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Optimize Business Agility and Costs with Mitel MiVoice Business Subscription

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Communication and Collaboration Challenges¹

44% The percent of respondents whose organizations are supporting between *six and ten communication and collaboration applications*.

46% The percent of respondents that cited *IT operations inefficiency* as a top challenge of their organization's communication and collaboration platforms.

Supporting communication and collaboration needs for multiple end users is more critical to organizations, as employees are now more dispersed geographically with hybrid and remote work arrangements. Regardless of where end users are located, organizations still need to provide the same end-user communication and collaboration experience so that the business remains agile and productive.

Deploying and managing multiple and disjointed communication and collaboration applications that serve both in-office and remote employees can result in IT complexity. Given that the complexity stems from the different requirements in network infrastructure, software licensing models, and management tools, operating, updating, and managing these disjointed applications leads to IT operational efficiency. At the same time, inconsistency in the end-user experience can easily emerge, thus preventing employees from completing their business tasks efficiently. Ultimately, the entire business cannot meet business needs promptly.

Mitel MiVoice Business Subscription

Mitel has designed its MiVoice Business Subscription to provide organizations with an integrated unified communications (UC) platform that minimizes operational overhead while enabling the management of ongoing spending. All communications and collaboration capabilities—voice telephony, messaging, mobility, chat, video, and others—are included. MiVoice Business Subscription is deployed either in a customer's on-premises environment, a public cloud environment (hosted by a customer or Mitel partner), or on Mitel's own cloud infrastructure.



Instead of paying an upfront capital expense for software licensing, the Mitel MiVoice Business Subscription enables organizations to pay based on actual monthly usage of individual Mitel services. Organizations must still purchase the necessary hardware (e.g., gateways, endpoint devices). All end users are assigned a level that dictates the number of services they can consume under the MiVoice Business umbrella. Should needs change, organizations can reassign levels to their users, allowing organizations more granular control of their overall monthly spending.

Organizations can also control the timing and installation of software and security updates. With this level of control, organizations can ensure that daily business communications remain undisturbed. More importantly, end users do

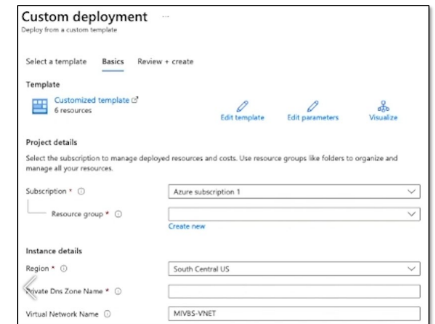
¹ Source: Enterprise Strategy Group Research, *Unified Communication and Collaboration Integrations for Modern Business Workflows*.

not have to experience any downtime, as updates are delivered via the cloud. The organization's UC experience is continuously enhanced to support overall productivity and business agility.

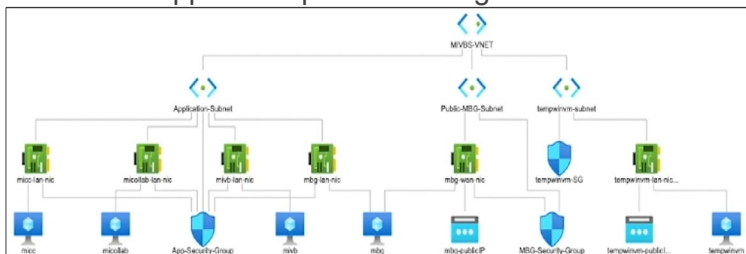
Enterprise Strategy Group Demo Highlights

TechTarget's Enterprise Strategy Group (ESG) examined the process for deploying MiVoice Business in Microsoft Azure and noted the following:

- Mitel simplifies the process of installing MiVoice Business with the use of templates. We saw how an organization (either a Mitel customer or partner) can download the tools and templates from the MiVoice Software Download Center to obtain files for installing both the network infrastructure and the virtual machines hosting the gateways and UC applications.
- ESG saw how simple it was to fill in the templates with the correct information to set up the underlying network infrastructure and associated parameters, such as subnets, security groups, storage, and IP address ranges. This helps reduce time spent on using CSP-native tools creating and configuring virtual networks. The need to write scripts for automating deployments can also be avoided, eliminating the need to learn and use CSP-specific application programming interfaces (APIs).



- Mitel also supplies templates to configure both Linux and Windows-based compute instances that will host and



deploy the services associated with the Mitel MiVoice Business Subscription, including MiCollab, MiTeam Meetings, and MiContact Center Business. (Services consumed depend upon the number of users assigned to specific user levels, helping to better control overall costs.)

- As displayed above, once the templates are completed and submitted, deployment is executed, with all proper virtual components installed to support MiVoice Business.
- ESG ultimately determined that the templates can help minimize configuration errors and decrease overall deployment time, resulting in less IT overhead and expenses, while increasing business uptime and continuity.

First Impressions

Supporting multiple, yet disjointed, communication and collaboration applications can easily lead an organization to incur unwanted complexity, as IT teams must manage different underlying infrastructures supporting the applications, along with the different tools needed for deployment, configuration, and management. Scaling such applications also presents challenges, as end-user demand can easily change, yet deploying the correct amount of infrastructure needed consumes overhead. Ultimately, end-user experience becomes inconsistent, preventing employees from completing their tasks to fulfill business needs.

With the Mitel MiVoice Business Subscription, organizations can simplify deployment of a UC platform that integrates the required communication and collaboration applications to support their business, while enabling better control and management of ongoing expenses.

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