



Mitel OpenScape 4000 V11

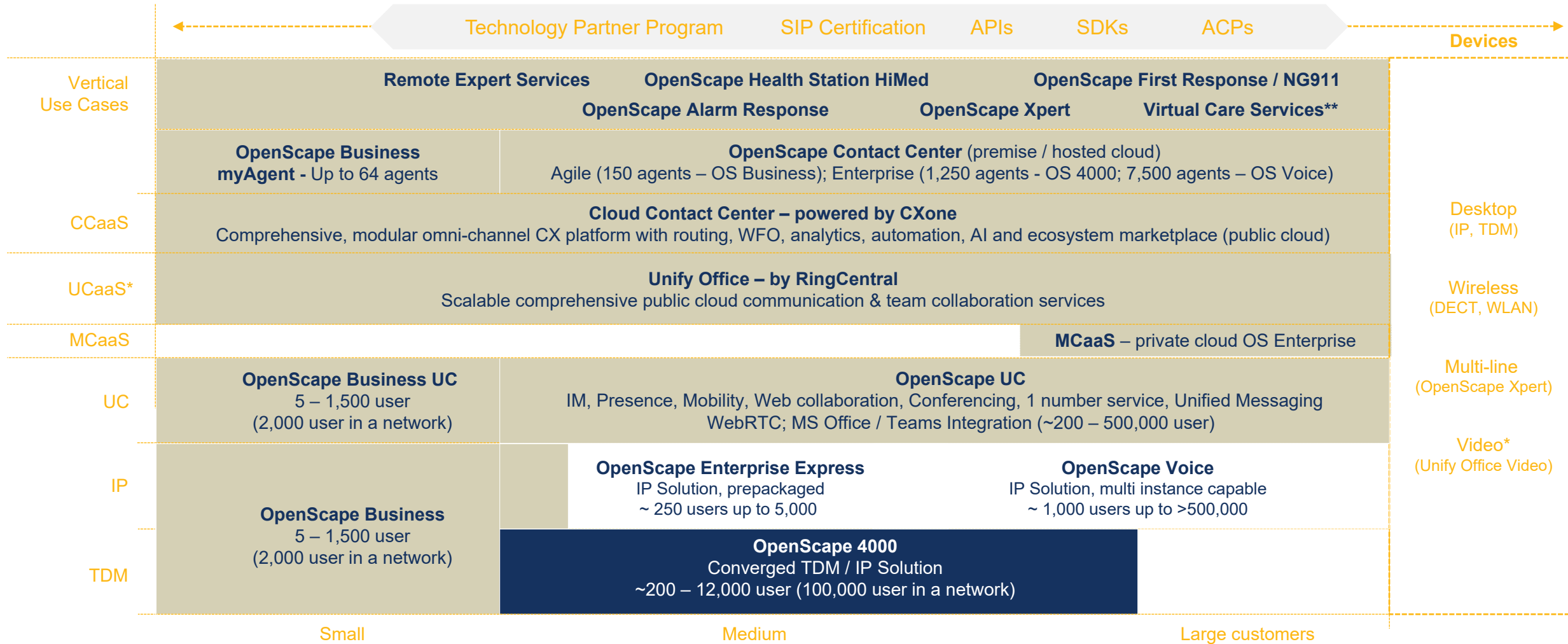
Customer Presentation

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OpenScape - Product Portfolio Positioning



Mitel Portfolio of Solutions & Services

Integrated Vertical Solutions

- Mitel Solutions Alliance
- Unify Technology Partners
- OpenScape Health Station HiMed & Virtual Care Collaboration Service
- Hospitality Solutions
- Alarming / Mass Notification

Services

- Advisory, Consulting & Success Services
- Design & Implementation Services
- Managed and Support Services
- Software Assurance

UC Platforms

- OpenScape 4000
- OpenScape Voice
- MiVoice Platforms

Collaboration

- MiCollab
- OpenScape UC
- Unify Phone

Contact Center

- MiContact Center Business/Enterprise
- OpenScape Contact Center
- Cloud CC powered by CXone (NICE)

Desktop & Cordless Devices

- 6900 Series Phones
- 700d Series DECT
- OpenScape Phones
- OpenScape DECT



Mitel OpenScape 4000 V11

In today's **dynamic environment**, communication is key and needs to be managed **effectively**.

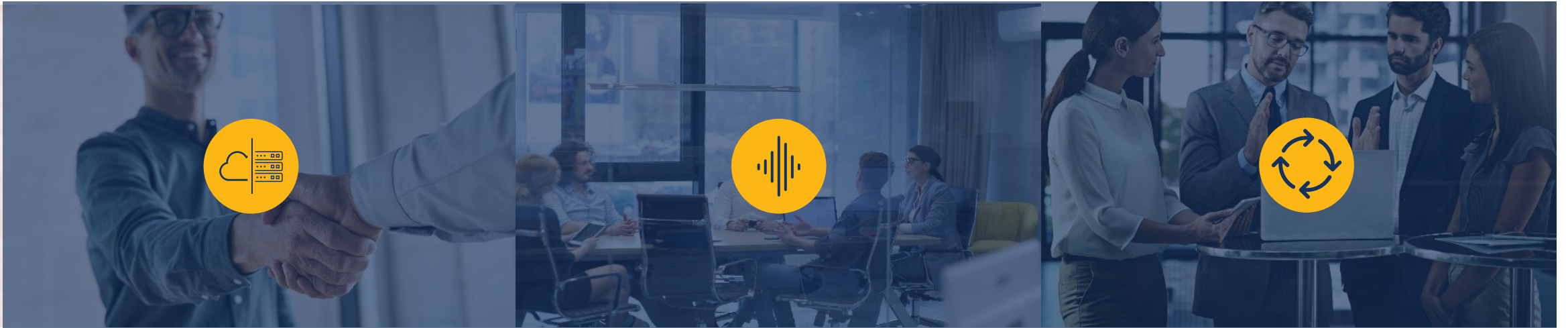


Let us show you how with **Mitel OpenScape 4000 V11**



Welcome to OpenScape 4000 V11

OpenScape 4000 V11 is an advanced, enterprise-class **hybrid communication solution** designed to deliver reliable, scalable, and feature-rich **voice and Unified Communication services.**



OpenScape 4000 enables companies to operate their networks flexible, modular, secure, economically and with the greatest possible availability.

Flexibility · Security · Availability · Cost-Effectiveness





Who is this solution suitable for?



Companies with the need to deploy and operate large, scalable and robust hybrid communication systems or networks with up to 100.000 users.



Whenever there is a need to connect a huge variety of devices and interfaces, like analog, TDM/UP0, IP, etc.



Companies that want to equip large areas or many employees with a Cordless / DECT solution.



Existing Unify customers willing to protect their investment by upgrading existing HiPath or OpenScape systems according to their needs. This could include a change of the overall system/network architecture to a pure IP solution based on OpenScape 4000



Customers with complex requirements when it comes to integrating multiple locations that can be distributed worldwide.



Customers who need to integrate and operate different manufacturers and solutions in one network.



Deployment Options

Flexible Deployment Options

On-Premise



Deploy in traditional telco environment on VMware or EcoServer

Hybrid



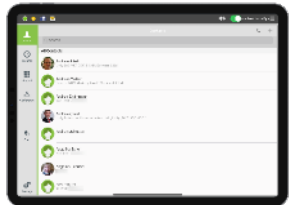
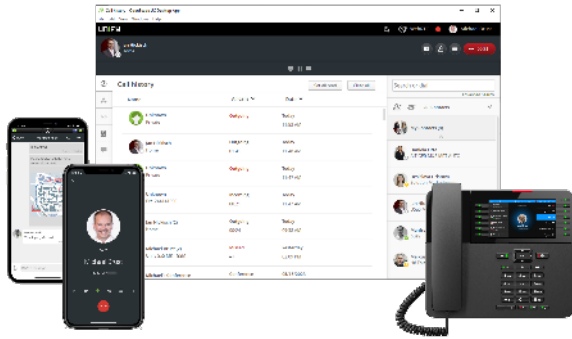
Deploy basic voice services from premise-based host and team applications from private / public cloud

Private Cloud



Customer data center deployments as virtualized application (VMware)

Cost effectiveness



Cost reduction Efficiency

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- Reduced administration cost due to the advantage of IP endpoints and IP distributed architecture.
- Powerful SoftGate application with virtual gateways leads to lower hardware invest, with the chance to further reduce rack space
- Reduced TCO through integrated management application (OpenScape 4000 Assistant).

Virtualization Software Flexibility

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- No need of an additional hardware when using the OpenScape SBC or the OpenScape Endpoint Management: Software can be operated on EcoServer, EcoBranch and Enterprise Gateway.
- Ability to use VMware® virtualization for OpenScape 4000 Call Control and OpenScape 4000 SoftGate.Session Border Controller

Branch office solutions

- Open Scape SoftGate, OpenScape EcoBranch and OpenScape Enterprise Gateway as cost-effective and survivable branch offices.

Common Communication Framework from Mitel

On-Premises

Hosted by
customers

Hosted by
partners

OpenScape 4000 V11
On-Premises | Cloud | Hybrid

Mitel + Unify solutions

Vertical App Integrations

Integration with third-party providers





OpenScape 4000 V11 enables flexible workplace deployments, scalable business expansion, a user-friendly licensing model, seamless migration between platforms, and cost savings with SIP trunking, while protecting existing investments.

- Flexible workplace deployments.
- Easy and flexible business expansion through easy scalability using SoftGate, OpenScape EcoBranch with corresponding Access Modules and the OpenScape Enterprise Gateway with the possibility to re-use existing subscriber or trunk interfaces/boards.
- Flexible and simple user-oriented licensing concept.
- Easy migration options from OpenScape 4000 to OpenScape Voice or vice versa (OpenPath) offer the customer a high degree of flexibility, planning reliability and investment protection.
- SIP Trunking to Service Providers reduces the costs for traditional interfaces and provides a greater flexibility.

Reliability and Security



Business continuity through high reliability for main system in combination with branch resilience.



Comprehensive feature set for branch survivability with signaling and payload survivability.



Hot-Standby Duplex option for the main call control even for geo separated locations.



Warm-Standby redundancy for application connectivity and management interfaces.



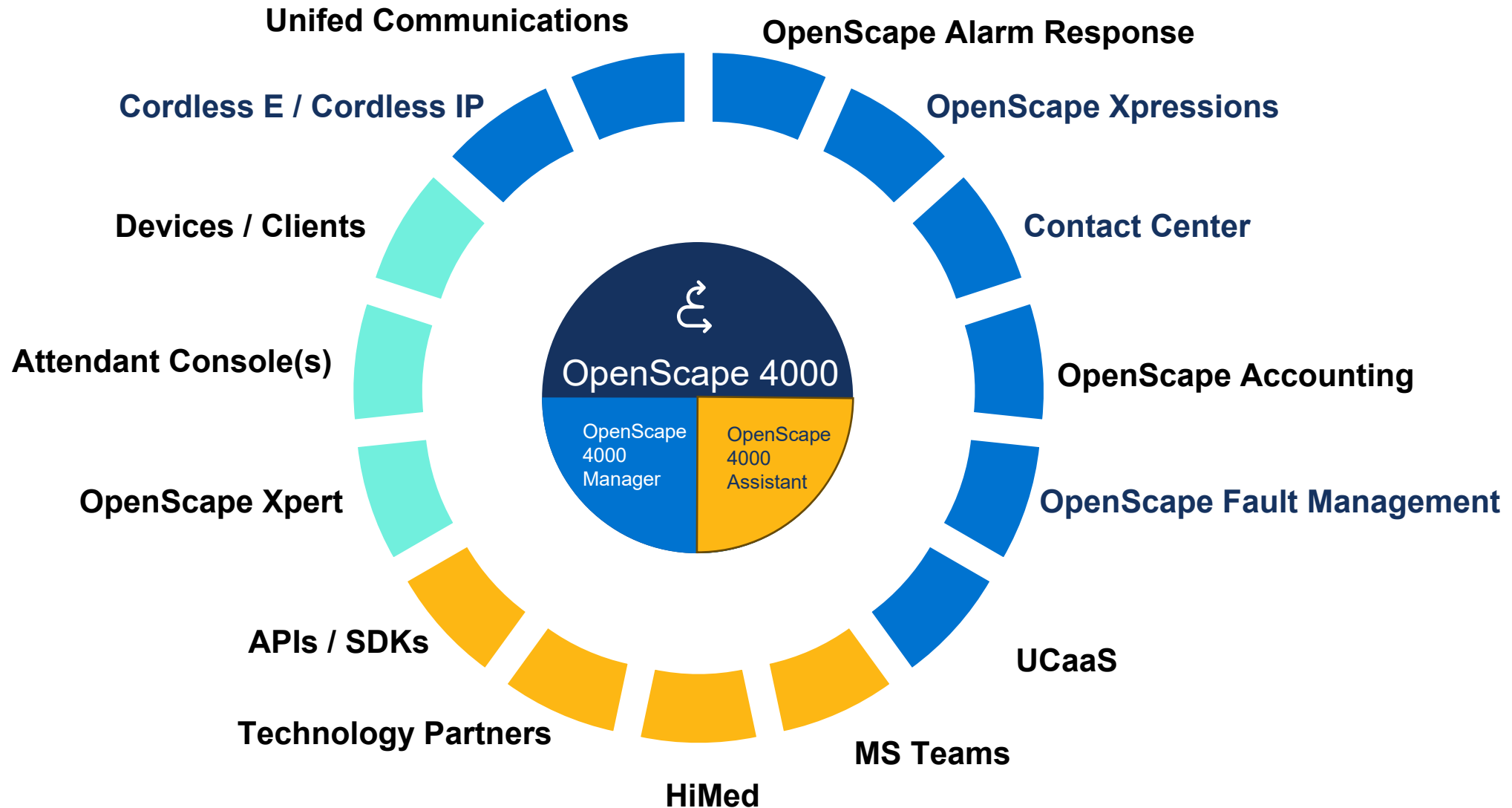
Proven End-to-End Security for VoIP Calls.



Secure Networking within OpenScape 4000, OpenScape Business and OpenScape Voice deployments.



OpenScape 4000 – Components of the overall solution



More flexibility with our proven devices and our new device family

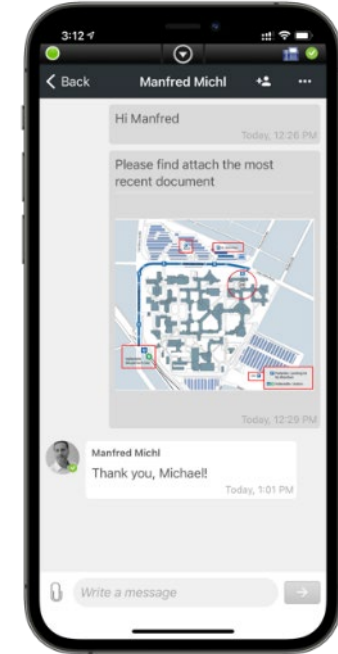
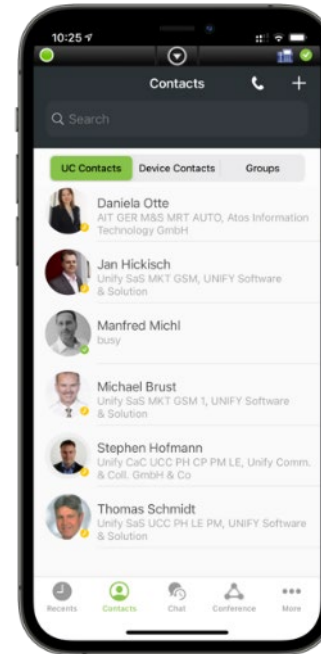
Unify OpenScape Desk Phones IP & TDM



The right device for every purpose



Enables virtual teams
to collaborate
seamlessly from
anywhere



OpenScape Xpressions

**Unified messaging
provides a centralized
and searchable inbox
for all messages**



**Much more than just
voice mail**



One central inbox for all messages – voice, fax and SMS text – enabling mobile and home-based workers to stay connected all the time.



You can be more productive. More efficient. More responsive.



Xpressions is mobile, all this is available wherever you are



OpenScape Contact Center



Leverage the power of OpenScape 4000 with our proven solution for omni-channel customer engagement



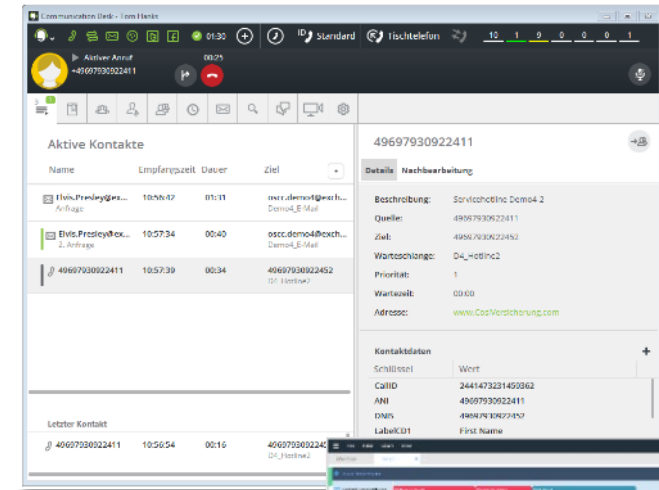
Empower agents with communication tools to more effectively engage with customers and each other



Expand options to include social, email, bots, chat and video

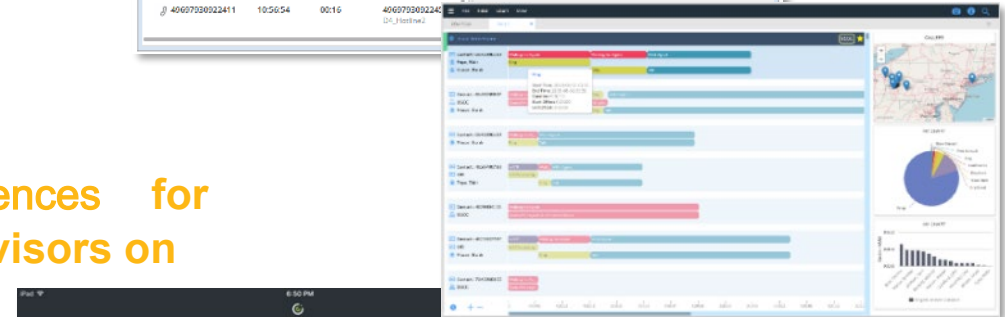


Make more informed decisions with customer engagement insights and analysis



Intuitive ,
omni-channel
agent
experience

Mobile
experiences for
supervisors on
the go

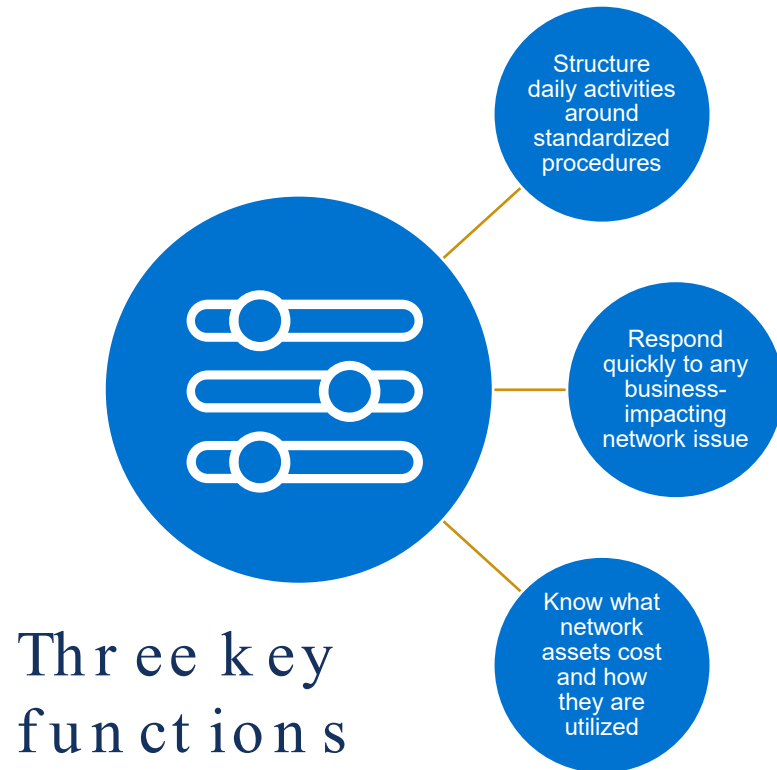


Integrated
analytics for
more informed
decisions



OpenScape Management Applications

OpenScape Management Applications offer powerful tools for network automation, visibility, and control—empowering your team to maintain a high-performance network with ease.



Fault Management

User Management

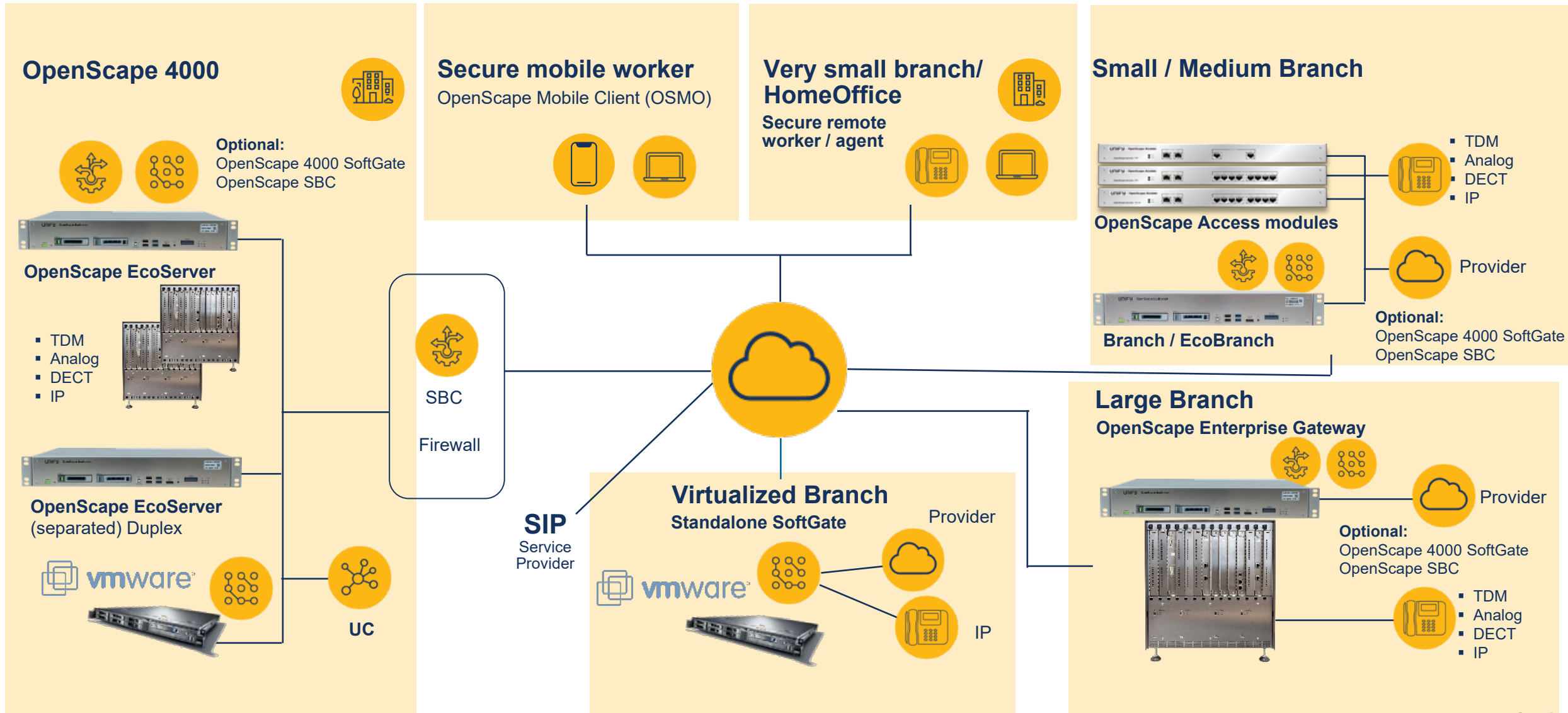
Accounting Management

Deployment Service

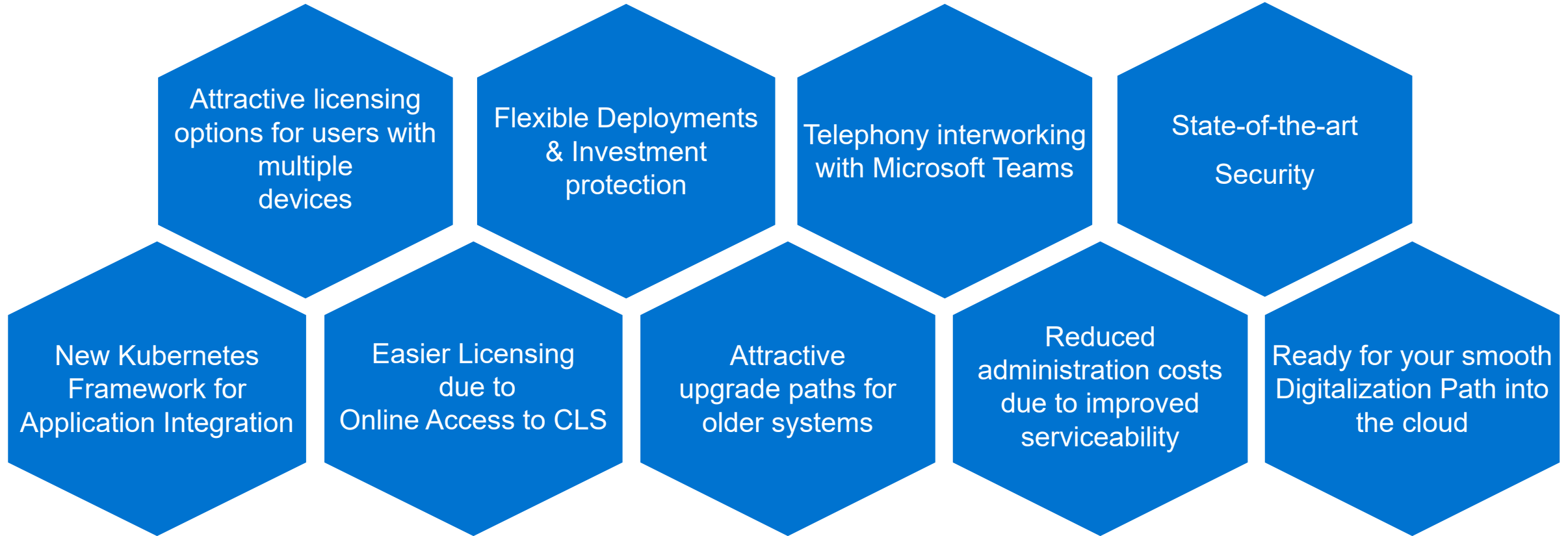
Performance Management



OpenScape 4000 Architecture



OpenScape 4000 V11 - Key takeaways



OpenScape 4000 V11 - Key takeaways

- OpenScape 4000 continues to be an industry leading resilient and flexible platform for IP, Digital and Analogue customer requirements.
- Continuous development and improvement within the OpenScape Enterprise Portfolio, OpenScape 4000 remains fully up to date and future proof.
- Interworking with Microsoft Teams to increase deployment flexibility.
- The OpenScape Enterprise Gateway provides customers with deployments for branch sites and with an SBC integrated as part of a fully resilient solution.
- Highly flexible in its deployment into customer premises, data-centers in both hardware and virtualized solution.
- Perfect offer for virtual team realities and strengthens the efficient communication from everywhere.
- With OpenScape 4000 you are well placed to adopt your All-IP and Digital Workplace strategy.



Thank you!

