chat with all teams members within a workspace or one-to-one through direct messaging. Users will be notified of unread messages and any messages they are mentioned in if they are away when the message is sent.

> **Mentions:** Get users' attention by tagging them with @ mentions so they are notified of questions and comments within workspaces. The @all mention makes it easy to get the attention of every team member within a specific workspace to quickly address timely questions or concerns.

> **SMS Texting:** Incorporate Short Message Service (SMS) texting into the business with one-to-one texting with clients and customers from any Teamwork app that is linked with the sender's business identity rather than their mobile device number.