



# Mitel and Microsoft Teams Better Together

Mitel User Group  
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# Welcome from Australia



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# Set of Key Communication Tools



## Mission Critical /Secure needs What, When & How you Need it!

- On Prem/hybrid/cloud
- Uptime – 99.999%
- Security, local regulations
- Survivability
- Cost
- Compliance
- Vertical Integration



- Contact Centre
- Inattend/CMG attendant
- Flexible phones with one number
  - Desk, softphone, Mobile
  - Analogue/Omnichannel
- Advanced visual voicemail
- ACD/Ring Group control
- Active directory Sync / SSO
- Integrations/Open API's/Cloud link
- Calendar Synchron
- Advanced Routing



**Flexibility:**  
Connect and work  
from anywhere



### Microsoft Teams

- Softphone/Video
- Doc. Share/Collab
- Chat

**Direct Routing  
Mitel Assistant**



### Microsoft Outlook

- Email, Calendar
- Directory (Personal, Corp)



## Mitel Telephony Only Client & Mitel Assistant

*Developed for customers that use MS Teams and Mitel Call Server for Telephony*

Provide a solution to customers that doesn't require them to invest in Microsoft E5 / Phone System licenses

“One client user experience” (MS Teams)

- Provides the powerful telephony features from the Mitel Call Server
- Softphone & Remote CTI
- Call History & Voicemail

Keep the two solutions “in sync”

- From within MS Teams, see if users are busy in Mitel Call Server phone calls



Microsoft



Authenticator



Edge



Excel



Microsoft  
Stream



Office



OneNote



Outlook



PowerPoint



SharePoint



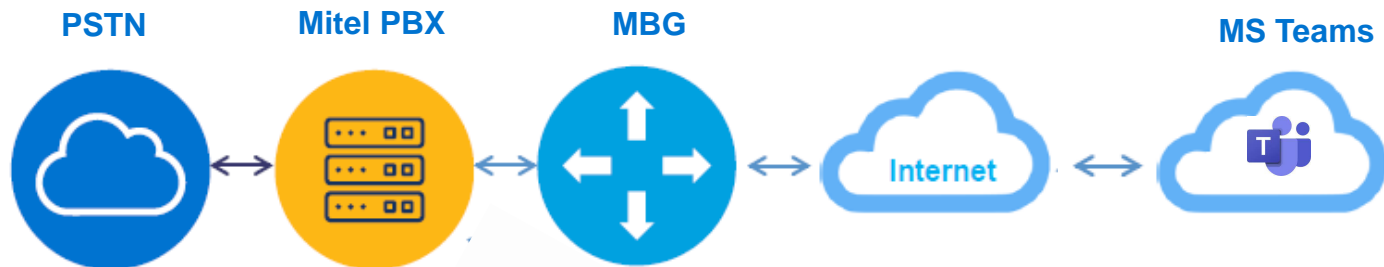
Teams



Word



# Microsoft Communications through the years



E3 Licenses



Telephony Add on  
E5 License



# Vertical specialisation



# Unparalleled Choice & Flexibility



## Architecture

On-Prem  
Private Cloud  
Public Cloud



## Compliance

Data Residency  
Vertical Regulations



## Control

Maintenance Timing  
Software Releases



## Integrations

Business Apps  
Vertical Apps



## Legacy Systems

Existing Platforms/Devices  
Analog/Digital  
Coopetition Solutions



## Financial Model

OpEx (subscription)  
CapEx (perpetual)



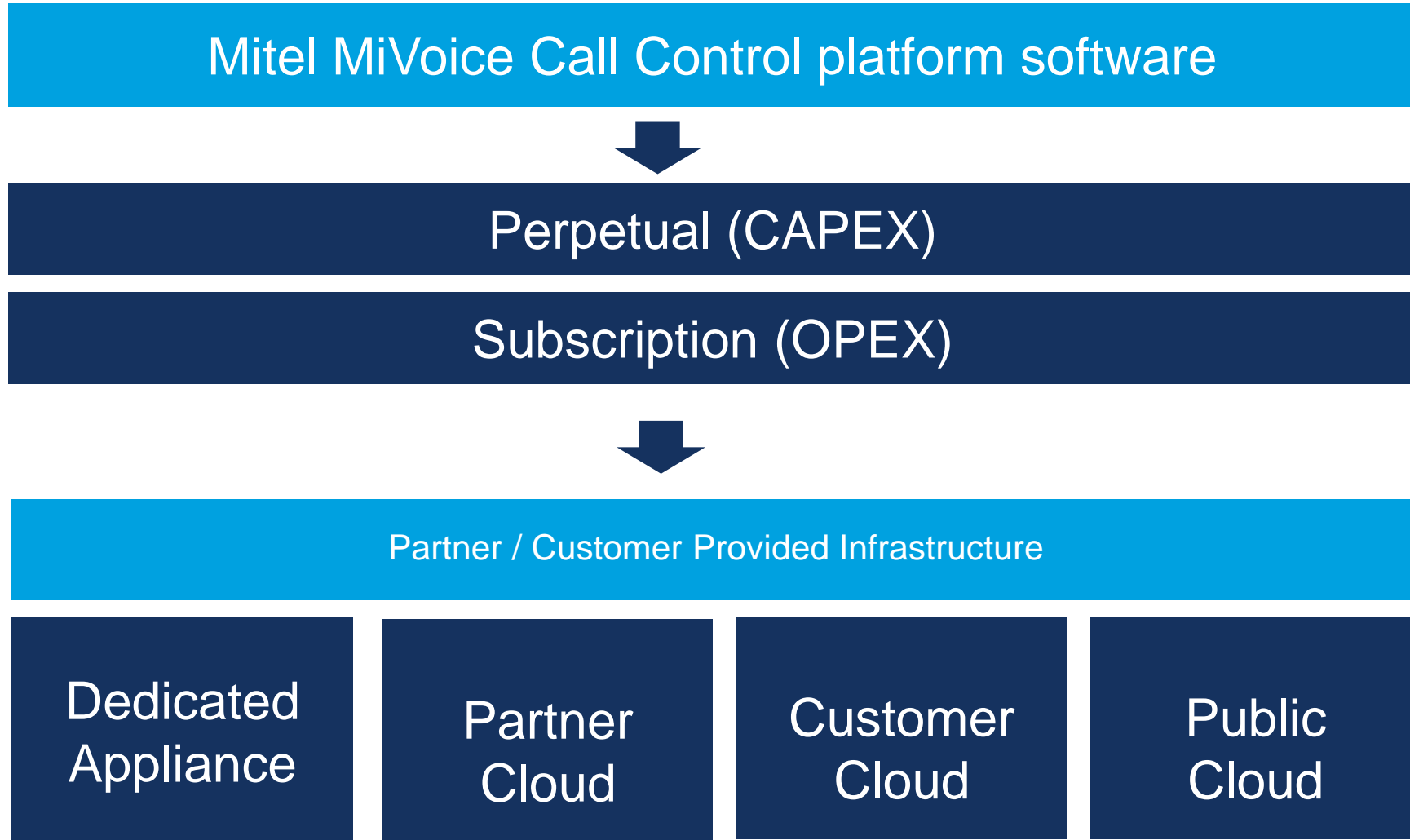




## Deployment frameworks for Mitel MiVoice Call control software

- On Premise dedicated hardware appliance
- On Premise virtual machine (Vmware and Hyper-V)
- Partner Cloud
- Customer Cloud
- Microsoft Azure\* excludes 400
- AWS\* excludes 400
- Hybrid – On premise hardware, software and/or Cloud.

# > Commercial Options and Deployment Models



# Commercial Options and Deployment Models

Mitel MiVoice Call Control platform software



Perpetual (CAPEX)

Subscription (OPEX)

## Commercial Flexibility

Customers decide how the purchase our software based on their business model and strategy.



Partner / Customer Provided Infrastructure

Dedicated  
Appliance

Partner  
Cloud

Customer  
Cloud

Public  
Cloud

## Deployment Flexibility

Customers decide on the deployment option which suits their business and strategy.



# > Mitel - Dedicated UCaaS subscription



## CONTROL

- Dedicated instance UCaaS solutions
- Customised solution for your business
- With Mitel there are no shared Servers or network services which means you have complete control over your UC solution
- - Mitel SaaS aligns with your security policies
  - Mitel SaaS aligns with your Hosting strategy
  - Mitel SaaS aligns with your high availability strategy
  - Mitel SaaS aligns with your carrier of choice
  - Mitel SaaS aligns with your preferred service delivery or managed service partner.
- 24/7 support & Performance analytics
- Flex up/down so you only pay for the features you need.

Because every customer is *DIFFERENT*



**FLEXIBILITY  
& CHOICE**

A hand with dark skin holds a black smartphone. The screen is white and displays the word "Thanks" in a bold, blue, sans-serif font. Another hand with dark skin is visible at the bottom right, with the index finger pointing towards the screen. The background is a dark blue geometric pattern with various shades and lines.

**Thanks**