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 workforce empowers our customers 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.

### Solution Overview

**BUILT ON Google Cloud**

#### Key Signs of a Cloud Preference

**Financial**
- Concerned about cash flows so a predictable operating expense is 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.

**Business**
- Needs to be able to easily support remote workers.
- Believes a data center is more secure than their closet.

### Differentiation

- **Easy to deploy & manage**
- **Simple packaging & pricing**
- **Intuitive user experience**

#### Built on Google Cloud

**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 you please. Pricing plans are outlined below:

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

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

**Elite**
- Elite increases conferencing and web presence, video sharing capacities and adds recording, archiving and operator features such as collaborative transfers and conferences for advanced call handling capability.

### 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 capabilities 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.

### Targeting Key StakesHolders

**Financial Manager:**
- **Predictable OpEx**
- **Rapid deployment**
- **Elasticity - but only what’s needed, when it’s needed**
- **Lease or buy - no capex networking equipment.**

**Applications Integrations**
- **Support for a wide breadth of apps**
- **Enterprise-grade apps for users**
- **Increased 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**

### Business Benefits

- **Scalability & Flexibility**
  - Effectively grow locations
  - Migrate to cloud at your own pace
  - Cloud-friendly OpEx model
  - Reduced demand on IT
  - Supports, mergers & acquisitions

### Business Overview

**Deployment**
- MiCloud Connect is an easy to deploy, simple to manage solution, including:
  - Supports mergers and acquisitions, when it’s needed
  - Your own pace
  - Apps for users
  - Controlled, Space/ Resources / Scalability & Financial Manager: Operations: IT: Technical

**Rapid deployment**
- It’s backed by Google Cloud to deliver proven reliability,
- A solution that combines telephony, collaboration and
- **Predictable OpEx**

**Must merge disparate systems but don’t want to heavily invest in the cloud is not unreasonable.**

**Needs to be able to easily support remote workers**
- must do more with less

### Solution Overview

**Evolve as Needs Change**
- Mobile apps so users can work while on-the-go and global presence to create a consistent user and customer experience around the world.

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### 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 contact center engaged.
- **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.

### FEATURES PER SERVICE PLAN

<table>
<thead>
<tr>
<th>Feature Comparison</th>
<th>Essentials</th>
<th>Premier</th>
<th>Elite</th>
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</thead>
<tbody>
<tr>
<td>Minutes Per Month*</td>
<td>Unlimited</td>
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<tr>
<td>PBX Features</td>
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<tr>
<td>Audio Conferencing</td>
<td>8-Party</td>
<td>25-Party</td>
<td>100-Party</td>
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<tr>
<td>Video Conferencing</td>
<td>8-Party</td>
<td>50-Party</td>
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<tr>
<td>Web Conferencing (Desktop Sharing)</td>
<td>4-Party</td>
<td>25-Party</td>
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<td>Instant Messaging</td>
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<td>Softphone</td>
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<tr>
<td>Outbound and G Suite Integration</td>
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<td>Mitel Teamwork / Business SMS</td>
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<td>Connect Telephony for Microsoft</td>
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<td>Mobile Apps</td>
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* Figures basis per month, per site. 16 G on screen video max.