

MiCloud Connect Quick Reference

SOLUTION OVERVIEW

MiCloud Connect is a complete business communications solution that combines telephony, collaboration and contact center capabilities. Our focus on ease of use and the mobile work-style empowers users to work more efficiently and productively no matter where they are. Plus, it's backed by Google Cloud to deliver proven reliability, security and scalability.





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	Access to productivity tools, such as CRM and mobile	Easy support and training
Lease or buy phones & networking equipment		Moves infrastructure responsibility out of the business

BUSINESS BENEFITS

 Scalability & Flexibility	 Applications Integrations	 Security & Reliability	 Total Cost of Operations
Effectively grow locations	Support for a wide breadth of apps	Secure, compliant UC solution	Onsite costs more than just CapEx, including:
Migrate to cloud at your own pace	Enterprise-grade apps for users	Controlled, redundant data center environment	Space/ data center
Cashflow-friendly OpEx model	Increases productivity	Encrypted voice traffic	Deployment time costs
Reduced demand on IT	Collaboration beyond desktop	Network options beyond public Internet for voice	IT staff
Supports mergers & acquisitions	Effective BYOD support		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 it 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
- **Video:** Easy access to video conferencing from within the client and the collaboration app to keep you productive
- **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	Premier	Elite
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 offers additional features for supervisors, managers, and sales and service teams including expanded conferencing capacity, voicemail-to-text transcription and third-party integrations	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 Conferencing*	8-Party	50-Party	100-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

* Indicates total participants. 16 on-screen video max.

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



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 or initiate an audio or video conference call directly from a workspace. With a single click, members can quickly join or start 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.

