



WHY MICLOUD CONNECT?

The Perfect Marriage of Ease & Reliability

MiCloud Connect is easy to implement, use, manage and evolve. By combining an intuitive user experience and flexible service plans with Google Cloud's proven reliability, MiCloud Connect makes every aspect of cloud communications and collaboration simple and secure.

What Makes MiCloud Connect Simple & Secure?

STREAMLINED ACTIVATION

MiCloud Connect makes business communications easy to deploy with plug-and-play functionality. Our phones are easy to provision and the self-service admin portal makes user management hassle-free.

INTUITIVE USER EXPERIENCE

Purpose-built by Mitel, MiCloud Connect's modern, intuitive interface delivers a seamless user experience across devices and endpoints. Users will benefit from cross-launching capabilities, consolidated views and single-click functionality so they don't have to waste time making the software work.

BUILT ON GOOGLE CLOUD

Built on the same platform that powers the tools you trust and use every day, MiCloud Connect is backed by Google Cloud's proven reliability, security and scalability to deliver uptime and compliance you can depend on.

ABILITY TO EVOLVE

What you buy today, isn't what you're stuck with tomorrow. MiCloud Connect's flexible service plans ensure you're never overpaying for features you don't use and give you the power to add functionality and upgrade permissions as business needs changes.

Committed to Customer Success

On top of building software that is all-around easy, Mitel is committed to making it effortless every step of the way. Here's a sneak peek of what you can expect:



CROSS-FUNCTIONAL INTEGRATION

Ensuring you have a seamless experience throughout every touch point is important to us. Therefore, we've taken a deep look at every stage of your journey - from sales to activation to account management - to make sure all teams are aligned. What does this mean for you? Knowledgeable experts, clear expectations and timelines, plus a smooth transition.



ACTIVATION

The first impression is often the most important one. That's why Mitel only brings on experienced, top-notch technicians to support our partner and customer communities. With modern-day tools and processes, proactive communications and flexibility to work around your desired timelines, you can count a quick and nondisruptive onboarding experience.



CUSTOMER SUCCESS & SUPPORT

The last thing you want to do is spend your day on hold. Mitel offers a variety of tools and solutions to get support and answers quickly. Our knowledge base, OneView, delivers online and mobile self-service tools, such as support articles with search functionality, a Trust site so you are always in the loop of how our network is performing, and live chat for a quick and efficient way to resolve issues and get updates. On top of that, you will get a dedicated customer success manager who will serve as your go-to person for any questions and strategy ideas.



HIGH AVAILABILITY & DEPENDABILITY

Having a reliable cloud solution is top of mind for everyone, which is why we partnered with an industry leader, Google Cloud, to deliver the security, reliability and scalability you demand. Google Cloud Platform delivers low latency, high availability and compliance such as HIPAA and SOC 2, so you can have a peace of mind knowing your communications is secure and always available. On top of that, MiCloud Connect delivers N+1 redundancy across our infrastructure, network and application layers to ensure there are no gaps and to deliver maximum uptime. Mitel strives to be as transparent as possible with our Trust site and proactive communications so you're always informed.