

Quick Reference

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 and 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. Plus, unlike many cloud competitors, Mitel has a positive cash flow.

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



Standard

All Essentials services
 Voicemail transcription
 On-demand call recording
 25-party audio & web
 Salesforce /other CRM integration



Advanced

All Standard services
 Full call recording
 100-party audio & web
 Archiving (IM, call recordings, conference)
 Operator