

# MiCloud Enterprise Unified Communications As A Service Powered by Mitel



## Micloud Enterprise Unified Communications as a Service (UCaaS)

Businesses of all sizes are embracing cloud-based enterprise technologies in order to achieve superior results in business performance and marketing. The use of cloud applications is sought by many companies because of its advantages and rich feature sets. Business executives are beginning to realize that cloud-based enterprise communications and collaboration could enhance their company's productivity, boost business performance and bring more business value.

As the pace of business communications continues to accelerate, features and functionality that were once “nice to have” are now essential to engaging customers, prospects and business partners. Multi-point video conferencing, interactive collaboration, mobile integration, voice mail to email, automatic call distribution and other Unified Messaging and Unified Communication & Collaboration (UCC) technologies that empower your employees to gain an advantage over your competitors.

MiCloud Enterprise UCaaS provides a cost-effective way for Service Providers and Channel Partners to provide and/or expand business communications without the need to invest in expensive servers, network routers, switches, security mechanisms and other in-house data center equipment. Mitel’s state-of-the-art data centers combined with the MiCollab with Voice integrated UCC appliance provide the latest in all-in-one, easy-to-provision and feature-rich UCC technology for Channel Partners to offer rich, effective Unified Communications (UC) to their customers.

MiCloud Enterprise UCaaS is ideally suited for the small to medium business market looking for an integrated all-in-one Voice + UC package that delivers a full suite of UC capabilities for effective business communications that includes:

- *Cloud-based, voice communications*
- *Advanced unified communications*
- *Mobile solutions*
- *Audio, video and web conferencing and collaboration*
- *Unified messaging and voice mail*
- *Integrated network voice gateway functions for work-at-home and SIP Service Provider interconnect*

MiCloud Enterprise UCaaS offers a simple integrated solution for virtual cloud deployment bringing together Mitel’s MiCollab with Voice with Mitel Cloud Services’ virtual infrastructure including:

## Mitel MiVoice Business

Highly scalable, proven IP-PBX software is the foundation of the Mitel Freedom Architecture. MiVoice Business provides powerful call handling, a profusion of UC features and simple management.

### MITEL MICOLLAB

- *MiCollab Client – Unified communications application that gives a single access point for communication and collaboration needs. It provides real-time access to everyone in the organization utilizing the cloud while enhancing the effectiveness of “in the moment” communications.*
- *MiCollab (Audio, Web and Video Conferencing) – A comprehensive audio conferencing and web collaboration application that improves collaboration and information sharing among employees and with customers, partners, and suppliers.*
- *MiCollab Unified Messaging – A unified messaging solution that drives user productivity by allowing users to access and manage their voice mail, email, and fax messages from their PC’s or telephones.*

## Mitel MiVoice Border Gateway

This solution securely enables remote employees to work and collaborate productively by having a complete in-office Unified Communications experience without being physically in the office.

The MiVoice Border Gateway delivers the following co-resident services on a single platform:

- *Teleworker Service – Turns any Mitel IP desktop or soft phone device into teleworker mode from anywhere.*
- *SIP Trunk Proxy Service – Can serve as a SIP-aware firewall at the edge of the company network and eliminates the need for 3rd party firewall devices and simplifies configuration and deployment*
- *Application Web Proxy Service – Enables trusted connectivity between company LAN and the Public Internet to provide secure access for Mitel Unified Communications applications.*

MiCloud Enterprise UCaaS solution consists of the following:

### 1) VIRTUAL DATA CENTER ENVIRONMENT:

The Virtual Data Center environment provided for UCaaS offers U.S.-based partners and their customers a SAS70 II, SSAE-16, ISO 27001, PCI-DSS, Safe Harbor certified, fully controlled and managed data center space with multiple connectivity options. Our data center provides the following features:

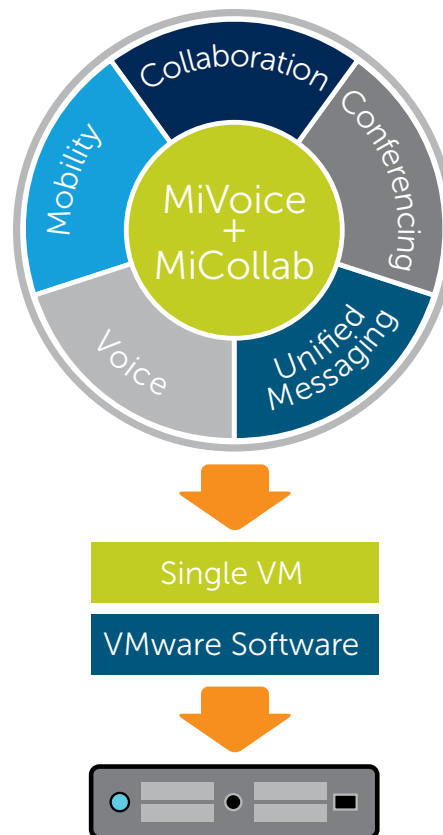
- *Private compute pools guarantee resources*
- *Burst mode for dynamic scale*
- *Secure, auditable and compliant*
- *Physical device integration*
- *Private network integration*
- *Full-featured RESTful API*
- *Powered by VMware vSphere*
- *Hybrid integration with colocation*
- *Fully redundant power*
- *Integration with advanced security services*

### 2) MICOLLAB WITH VOICE VIRTUAL APPLIANCE

The integrated MiCollab with Voice Virtual Appliance is a variant of MiCollab that combines Mitel's core MiVoice Business platform along with MiCollab UC applications as one virtual machine for deployment on VMware vSphere/ vCloud. It brings optimized virtual resource consumption and simplified initial system installation and configuration that enables the deployment of the most common voice/ UC features quickly and efficiently.

### 3) SIP SERVICE PROVIDER INTERCONNECT

Mitel Cloud Services SIP Trunking services will be integrated into the UCaaS solution in the USA. A choice of Express SIP, SIP Local Productivity, Virtual USA SIP, or Unlimited USA SIP are the different options to be provided.



## MiCloud Enterprise UCaaS License Bundles

Mitel has developed a simple and efficient way to purchase UC services. Because communication is a service, your business purchase utilizes an Operating Expense (OPEX) model which lowers the up-front costs. Mitel's services are flexible, allowing you to pick from different bundles customized to meet your company's needs. The value proposition is:

- *Zero Up-front Costs*
- *Feature Rich*
- *Minimal Risk*
- *Optimized Time to Service*
- *Simple Configuration*

FEATURES	ENTRY	STANDARD	PREMIUM
Direct Inward Dialing	•	•	•
MiCollab Basic with IM & Presence	•	•	•
Two-device "Single Number Service"	•	•	•
Voice Mail / Email Synchronization (MiCollab)	•	•	•
MiVoice Business Enterprise User	•	•	•
MiCollab Client Softphone	Not available	•	•
Teleworker	Not available	•	•
MiCollab Conferencing & Collaboration	Not available	•	•
MiCollab Desktop and Web Client	Not available	•	•
Multi-device User License "Single Number Service" (8 devices)	Not available	•	•
Dual Mode Hand-off	Not available	Not available	•
MiCollab Mobile Softphone	Not available	Not available	•



## MiCloud Enterprise UCaaS Responsibility Matrix

### WHO DELIVERS WHAT?

- Customer is owned by Channel Partner
- Mitel's customer is the Channel Partner
- Mitel delivers data center and all software components to Channel Partner
- Channel Partner configures, implements and supports the solution
- Channel Partner captures top line revenue by billing customer

## MiCloud Enterprise UCaaS



For more information on how MiCloud Enterprise Unified Communications as a Service can help you, please contact: 800-894-7026 • [mitel.com](http://mitel.com)