



A MITEL E-BOOK

THE ADVANTAGES OF TRANSITIONING FROM MIVoice OFFICE 250 TO MIVoice BUSINESS



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As a user of MiVoice Office 250, we want to thank you for choosing our products and your confidence in Mitel. We continue to push innovation by offering business communications and collaboration software and services to meet customer needs. Our solutions allow the flexibility and simplicity needed to support today's competitive and ever-changing business environment.

The perfect solution for customers previously on MiVoice Office 250

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 Office 250.

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 a 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 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

Feature Comparison Highlights

	Features	MiVoice Business	MiVoice Office 250
Conferencing & Collaboration	Application names	MiCollab, MiTeam Meetings	MiVoice Office Application Suite
	Voicemail	✓	✓
	Web conference screen record	✓	✗
	Multi-point video conference	✓	✗
	Multi-Party conferencing	(100 parties per conference)	(8 parties per conference)
	1:1 softphone video	✓	✗
	Mobile collaboration	✓	✗
	Works on mobile	✓	✓
	Works on Mac	✓	✗
Hardware	Mitel 6900 Series Advance Features	✓	Only 5300 Series native
	Phone wallpapers	System-wide wallpapers only	✓
PBX Features	Administration	Portal / Console	Software based management
	Release upgrades	✓	✗
	Auto-Attendant	✓	✓
	Voicemail-to-email transcription	with MiCAM	✗
	Extension length	4-7 digit	3, 4, 5 - digit
	Contact Center	MiContact Center Business	MiVoice Office Application Suite/Reporter
	Call recording	✓	✓
	Paging through phones	32 Max	30 Max
	API toolkit	✓	✗
Integrations	Advanced apps	Wide choice of integrations	with MiVoice Office Application Suite
	Native Microsoft and G-Suite integrations	✓	✗
	Mitel Revolution – Mass Notification	✓	✗
Deployment & Commercial Flexibility	Subscription (OpEx) Licensing	✓	✗
	CapEx Licensing	✓	✓
	Scalability	✓	✗
	Redundancy	✓	✗
	Public Cloud	✓	✗



Contact your BSB Communications, Inc 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 mitel.com/products.



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