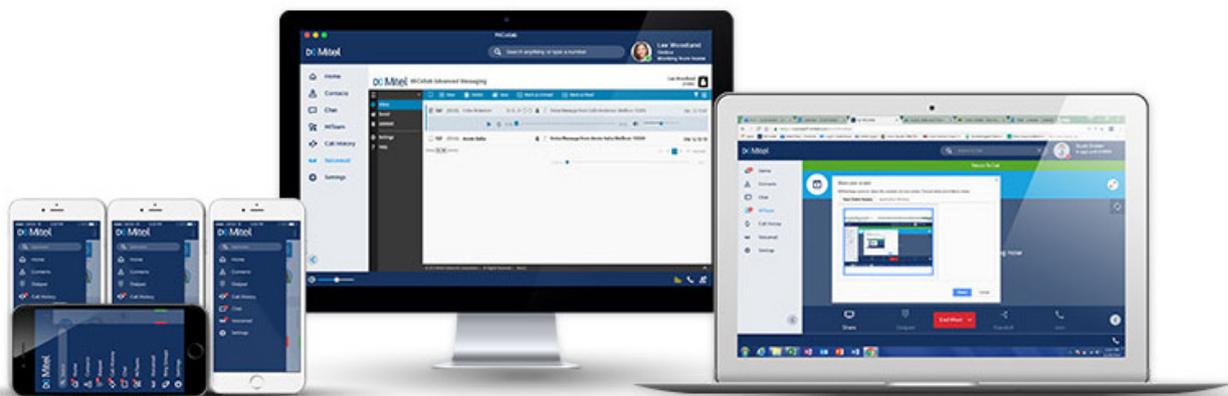


MITEL MICLOUD FLEX

ADVANCED, CUSTOMISABLE BUSINESS COMMUNICATIONS SOLUTION IN THE CLOUD



MiCloud Flex brings **mobility, simplicity** and **customer centricity** to enterprise communications and collaboration.

Business communications is much more than just telephones and email. It's an integral part of your business that impacts employees, partners and customers. Beyond just connectivity, businesses today need mobility, reliability, simplicity and security out of their communications platform. Yet meeting those requirements can be a challenge, particularly as organisations try to extend those capabilities across multiple offices, mobile workers and a multitude of different devices.

MiCloud Flex is designed to deliver a unique experience, both internally and for your customers. It delivers a complete, enterprise-class communications solution in the cloud to enable unified, scalable, mobile communications to anyone, anywhere and on any device. It's everything you need to take your communications to the next level—more mobility, rich enterprise and team collaboration, exceptional customer experiences—without the cost and complexity of a traditional, premisesbased communications system. With MiCloud Flex, you have a fully integrated solution, rather than sourcing many disparate productivity apps from various non-integrated companies.

 Visit the website
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 Telephone
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POWER AND SCALE FOR THE MOBILE CLOUD GENERATION

MiCloud Flex is a native cloud solution that improves the way you communicate by eliminating the barriers to collaboration, enhancing customer service and tying your existing business applications together through an easy-to-use interface.

KEY BENEFITS

- Fully hosted end-to-end solution
- Robust system features
- Reliable, high availability solution
- Flexible, scalable pricing
- Global reach
- Premium customer service
- Advanced contact centre

MICLOUD FLEX OFFERS A PROVEN PORTFOLIO OF CLOUD-BASED SERVICES

- MiVoice Business IP voice communications (including MiVoice Conference)
- MiCollab cloud collaboration tools
- MiCloud Flex Contact Center, MiCloud Call Recording, and MiCloud IVR
- MiCloud Analytics to monitor and improve call experiences and application performance
- Seamless disaster recovery and business continuity products (including survivable branch appliances)
- And a broad portfolio of IP/SIP-enabled phones

ADVANCED INTEGRATIONS WITH YOUR BUSINESS PROCESSES

You can harness the power and scale of the cloud for better communications without disrupting your business. MiCloud Flex integrates easily with Microsoft Lync / Skype for Business, Salesforce, Google and other business applications to unify and enhance your communications. And with MiCloud Flex, you can also integrate with proprietary software and systems we do not have integrations for by leveraging APIs.

COLLABORATE SMARTER

Real-time communications is the key to better collaboration. With MiCloud Flex, you get the built-in capabilities of MiCollab to foster real-time collaboration using voice, video, IM, document sharing and more—all from a single, unified application that moves seamlessly between desktops, mobile devices and the cloud.

- Bring Microsoft Outlook, Google, Lync / Skype and other applications into the conversation for true unified communications.
- Enjoy robust features including presencebased awareness, instant video communication, visual voicemail, attendant console and much more.
- Highly collaborative, persistent workspace for team-based meetings, conversations, contextual collaboration and project management.

MASTER MOBILITY

Mobile communications is a mandate in a world where millennials will soon make up more than half of the workforce. Cloud communications brings mobility into all communications and allows colleagues and customers to choose how they communicate.

- A single communications portal displays consistently on desktops, laptops, smartphones and tablets including Android and iOS devices.
- Give customers the freedom to communicate using voice, email, text or chat from any device.

TRANSFORM YOUR CUSTOMER EXPERIENCE

MiCloud Flex Contact Centre is an enterprise-class, omnichannel customer experience management solution with advanced customer service features that is proven to transform the way you interact with customers.

- Combine your contact centre with CRM or other business applications to deliver real-time customer intelligence to agents, regardless of the manner your customer chooses to contact you (phone, email, web chat, SMS, social media, video, etc.).
- Integrations via Open Media enables you to customise your customer engagements through Mitel Professional Services or via own customisations with the appropriate Developer program subscription and training.
- Identify customers based on stored profiles and intelligently route them to the right agents / resources.
- Deliver advanced self-service capabilities with IVR messaging and routing.
- MiContact Center Ignite Preview Dialer to optimize operations by creating a blended contact center.

YOUR PATH TO BETTER COMMUNICATIONS

✓ IT'S COMPLETELY SECURE AND COMPLIANT

Communications are hosted in secure, Tier 3+ data centres with optional advanced security measures including full encryption. The Flex system is also dedicated to you and configured as an extension of your private network, and our cloud centres are built to satisfy the most stringent security standards.

✓ IT'S CUSTOMISABLE

MiCloud Flex gives you the flexibility to wrap your business communications solutions around your ideal and existing business processes and workflows. MiCloud Flex integrates easily with Microsoft Lync/ Skype for Business, Salesforce, Google and other business applications to unify and enhance your communications. And MiCloud Flex is about having the ability to customise - either through defined APIs or we can customise on your behalf.

✓ IT'S CUSTOMER FOCUSED

By choosing MiCloud Flex as your next-generation customer care solution, you're giving customers more choices, faster responses, personalised interactions and self-service capabilities that save them time (and save you money).

✓ IT'S RELIABLE

With MiCloud Flex, your communications will never go down because of a single network outage or hardware failure. MiCloud Flex features a high-availability deployment or available geo-redundancy for enhanced disaster recovery and additional availability of service.

✓ IT SAVES YOU MONEY

Enterprises can realise big savings by moving their communications into the Mitel cloud. MiCloud Flex features valued bundle pricing to minimise licensing costs and a scalable pay-as-you-grow model that ensures enterprises do not pay for capacity they do not need. You can quickly add new users, connect new offices or activate new features, and do it all while driving down your communications and customer care costs.

✓ IT SAVES YOU TIME

MiCloud Flex can be quickly deployed supporting a global footprint and, once deployed, your IT department no longer has to spend hours provisioning, maintaining and upgrading hardware and software. MiCloud Flex is available as a completely managed service in the cloud; Mitel maintains the virtual environment (including the hardware) and provisions the extra capacity when needed.

MITEL PHONES

BUY, RENT AND LEASE OPTIONS AVAILABLE.



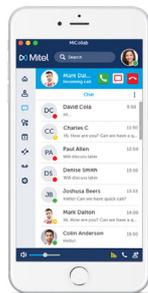
MiVOICE 6920 IP PHONE



MiVOICE 6930 IP PHONE



MiVOICE 6940 IP PHONE



MiCOLLAB CLIENT



MiVOICE CONFERENCE PHONE

ABOUT 4SIGHT COMMUNICATIONS

4Sight Communications is a team of Mitel Professionals offering industry-leading communications solutions and a value enhanced approach to the provision of consultancy and support services.

With over 25 years' experience and unmatched reputation of delivering excellent service within the telecommunications industry, 4Sight Communications are experts in helping organisations achieve unified communications, mobility and flexible working solutions across their businesses.

Our expertise and your trust working together will empower your decisions with the understanding and knowledge needed to make your communications work best for you. Our success stems from our passion for technical and service excellence, and the determination we share in making a difference to the clients we work with. From your very first contact with us, we are working hard to understand your business so we can design and implement the right solutions and services to exceed your expectations.

GET IN TOUCH:

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