CASE STUDY:

MITEL@MITEL

At a Glance:

Situation:

- Different types of systems accumulated over decades of mergers and acquisitions

- Reliability, ease of use and accessibility for remote workers was inhibited by hardware dependencies

Solution:

- MiCloud IaaS, MiVoice Business, Mitel 6900 series IP Phones, MiCollab, MiContact Center Business, MiContact Contact Center Web Connector for Salesforce, MiVoice Call Recording, Mitel Open Integration Gateway, MiVoice Integration for Salesforce, Mitel Performance Analytics, MiVoice Border Gateway, Mitel Mass Notification

Results:

- Reduced the number of servers and licenses needed by over half

- Increased redundancy and resiliency for the business and users

- Simplified system management with automation capabilities

- Decreased costs across the board

- Dramatically improved consistency and reliability

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Summary

Our business is providing seamless communications and collaboration for our customers. The best place for us to start is with our own solutions.

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Company

Based in Kanata, Canada, Mitel is a global market leader in business communications with offices around the globe. Since 1973, Mitel has grown exponentially as a company, now serving more than 70 million business users in over 100 countries.

Situation

With 45 years in the communications industry, Mitel has grown by strategic acquisition. Each transition brought with it the incorporation of different types of systems, and implementing disparate features and services into the existing infrastructure was an ongoing challenge. Office and remote workers needed more continuity and reliability from their communications technology so they could work and collaborate effectively, no matter where they were located.

To accomplish this, Mitel needed to consolidate systems and eliminate hardware dependencies by decommissioning old servers in several North American locations, as a start. Then, all products and solutions needed to be moved to a different infrastructure that could provide the same services with less components.

"We hadn't been able to operate the way our customers operate and take advantage of all the easier ways of doing provisioning and management because we were restrained by those older servers and aging infrastructure," said Sean MacDonald, Mitel@Mitel Senior Manager for Mitel.

Solution

We looked for solutions that could provide several key features. First, we needed to virtualize all voice services and associated applications to improve resiliency, reduce hardware support costs and decrease upgrade times.

Second, we required centralized call control, which would allow for a simplified architecture with a dramatic reduction of call control instances and multiple time zones for end points.

Third, we wanted to reduce the necessary management, provide more consistent templates for features and services across all users and allow for bulk user provisioning.

With these features in mind, Mitel chose MiVoice Business, an on-site UC solution for mid-sized to enterprise customers that can be virtualized to deliver a private cloud multi-instance UC, and MiCollab, a collaboration application with voice, video, chat and conferencing features. Lastly, Mitel selected MiContact Center Business, an on-site contact center platform.

> **"There's been a significant reduction in the number of applications and servers we need to manage and much better resiliency, so now we're geographically resilient and redundant."**
>
> *Randy Adams*
> *Architecture Technical Specialist, Mitel*

"Before this deployment, some of the components were resilient, but others weren't," said Randy Adams, Architecture Technical Specialist for Mitel. "We had localized call control in remote offices, which increased the complexity of the solution. Now, wherever we have an Internet connection and there's a large number of agents, we have tertiary failover capabilities. Many agents need to be connected 24/7, and now, instead of the contact center being out of service if they lose connection, agents failover to the localized Internet connection and still retain services."

We also selected Mitel Mass Notification because it allows for the delivery and acknowledgment of vital information. Specific users or teams can be targeted for alerts or

responses to emergency situations and E911 calls or to simply let users know a system is being upgraded and what to expect from the new features.

In addition, Mitel Performance Analytics provides one portal to monitor performance for the entire solution. Real-time alerts allow for a quick response, improving business continuity and drastically reducing the number of support tickets.

Results

The deployment of these solutions provided standardized features for a more consistent end user experience, while significantly increasing reliability and reducing complexity.

> "Now, we're deployed like our customers are— with all those advantages and features. And, at the same time, we drastically reduced the number of servers, the power we were consuming and the licenses we needed."
>
> *Sean MacDonald*
> *Mitel@Mitel Senior Manager, Mitel*

Because of MiVoice Business alone, the number of necessary components has plummeted:

- 64 physical hardware devices migrated to six VM hosts and 21 VMs,
- 24 call control units were reduced to eight
- and 40 app servers were reduced to 12.

Not only that, but deployment of users is now single-touch for provisioning and deletions for most services. Before Integrated Directory Services with MiCollab and Flow Through Provisioning to MiVoice Business, each Mitel user required approximately 20 minutes to deploy. Now, hundreds of users can be deployed in the same time.

"We have a single place to go to program a user now, and it lines up with the way our IT organization provisions users — you enter the user in Active Directory, then someone on my team will enter the telephony details," said MacDonald.

The solutions are geographically resilient using MiCloud Infrastructure-as-a-Service (IaaS) and includes location-based 911. In addition, moving all servers from physical to virtual eliminates the problem of aging hardware.

After deploying these solutions in North America, Mitel dramatically lowered costs, including a decrease in power consumption and a cost reduction in PSTN.

Mitel now has a universal collaboration suite on a company-wide scale. All Mitel users can access office, remote and mobile solutions with virtual office capabilities, anywhere and anytime, just like our customers.

Learn More

Find out more about Mitel's business phone system solutions at **mitel.com.**

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