

# Mitel MiVoice Office 250

A Hybrid Communications Solution for Today's Business



In today's competitive business environment, the ability to quickly and effectively connect with customers, partners, staff and suppliers is critical to delivering success to your business. While business success is built upon establishing and maintaining relationships, delivering exceptional levels of service, and satisfying customers; it's also built upon operating in a cost-effective manner.

## Key Benefits

- Flexible solution that can easily scale to address an evolving business
- No more out of the office for employees on the go
- Comprehensive suite of embedded productivity applications
- Integration to business applications
- Low cost of ownership



Whether you need a communications solution that supports digital handsets that can re-use existing wiring, or one that provides your business with access to the latest in IP phones and productivity enhancing applications, or even one that provides mobility solutions to support your employees on the go, the Mitel® MiVoice Office 250 is the answer.

## A Complete Communications Solution Built Specifically to Address Business Needs

Mitel doesn't make set-top-boxes, gaming devices, TVs or other consumer electronics. We only make products that help businesses communicate better. It's what we do best.

Mitel communications solutions have been helping businesses for more than 40 years – with the Mitel MiVoice Office 250 being designed specifically with small- and medium-sized businesses in mind. It provides the ability to connect employees from every location, to help increase business productivity and streamline customer interactions; all the while helping to lower your communication costs.

## Flexible Hybrid Solution that Can Easily Address Evolving Business Needs

Businesses need to be able to evolve in response to changes in their surrounding environment, whether it's due to new competition or the introduction of new technologies. As your business evolves so should one of the most important business tools you own – your communications solution.

The MiVoice Office 250 provides exactly that. It is built on a scalable, digital-IP platform that combines the best of IP telephony and traditional digital-based phone system architectures. What this provides is the ability for you to deploy a communications solution that can easily address your current and future needs. It allows you to easily take advantage of re-using your existing wiring, greatly reducing the costs of deploying a new communications solution, while still allowing you to benefit from powerful IP-based functionality, such as SIP Trunking, remotely located phones, mobile twinning, etc.

Through its unique combination of rich communications software, hybrid architecture and in-the-skin (& external) modules the MiVoice Office 250 can easily grow with your business – up to 250 users on a single communications solution.

In addition to being the ideal communications platform of choice for single site businesses, the MiVoice Office 250 also provides out-of-the-box IP networking that provides the ability for up to 99 sites to be connected together with full feature transparency, meaning that it can easily evolve and grow as your business does.

## No More Out of the Office for Employees While Away from their Desk

The reality of the current business landscape is that work often takes employees away from their desks, and their desk phone, each day. To counter this, most client-facing employees often have a mobile phone so that they can remain reachable wherever they go.

MiVoice Office 250 assists businesses with being more flexible and responsive to client needs; ensuring client facing employees don't miss important customer calls, by allowing external mobile devices to become more integrated with the business.

Through a complete suite of out-of-the-box productivity applications, your employees are able to easily "twin" their desk phone with up to eight other communications devices, providing enhanced personal accessibility, client availability and an in-office telephony experience, while away from their desk.

With MiVoice Office 250, calls can ring all twinned devices at the same time or cascade from one device to the next. This allows employees to provide clients with a single business number that they can be reached at – no matter where their day takes them.

Furthermore, calls answered on their desk phone can be easily handed-off to their twinned mobile device, when they need to be mobile; yet remain on the call (and vice versa when they return to their desk). Plus, if the employee is unable to answer the call, it goes straight to their office voice mail in-box, removing the need for voice mail services on the other devices.

## Comprehensive Suite of Business Productivity Applications

Employees are the 'heartbeat' of the business and ensuring that employees remain productive, no matter what their day throws at them, is vital to a business. However, being productive just doesn't mean working harder or longer, but also means being able to be more efficient throughout the day and remaining connected with the office. This might mean being able to answer important questions or making time sensitive decisions, even while they are away from their desk.

MiVoice Office 250 can provide your business with a complete communications solution that can address all your communications, audio conferencing, client interaction, mobility and messaging needs.

Embedded within it is a complete suite of productivity enhancing applications that will provide your business with the ability to:

- *Have employees be more responsive to clients, by remaining connected with the office even while they are away from their desk*
- *Streamline the process of clients being routed to the person / department they need to interact with*
- *Easily extend business communications into an employee's home office through a standard residential Internet connection*
- *Eliminate costly fees associated with utilizing third-party conferencing companies, by moving Meet-Me and Ad-Hoc conferencing services in-house*
- *Have voice mail message forwarded to email allowing employees that are away from their desk to be alerted to the arrival of new messages*

Furthermore, the Mitel MiVoice Office 250 supports a range of external, next-generation unified communications and collaboration solutions that can easily be added to the solution to further enhance employee productivity, and customer service. These include solutions that provide the ability to:

- *Deploy unified communication (UC) clients onto mobile devices, including Android and iOS-based devices*
- *Enhance operational efficiency through real-time and historical views of what is happening on your Mitel communications system*



- *Monitor employee performance and identify opportunities for improvement and opportunities for cost savings*
- *Enable clients to interact with your business in a manner that best suits their style or time-frame*
- *Monitor and respond accordingly to current call center queue conditions*
- *Conduct web collaboration sessions, with internal and external participants, with only a few clicks of a mouse*

## Integration to Third-Party Business Applications

Unless a business is brand new, chances are it already has applications in place that are critical to the success of the business.

To further enhance the business the MiVoice Office 250 can be integrated with many business applications. This includes integrating to Interactive Voice Response (IVR) solutions that provide your business with 24-hour service to clients even when the office is closed, call recording solutions to address compliancy or industry regulations, and even Customer Relationship Management (CRM) solutions that are used to store your vital client information.

For example, if your business utilizes a Customer Relationship Management database, the ability to automate interactions between customers and your business, via screen pops, can easily be achieved through integration with most common CRM solutions.

## Low Total Cost of Ownership

Sometimes in order to be successful, or make the jump to the next level, businesses need to invest in new technologies. Technologies that can help them overcome business challenges, operate in an efficient manner, and provide the necessary flexibility to respond to the ever changing business environment.

However, investment in new technologies does not need to come with a high price.

When it comes acquiring a new communications solution for your business, purchase price alone should not be the sole determining factor, but rather the solution's total cost of ownership, which takes into account all



costs associated with a solution, including the positive effects it will have on the business over a period of time.

The MiVoice Office 250 was designed specifically with businesses like yours in mind – those looking to improve customer service by enabling employees with the ability to quickly locate subject matter experts streamlining client interactions, boost employee productivity by enabling workers to be connected with the business from anywhere and on any device, and foster better communications and collaboration between colleagues, partners and clients through easy access to video & web collaboration applications.

With Mitel MiVoice Office 250 decision making can be made more streamlined, customers served more proficiently and employees made more productive; all with a communications solution that offers one of the lowest total costs of ownership.

## About Mitel

Mitel® (Nasdaq:MITL) (TSX:MNW) is a global leader in business communications that easily connect employees, partners and customers -- anywhere, anytime and over any device, for the smallest business to the largest enterprise. Mitel offers customers maximum choice with one of the industry's broadest portfolios and the best path to the cloud. With more than US\$1 billion in combined annual revenue, 60 million customers worldwide, and #1 market share in Western Europe, Mitel is a clear market leader in business communications.

For more information, please go to [www.mitel.com](http://www.mitel.com).