THE BENEFITS OF TRANSITIONING FROM MIVOICE CONNECT TO MIVOICE BUSINESS

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As a long-standing user of MiVoice Connect, we want to thank you for choosing our products and your confidence in Mitel. Mitel continues to innovate. We offer businesses communications and collaboration software and services to allow the flexibility and simplicity needed to support today's competitive and ever-changing business environment.

The right solution for customers previously on MiVoice Connect

MiVoice Business provides your organization with a complete communications, collaboration, and customer experience solution. An incredibly feature-rich unified communications platform, MiVoice Business delivers the choice and deployment flexibility demanded by today's UC customer.

Large, small, or in between, MiVoice Business is designed to fit the unique needs of any size organization at each stage of its growth.

Mitel recently introduced a new SMB Controller to address the smaller customer or branch office segment for the MiVoice Business which offers Enterprise-level features in a small business package, for up to 150 users. This is the perfect solution for customers previously on MiVoice Connect (and legacy 14.2 solutions).

Deployment Flexibility

With the option to deploy their solution on-premises, in a public or private cloud environment – MiVoice Business can be licensed with either a traditional upfront CapEx purchase or with an OpEx subscription.

Integrated Collaboration, conferencing and customer experience solution

MiVoice Business provides a full communications solution with messaging, collaboration, and contact center capabilities.

MiCollab and MiTeam Meetings offer enterprise collaboration software and real-time video conferencing for businesses across time zones and geographies that securely and swiftly powers communications. And you can also integrate MiContact Center Business, to support a few call center agents or a thousand omnichannel agents.

Full Range of IP Desktop & Accessories

MiVoice Business offers a full range of IP desktop devices, accessories, and meeting room solutions that deliver advanced applications when and where you need it.

With MiVoice Business, you get access to

- Deep call control, collaboration, meetings with MiVoice Business and MiCollab

- Advanced Enterprise-level features comparable to those you have enjoyed with your current Mitel communications platform

- Deployment flexibility: On-site, private cloud, public cloud (AWS /Azure)

- In-office, hybrid or work-from-home options

- Broad portfolio of IP phones, market leading wireless SIP-DECT devices and accessories for growth

- Option to consume via monthly subscription commercial terms

- Smooth transition from your current Mitel communications platform to MiVoice Business

Highlighted Features

	Features	MiVoice Business	MiVoice Connect
PBX Features	Auto-Attendant	✓	✓
	Call recording	✓	✓
	Breadth and Depth of Call Control Options	✓✓✓	✓
	Workgroups	Yes (Ring Groups Hunt Groups)	✓
	Voicemail features	✓	✓
	Voicemail Platform Resilience	✓ * MiCAM	✓
	MiVoice Business Console / Reception	✓✓✓	Lesser Operator Role
Collaboration & Conferencing	Collaboration & Conferencing Apps	MiCollab / MiTeam Meetings	UCC Client
	Mobile Collaboration	✓	✗
	Video Conferencing	✓	✗
Integrations	Microsoft Teams Integration	Mitel Assistant / Telephony Only client	✗
	Vertical Applications	✓	Limited and dated
	CRM Integrations	✓✓✓	Limited and dated
Administration	Calling Analytics / Brightmetrics)	✓	✓
	Proactive Monitoring	✓ Mitel Performance Analytics	✗
	System Upgrades process	Multi Image - Faster and more Flexible	Single Image system - Slow and Rigid
Commercial	CapEx Purchase	✓	✓
	OpEx Subscription	✓	✗
Hardware	Small Controller	SMBC All in One Form Factor (Call control & Voice mail)	Voice Switch Hardware / Multi servers
	Microsoft OS	Virtual Deployment	Windows Server
	MBG	Integrated / Mitel Provided	External / OEM
Cloud Deployments	Virtualized (VMware / Hyper V)	✓	✓
	Public Cloud (AWS/Azure)	✓	✗
Architecture	Scaling for deployments over 500 seats	✓✓✓	Poor
	Resiliency / Stability	Yes - Advanced Generation / Scalability	1st generation, more suited to small deployments
Phones	6900 Series Phone compatibility	✓	✓
Contact Center	Contact Center Application	✓✓✓ MiContact Center Business	✓ MiVCC /ECC

Table does not list all common features, or all deltas, just the most notable.

Contact your Mitel partner today to see how Mitel can deliver an advanced communications and collaboration solution to meet your organization's needs.

To learn more about your Mitel system, to download other related e-books or white papers, and to view product demos, please visit https://easterndatacomm.com/solutions/voip-phone-systems/

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