Meeting the Communication Needs of a New Generation

College and University students have evolved in the way they communicate. They are permanently connected, using multiple media and devices at the same time to create and nurture complex social networks. As students have become more sophisticated so too have their expectations for personalization, integration, and immediacy.

Mitel® Education Solutions leverage both voice and data to enable real-time campus communications, provide value add residence hall communications, enhance campus safety and security, and exceed the expectations of the mobile student.

Mitel Education Solutions are designed to satisfy the needs of all types and sizes of campus environments. With unmatched reliability and scalability, Mitel's solutions enhance and improve customer service, reduce costs, and generate new revenue streams.

Our approach is unique. We see communications as an investment in a college / university's ongoing performance—not a one-time equipment acquisition. Our focus on understanding your needs means we provide tailored education specific and user-centric solutions, maximizing our customers' return on their investments.

⋈ Mitel®

Powering connections

Our Education Solutions portfolio includes communications platforms, network gateways, telephones, and unified communications software applications. Whether for a small campus or a large university setting with multiple remote sites, Mitel has the solutions, including hosted offerings and end-to-end managed services, to suit any campus network business model.

Our IP migration strategy enables educational institutions to maintain their existing infrastructure investment while taking advantage of the latest IP technologies. Leading the unified communications market with the latest in presence integration, we provide you with what you want—choice.

Mitel's Portfolio

IP Telephones – Our phones are designed with the individual user in mind, while providing essential business collaboration tools with presence integration. Available in multi-button configurations or with intuitive graphical interfaces, Mitel phones can be industry-tailored to suit both standard and specialty applications—including industry-specific terminals for attendants, contact center agents, and command-and control applications, as well as reliable, secure desktop devices for everyday office use.

Communications Systems – Reliable, flexible, and scalable, Mitel's MiVoice communications solutions offer market-leading choice, with best-of-breed options for the small college campus right up to the large University with multiple sites.

We have significant strength with our flexible solutions architecture that allows for distributed or centralized deployment models. All systems have the same software and functionality and can operate as IP desktop servers, application gateways, PSTN gateways and can be used in any customer design that requires resiliency. They are fully operational on the network and peer-to-peer communications extends all services to all devices regardless of location.

Our versatile architecture delivers reduced costs, fast operational responses, and efficient support services deployment.

Mitel in Higher Education

Michigan Technological University

Michigan State University

University of Chicago

University of Texas Medical Branch

Bayamon Catholic University

New York School of Law

Union College

Barnard College

Johnson C. Smith University

Southern University

Indiana State University

Mississippi State University

Lawrence University

Yale University

Oregon State University

Pfeiffer University

Towson University

UCLA

Piedmount Bible College

Covenant College

Columbia College

Santa Barbara City College

Stephens College

Collaboration – Extend teamworking beyond traditional campus boundaries with efficient access to information and people, using leading-edge applications such as unified communication and audio, web & video conferencing. Mitel's MiCollab solutions offer relevant, presence enabled communications and collaboration capabilities to individuals inside and outside of the campus and institution, independent of physical location.

Contact Center – Reduce costs, intelligently service contacts across multiple channels, and let agents focus on high-value interactions while increasing customer satisfaction. Mitel's MiContact Center customer interaction solutions allow the effective and efficient management of contact centers for both small and large applications and are designed with student retention—and acquisition—in mind.

Messaging – From basic voice mail to advanced unified messaging, Mitel's messaging solutions help increase personal productivity, improve accessibility, and protect infrastructure investment through a choice in solution to address your messaging sizing & functionality needs, including embedded voice messaging, MiCollab and Mitel NuPoint Unified Messaging.

Mobility – Within a campus, mobility enables administrators, faculty and students to stay connected while on the move between areas, floors or buildings. Through the WAN, mobility makes it possible for faculty and staff to travel to external research institutions, events, or temporary work locations. At Mitel unified mobility provides ubiquitous access to campus services and value regardless of device or location and independent of network or access technology. Whichever device they use, mobile users will gain exceptional voice quality and will have access to presence and collaboration tools. In turn, the centralized architecture of the solution provides greater manageability, security and control.

Teleworking – This plug-and-work solution, using a full range of desktop or soft phones, allows Universities to offer faculty members and researchers-on-the-go with all the features and functionality of their office phone and full presence at work—wherever they are.

Mitel Strategic Partners

Mitel and our partners develop integrated and innovative solutions, levering technology from industry leaders, such as VMware®, Vidyo®, and Microsoft®. Mitel makes it a priority to build long-term relationships with other companies to create better solutions for our customers. Mitel's Solutions Alliance provides a selection of third-party software and hardware options that integrate seamlessly with Mitel's portfolio.

Doing Business with Mitel

With Mitel it's about the relationship. Mitel insists on delivering not only an exceptional communications solution tailored to each school, but the support and services that make an initial communications investment pay long-term returns.