

## Mitel User Group Reflects on an Incredible 2024 and Looks Ahead to 2025

As 2024 comes to a close, the Mitel User Group (MUG) is thrilled to celebrate the remarkable milestones achieved this year while offering a sneak peek into the exciting opportunities awaiting members in 2025.

This year, MUG hosted over 20 virtual events, covering a wide range of technical topics and delivering critical insights into Mitel's latest innovations, roadmap updates, and product developments. Some favorite sessions were:

- Administration for MiVoice Business
- Getting the Most Out of Mitel and Microsoft Teams
- MiVB/MiCollab/MiCC Integration
- MiCC 10.1 Update: The Latest and Greatest in MiCC
- Mitel with Microsoft Teams Solution with MiCollab

Members who missed these live events can access them anytime through the MUG [Media Hub](#) available 24/7. In addition to this invaluable resource, 2024 also marked the launch of the [Training Hub](#). This new platform features educational courses on MiCollab, MiVoice Business, NuPoint, and OpenScape, led by Mitel's expert training team. These complimentary courses provide members with tools to maximize their Mitel solutions.

MUG expanded its reach in 2024 by growing its [Chapter program](#), welcoming new local groups in Italy, the Nordic region (Sweden, Finland, Denmark), North America, and the UK/Ireland. Established groups in France and the Netherlands continue to thrive. These Chapters offer opportunities for networking, collaboration, and knowledge-sharing with peers and Mitel leaders. Watch the [MUG Events Calendar](#) for upcoming events in 2025.

MUG's community is built around its members, who are central to its success. Looking to 2025, the community can look forward to:

- Enhanced virtual and in-person events
- Expanded training sessions
- New resources to optimize Mitel solutions

For more information, contact Mitel User Group at [memberservices@mitelusergroup.org](mailto:memberservices@mitelusergroup.org) or visit [mitelusergroup.org](https://mitelusergroup.org).

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### Join the Mitel User Group (MUG)

MUG is a customer-led, global community of users, joined together for networking, driving influence into Mitel, and learning and sharing best practices. MUG features two levels of membership: a free membership which includes access to the global community, technical webinars and training sessions, online forums, product updates and professional networking; and a premium MUGpro membership that includes all the basic features of membership, plus exclusive access to Mitel resources and sandbox environment. For more information and to become a MUG member, visit [mitelusergroup.org](https://mitelusergroup.org).

### About Mitel

A global market leader in business communications powering more than two billion business connections, Mitel helps businesses and service providers connect, collaborate and provide innovative services to their customers. Their innovation and communications experts serve business users in more than 100 countries. For more information, visit [mitel.com](https://mitel.com).