



# Company Profile

[mitel.com](https://mitel.com)



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# Get to know Mitel

**The experts in business communications  
45+ years in communication technology**



**Serving 100+ countries across the world**



**We power more than 2 billion business connections a day**



**70 million end users depend on us every day**

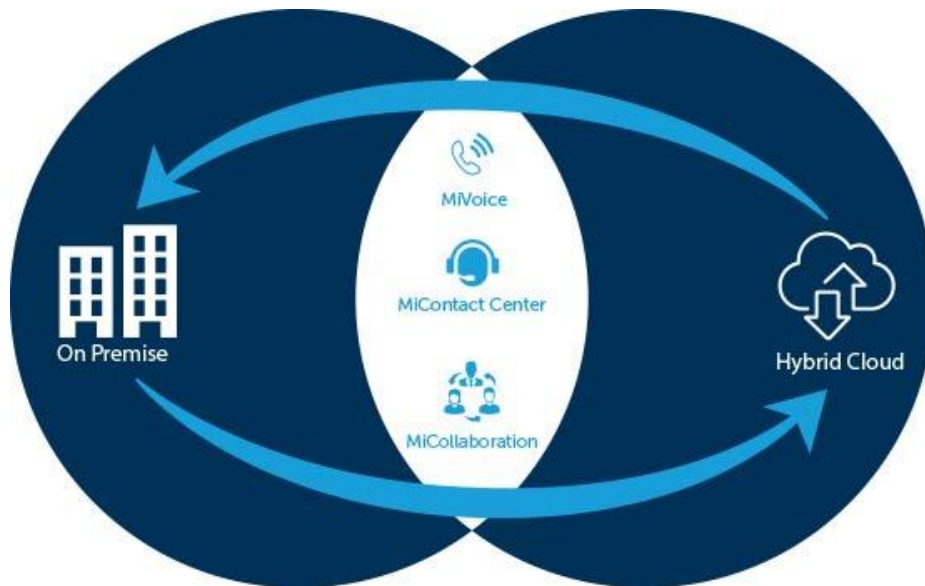




# Powering more than 2 billion connections a day

## What we do

We provide phone systems, collaboration and contact center solutions in the cloud or on site for more than 70 million users around the world.





### **MiVoice**

We build feature-rich phone systems for businesses of all sizes. They're flexible enough to work in diverse environments, offer all the latest features and let you take your calls anywhere on any device.



### **MiCollab**

Enrich your organization's communication capabilities with chat, video conferencing and other collaboration applications that help your business work more effectively and efficiently.



### **MiContact Center**

Get tools to monitor, manage and optimize the smallest informal workgroup to the largest, most sophisticated call center, Calls. Chat, Social interactions. Handle it all seamlessly.



### **Hybrid Cloud**

Our cloud-based business communication platforms seamlessly tie every communication application together for greater efficiency, flexibility and capabilities.

We help companies connect, collaborate, and take care of their customers

### **Going the extra mile**

We protect and extend the value of your existing communication investments, find and fix problems and shortcomings, even if they're not in our systems, provide solutions based on what your business needs, not what we want to sell and help you upgrade at your own pace and leverage your existing technologies

### **Innovating by objectives**

Customers, not technology, drive our decisions and inform our priorities through feedback loops, user groups and more, we generate innovations that you can leverage to add value to your business. You can rely on our solutions' flexibility, scalability, and upgradability to keep pace with ever-changing technology. The breadth of our portfolio gives you the choice you need to make the right commercial and investment decisions for your business

### **Building better businesses**

Our applications and mobility options make employees more productive. We help companies keep up with technology trends, like bring-your-own-device (BYOD), remote working and more. Businesses use our solutions to help attract and retain high value employees and customers

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## Enabling our partners



With more than 3000 channel partners globally, we go the extra mile to help partners win customers with margin advantage, sales and marketing enablement and the most flexible solutions—in the cloud, on premise or a hybrid of the two. The choice and flexibility of our products and services enable our partners to build efficient, robust offerings that are tailored to suit their business needs. And partners gain additional advantages through our post-sales technical support and one-on-one relationship approach.



We put customers at the center of everything we do. It's made us a leader in our industry. From technology to partner programs to post-sales support, we're pioneering the way forward. It's amazing what you can achieve when you put customers first. We hold over 1800 patents and applications

## An Overview

Mitel is a global provider of business communications and collaboration software and services. For more than 45 years, thousands of businesses worldwide have invested in and relied on Mitel's market-leading portfolio of communications solutions, managed services, and network services to help them improve their business performance and service delivery. Mitel operates in over 100 countries, with a sales and service organization of over 70 offices, in conjunction with over 3000 value-added resellers and partners around the world. Mitel is now a clear market leader, with combined annual revenue of over US\$1.3 billion, 70 million customers worldwide, and top market share in Western Europe.

The combined business provides Mitel with a \$100 million annual Research and Development budget used to pursue innovation and the development of a broad range of regional and global solutions. Mitel's branch offices and channel partners provide unparalleled customer service and support. Mitel insists on delivering not only an exceptional communications solution tailored to each business, but the support and services that make an initial communications investment pay long-term returns.

# Gartner

Mitel named a  
**Leader**  
in **Gartner MQ**  
for Unified  
Communications

for **5<sup>th</sup>** consecutive year



Partnerships are a crucial part of Mitel and its offering. It is Mitel's priority to build long-term relationships with other companies to create better solutions for its customers. By collaborating with industry leaders such as VMware, Vidyo, and Microsoft, Mitel and its partners continue to develop integrated and innovative solutions that work for you.

Mitel solutions are highly scalable, secure, simple to manage, and optimized to meet evolving communications needs. With unmatched reliability and scalability, they enhance employee productivity, increase customer service, reduce costs, and generate new revenue streams. Mitel sees communications as an investment in a business' ongoing performance, not a one-time equipment acquisition. Through a conscientious IP migration strategy, Mitel enables businesses 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, it provides businesses with what they want: choice.



## Solutions Overview

The following Mitel offering was developed specially to enrich Customer's unique culture and network structure. Bringing unprecedented flexibility in deployment, migration and scale, the proposed Mitel solution is ideal for Customer's needs.

Mitel is uniquely positioned as a leader in the small business to enterprise market. The company combines powerful call handling, a profusion of unified communications features, efficient messaging, auto attendant answering, mobility solutions, audio and web conferencing and feature-rich IP desk phones to create a solution that empowers businesses with even as few as 10 users. With an unmatched level of interoperability, not only is our proposed solution strong, seamless, and easy-to-deploy today, but it also can grow cost-effectively with Customer's goals for tomorrow.

## Managed Service Solution

We are pleased to offer you the flexibility of various managed service solutions to help you concentrate on your business and take the worry out of ownership, maintenance, expansion, and upgrade questions, now and down the road.

## Total Solution Program

The Mitel Total Solution Program addresses the solution's total cost of ownership with end-to-end business communications services and solutions that enable companies to focus on what they do best: running their business. Through relationships with carriers and preferred suppliers and a fixed monthly fee, we can take care of all your communications needs.

Mitel's comprehensive service handles the risks and uncertainties associated with the ownership and management of advanced technology. The Total Solution Program offers complete support through the following features:

- Analysis of your existing network and communications systems
- Assessment of your current and future needs, including recommendations for communication-enabled process improvements
- Complete design, implementation, monitoring, and management of an optimized communications solution
- A customized financial package that optimizes your returns, reduces your risk and guarantees your costs for up to eight years

The Total Solution Program is an operating lease arrangement that eliminates communications-related financial risk and simplifies planning and budgeting by providing fixed costs for up to eight years. Our technical, process and financial experts fully manage your communications infrastructure and provide you with a single point of contact. Guaranteed rates of expansion keep your costs down, even as capacity and functionality grow with your business. One of your most complex and business-critical technology solutions is managed by an industry leader with a proven record of top-quality customer support. At the end of the term, you have the option to purchase for fair market value.

- Valuable elements of the Total Solution Program:
- Full program administration, service, and warranty
- Guaranteed rates for expansion
- Software upgrades and support
- Total Protection coverage
- Disaster recovery options
- System training
- Discounted system relocation
- Guaranteed renewal options
- A single point of contact for your complete communications system

With more than \$1 billion in revenue since the program was introduced more than 20 years ago, the Mitel Total Solution managed services program has built a huge following in the US with some 70 percent of new customers opting for Mitel's "one hand to shake" service offerings. More than 17,000 companies large and small today entrust their complete business communications and service requirements for a fixed monthly fee to a single, trusted vendor: Mitel. The Total Solution Program has set the standard for managed services telecom offerings for small and medium-sized businesses. It is available directly through Mitel and Mitel Exclusive Business Partners. Exclusive Business Exclusive Business Exclusive Business.

## Customer Service Commitment

Mitel provides extensive support to ensure that its customers get the best service that can be delivered. It has established formal procedures for responding to customer requests, monitoring response times, and measuring customer satisfaction. With Mitel's centralized Customer Care Center, customers are one call away from a service solution. You can be assured that all Mitel resellers receive extensive training through Mitel University. They are backed by a committed Mitel Professional Services team to provide a complete range of implementation services, including end-to-end project management, system design, network analysis, network configuration, system installation, training, and post-cutover support. Mitel backs this up with extensive support services either on-site or through its technical support group.

## Mitel User Group

The Mitel User Group is an independent, membership-based organization that offers numerous training and networking opportunities as well as a vibrant forum for the sharing of information, ideas, and experiences related to Mitel platforms, applications, services, and third-party solutions. User group members also play a key role in helping shape the direction and development of Mitel products via focus groups, open forum input, member surveys, etc. Mitel customers are encouraged to enjoy the benefits of joining the Mitel User Group.

## Product Portfolio

**Communications** - Systems, Reliable, flexible, and scalable, Mitel's communications systems offer market-leading choice, with best-of-breed options for the remote office right up to the multinational enterprise.

**Collaboration** - Relevant, presence-enabled business communications, and collaboration capabilities bring together individuals inside and outside of the organization.

**Messaging** - from basic voice mail to advanced unified messaging, Mitel messaging solutions increase personal productivity, improve accessibility, and protect infrastructure investment.

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

**Mobility** - Successful decision making requires immediate access to the right people at the right time. Mitel offers solutions for personal, campus, or enterprise mobility.

**Teleworking** - The Mitel plug-and-work solution, using a full range of desktop or soft phones, allows businesses to offer remote and mobile workers all the features and functionality of their office phone.

**Business Telephones** - Mitel phones are designed with the individual user in mind, providing essential business collaboration tools with presence integration. Available in multi-button configurations or with intuitive graphical interfaces, they can be tailored to suit both standard and specialty applications, including terminals for attendants, contact center agents, and command-and-control applications.

# Mitel Business Solutions Portfolio

## MiVoice MX-One

MiVoice MX-ONE delivers feature-rich unified communications and collaboration, as well as contact center capabilities that enable faster and more effective business communications. By integrating voice, video and data with mobility,



## Key Benefits

### Flexible with Unparalleled Scalability

The MiVoice MX-ONE offers unparalleled scalability options. The system can be deployed as centralized or distributed, covering segments from 500 to 100,000+ users.

### Future-Ready Based on The Latest Technology

Designed on state-of-the-art technology, MiVoice MX-ONE provides complete and robust communications solution today, while offering a solid path toward digital transformation.

### Low TCO

MiVoice MX-ONE offers reduced IT implementation and operational costs through an efficient single-point-of-entry management suite, combined with a streamlined licensing and pricing structure to help customers benefit from Mitel's ever-green migration strategy.

### Open And Standards-Based For Simple System Integration

The MiVoice MX-ONE provides strong integration with third party products and future cloud-based applications. The complete solution delivers real business value by providing a seamless operational and user experience for on-site and hybrid cloud environments.

## Features

- Complete SIP-based solution
- On-site or private cloud deployment
- Extensive reporting functionality
- One-point entry management suite
- Multi-media communication and collaboration
- Omnichannel contact center
- Mobile applications
- Broad phone portfolio
- Video conferencing and team collaboration
- Unified messaging

### Diverse vertical sectors with an impressive installed base

The MiVoice MX-ONE solution meets the UCC needs of a wide range of industries and customers. To date, the MiVoice MX-ONE solution is deployed in vertical organizations in the worlds of travel, transport, education, manufacturing, healthcare, emergency services, public safety, local authorities, finance, insurance, tourism and many more. Additionally, the MiVoice MX-ONE solution has a history of offering investment protection to an impressive installed base of more than 60,000 customers in over 120 countries.

<https://www.mitel.com/products/business-phone-systems/on-site/mivoice-mx-one>

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## MiVoice Business

Flexibility is the hallmark of MiVoice Business call control software. Whether a company has five users or 130,000, MiVoice Business's single software stream optimizes the communications environment, delivering rich capabilities in voice, mobility, unified messaging, presence, conferencing and collaboration. MiVoice Business has no dedicated server hardware, but instead runs on industry-standard servers (including those from HP, IBM, Oracle and Dell) in a virtualized VMware environment or on Mitel proprietary MiVoice Business Controllers. It delivers the same powerful core call control features and services regardless of the hardware platform. This means it will enhance (rather than replace) what you already have in place, provide the choice of best-fitting, lowest-cost hardware, and establish a solid foundation for future growth.



Migration to IP is smooth, whether a PBX is from Mitel or another supplier. No matter what stage of IP transition a network is in, MiVoice Business maximizes your existing investment by cost-effectively supporting legacy equipment, analog phones, fax machines, ISDN lines, and T1/E1 connections. Focused on optimum integration and interoperability, Mitel currently supports well over 1,000 server models and delivers an ever-evolving suite of open APIs to industry-leading software.

MiVoice Business's open architecture also adapts easily to multi-vendor environments and supports a host of protocols including SIP, QSIG, and DPNSS. This same level of flexibility enables Mitel solutions to be deployed in either a virtual or non-virtual environment, or equally in a centralized, distributed, public or private cloud. This enables smooth transitions (such as a move from a distributed network to a private cloud) without the need to purchase a new solution. Instead, as the network evolves over time, the MiVoice Business solution will evolve with it, without additional expense.

Along with interoperability, MiVoice Business brings its own native features to the network including leading-edge mobility capabilities and unified messaging. Built-in auto attendant, automatic call distribution, Wi-Fi, and IP-DECT wireless gateway functionality combine with over 500 telephony features such as hot desking and audio conferencing. In addition, Mitel Dynamic Extension establishes a single identity for users communicating internally or externally. It works with any device (desk phone, cellular, remote office, home phone) and extends the corporate system to any location on any network. This improves the accessibility of the user, reduces costs, and ensures first-call resolution.

Overall, MiVoice Business software brings simple efficiency. Its interoperable, flexible nature makes it easier to communicate, work, manage, grow and run a business. Simply put, it is a true communications platform: reliable, resilient, feature-rich and fully able to support your current and future needs. MiVoice Business is highly scalable, proven IP-PBX software that is the foundation of the Mitel Freedom Architecture. With MiVoice Business, your business has everything it needs in an on-site unified communications and business phone system. MiVoice Business is a business communication platform that delivers voice, messaging, mobility, presence, conferencing, collaboration and applications.

## Key Benefits

### Platform for Success

MiVoice Business is designed to meet the needs of businesses from 5 to 130,000 users, in a single site or a multi-site network that spans the globe.

### Enhance Customer Experiences

MiContact Center Business nurtures profitable customer relationships by phone, chat and email.

Comprehensive Desktop Suite

The suite includes desktop phones, attendant consoles, softphones and accessories.

### Flexible Deployment

Software running on Mitel Collaboration Service Appliances can be installed on industry-standard x-86 servers in a virtualized environment, which eliminates the need to support multiple appliances, especially for customers who choose a centralized UC deployment.

### Fully Integrated UC Suite

From secure teleworking to simplified teamwork solutions, our integrated UC suite has you covered.

<https://www.mitel.com/products/business-phone-systems/on-site/mivoice-business>

## MiVoice Office 470

### What is SMBC?

Flexible all-in-one solution that delivers the communications, mobility and collaboration an SMB requires at the price they can afford. On-site or as private cloud supporting next gen apps to allow customers to move towards cloud at their pace. SMBC Use Case: IP solution for up to 200 SIP Users. Future proof, flexible & competitive.



### Features

- High functionality on the dect / sip-dect sets to support high efficiency for the mobile staff
- Alarming and messaging functionality
- Simple all-in-one system
- Flexible and easy to deploy
- Cost-effective, innovative and future-ready solution
- Cloud Link-ready – move to cloud in your own pace, taking advantages of new applications when they come
- Web-applications don't require any installations and are always up-to-date
- Easy to extend without any additional investment, but new licenses
- Agile collaboration and mobility

<https://www.mitel.com/products/business-phone-systems/on-site/mivoice-connect>

## Antimicrobial Phones

Mitel®, a global leader in business communications, launched Mitel 6920t and 6930t IP phones built from plastics protected with BioCote® antimicrobial technology. The devices feature plastics with surfaces that are treated with a silver-based compound that when tested against certain viruses and bacteria is shown to inhibit their growth by up to 99.9 percent.

## Key Benefits

The new business phones are also engineered with advanced tools for today's power user. For example, the 6930t IP phone offers mobile device integration, which seamlessly connects mobile phone call audio, contact and call log information to the desktop phone, allowing calls to the mobile phone to be answered on the 6930t. With Bluetooth functionality, many mobile phone features are also accessible on the desk phone, making the 6930t an invaluable companion to the user's smartphone. Antimicrobial additives supplied by BioCote® are EPA(US) registered and independently laboratory tested according to ISO 22196-2011 and ISO 21702-2019. The technology does not protect users or others against any disease-causing microbes (including Covid-19) and is not a substitute for good hygiene and/or cleaning practices.



## MiVoice Office 400

Flexible and versatile UC and collaboration tools specially designed for small and medium businesses. The MiVoice Office 400 opens the full performance spectrum of modern business communications, meeting professional communications requirements by being highly responsive to innovations and new ways of working. The solution is designed for the small and medium segments, offering strong UCC, contact center and mobility functionality, as well as a broad phone portfolio, all completely integrated with the call manager.

## Key Benefits

### All-In-One Approach

Unified Communications and Collaboration applications, operator workstations and call centers are pre-installed and can be activated at any time, as required.

### Ideal Solution for Hospitality and Healthcare Sectors

MiVoice Office 400 meets even the toughest requirements and, thanks to specifically developed applications, is used successfully in countless projects in the hospitality and healthcare sectors, as well as in sectors with strict security requirements. The Mitel 400 Hospitality Package is the ideal professional solution for communication and administrative tasks in hotels and businesses offering guest management services. With the modular structure of the package, its seamlessly matching components, it is the perfect solution both for small businesses with as few as four rooms to those offering a high level of comfort with up to 288 rooms.

### Modern Future-Proof Virtualized

What's more, the market is currently seeing a trend toward virtualization and cloud-based communication. MiVoice Office 400 is ideal for customers wanting to pursue this route and increase the system as business increases.



## MiVoice office 400 Collaboration Features

- Support for Mitel's broad phone portfolio (SIP, digital, analog)
- Softphones with video, presence and chat
- Mobility solutions (DECT, SIP-DECT, Mobile Client)
- Audio, web and video conferencing
- CTI clients with presence and UC
- Operators (phone-based, PC-based with side phone, PC-based with VoIP)
- Services (directory integration, building automation, click-to-call and more)
- Vertical solutions for: Hotel and tourism: Mitel 400 Hospitality Package and Healthcare: Alarming, billing, notification and nurse call

## A Flexible, Geographically Dispersed Solution

MiVoice Office 400 is the ideal solution even for companies with high requirements for flexible geographical dispersion. Business users can connect any time from any device with a single number with access to the same recording options.

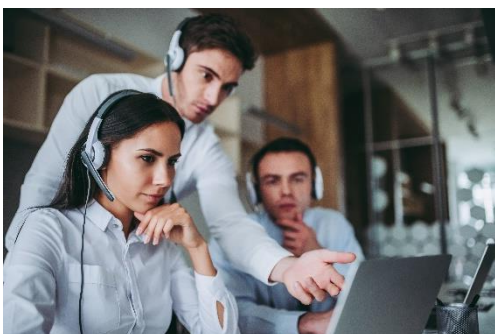
## Excellent Customer Service as A Guarantee

Customer satisfaction is of prime importance for hotels, guest houses, care homes and any business offering guest management services. The Mitel 400 Hospitality Package is the ideal professional solution for communication and administrative tasks. With the modular structure of the package and its seamlessly matching components, it is the perfect solution both for small businesses with as few as four rooms to those offering a high level of comfort with up to 600 rooms.

<https://www.mitel.com/products/business-phone-systems/on-site/mivoice-office-400>

## MiContact Center

MiContact Center solutions improve employee productivity and control operational costs within businesses of all sizes. Contact centers come in all shapes and sizes. To meet the needs of internal "customers," some departments in large organizations perform a contact center role without thinking of themselves as contact centers. At the other end of the spectrum are enterprise-class operations that may have agents at multiple sites worldwide. They require automated interactions, advanced routing algorithms, workforce management tools, and a whole array of other capabilities to operate effectively.



### Contact centers that build relationships

Whether it is a department, an enterprise, or something in between, the goal of any contact center is to provide the excellent and efficient customer experience required to build and maintain profitable relationships:

- Empower customers
- Ensure agent productivity
- Manage efficiently
- Streamline operations

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## A Mitel solution for Any Contact Center

### Informal and Workgroup Contact Centers

MiContact Center Workgroup Edition (available on the MiVoice Business platform) is designed to meet the needs of informal contact centers up to 200 agents across multiple sites.

### Small, Formal Contact Centers

MiContact Center Business Edition (available for the MiVoice Business platform) delivers robust contact center, IVR, and multi-media functionality and reporting but is packaged specifically for small contact centers that have sophisticated, enterprise-grade requirements.

### Large-Scale, Enterprise-Grade Contact Centers

MiContact Center Enterprise Edition (available for the MiVoice Business platform) is a robust, highly flexible solution that delivers feature-rich IVR capabilities and contact center monitoring, reporting, forecasting, and agent productivity tools for the most sophisticated contact centers, including virtual, multi-media contact centers with multiple locations and remote agents.

### Microsoft Lync-Based Contact Centers

Built natively on the Microsoft Lync Server call control and Lync desktop client, MiContact Center for Microsoft Lync is an end-to-end Lync solution that combines multi-media capabilities, a feature-rich IVR, ACD routing with in-queue messaging, extended Lync presence, real-time reporting, historical monitoring and forecasting, and CRM screen pop functionality.

### Outbound Contact Centers

MiContact Center Outbound is a preview, progressive, power, and predictive outbound dialing solution that includes tightly integrated Customer Relationship Management, campaigning, and agent scripting capabilities.

### Cloud-Based Contact Centers

MiContact Center Live is a true cloud solution that enables businesses to intelligently deliver quality customer experience anywhere, anytime, from any device, and across any channel.

<https://www.mitel.com/products/applications/contact-center>

## Mitel MiCollab

Mitel MiCollab combines collaboration, mobility, and messaging into a single solution that empowers people to collaborate more easily and effectively, no matter where they are, how they work and what device they use. Effective collaboration among employees, partners and customers is a critical driver of any organization's success. It's only by building productive relationships that information and ideas get shared, better products get to market faster, suppliers and partners work seamlessly together to achieve shared goals, and lasting and profitable relationships are built with customers.

However, in today's fast-paced global marketplace, with rapidly evolving manners of working, ensuring that kind of collaboration can be more challenging than ever. To simplify this for you, Mitel offers a single, comprehensive collaboration solution: Mitel MiCollab.

As a component of Mitel's Unified Communications and Collaboration (UCC) solution, MiCollab makes it easy for employees to manage all aspects of their day-to-day interactions, no matter where they are or how they choose to be productive - for it provides people with all the communication tools they need, when they need it.

By integrating collaboration, mobility, and messaging tools into a single, unified solution with a highly intuitive interface, people spend less time trying to connect and more time engaged in productive and innovative interactions. For organizations large and small, MiCollab delivers the kind of cost-effective UCC capabilities needed to assist with increasing business productivity, building a competitive advantage, and driving business success.

MiCollab can be delivered in conjunction with the following call control options:

<https://www.mitel.com/products/applications/collaboration>

mitel.com



## Business Phones

Experience unparalleled flexibility through a broad array of add-on user installable accessories that enable the 6900-IP Phone family to be tailored to specific user needs to meet the demanding needs of today's users. Mitel SIP phones offer exceptional features and flexibility in an open-standard enterprise grade IP telephone. Designed for power users who demand a lot from their phones, the Mitel 68xx SIP Phone offers executives superior communications quality and a touch-centric user experience on top of robust, productivity-enhancing features. Take control and make the call with the Mitel 68xx SIP Phone.



### Key Benefits

#### Cordless Voice Optimized Handset

The cordless voice optimized handset allows users to enjoy clearly discernable conversations in a variety of environments without being physically tied to their desk phone.

#### Expansion Modules

The Mitel M695 can easily add 28 buttons to the existing personal keys on a 6920,6930 or 6940, enabling the 6900 Series IP phones to become robust productivity enhancing desktop communication tools for users who need to monitor a large number of lines or Busy Lamp Fields.

#### Integrated Dect Headset

The Integrated DECT Headset delivers a range of up to 300 feet (100 meters) of personal area mobility, helping users avoid missed calls while stepping away to the printer, copier or colleagues' offices.

#### Mivoice S720 Speakerphone

Adding the benefit of completely hands-free communication, the MiVoice S720 enables users to work on their computers, handle documents, or take notes during conference calls.

#### Wlan Adapter

The WLAN Adapter delivers wireless 802.11 a/b/g/n dual band (2.4Ghz / 5Ghz) network connectivity to your 6900, 5300 or 6800 series phones.

#### Interoperability

One-touch access to Mitel MiCollab Conference sessions, where users simply enter the Conference ID (Access Code) to be automatically joined into the conference.

<https://www.mitel.com/products/devices-accessories/ip-phones-peripherals>

# Industry Sectors

## Government Communications Solutions

With Mitel's communications solutions, governments can meet their challenges by reducing communication complexity, integrating disparate applications, and tying communication services directly to business processes. Today's economic climate is challenging central and local governments worldwide to deliver essential austerity measures that reduce sovereign debt levels, identify cost savings, implement staff efficiency, and drive greater productivity – all while ensuring data and information meet strict privacy and protection requirements.

<https://www.mitel.com/solutions/industry/government>

## Healthcare Communications Solutions

Streamlining communications is essential to improving quality of care for patients in healthcare facilities. By taking the worry out of communications, you enable medical professionals to focus on saving and improving the lives of those under their care. You also need to consider solutions that take away privacy concerns by being HIPAA compliant. Communications between healthcare facilities, such as between a hospital and primary care doctor's office, is also key to giving patients the best care possible and increasing efficiency.

<https://www.mitel.com/solutions/industry/healthcare>

## Hospitality Communications Solutions

Guests are engaging with your hospitality business more than ever before. Whether you are a hotelier or in the cruise ship industry, how guests view and review your service is of utmost importance. Scalable, reliable communications are needed to provide the best customer experience to guests, while streamlining your operations.

<https://www.mitel.com/solutions/industry/hospitality>

## Communications for Schools and Universities

In today's fast-paced educational environment, your organization needs reliable, flexible communications to keep staff and students connected. Mitel solutions enable students to communicate on their terms and enhances the learning experience.

<https://www.mitel.com/solutions/industry/education>

# Case Studies

## Government

With finite resources, all forms of government need to find ways to reduce costs, improve efficiency and improve services to their residents. Our government customers have met these challenges head-on with smart automation and easy-to-use systems. Discover what they've achieved with Mitel.

<https://www.mitel.com/learn/case-studies/industries/government>

## Healthcare

Patient care is first and foremost for our healthcare customers. Streamlined workflows and simple call center solutions help our healthcare customers serve their patients faster, allowing for better outcomes and positive experience. See what they have achieved with Mitel.

<https://www.mitel.com/learn/case-studies/industries/healthcare>

## Hospitality

The right guest experience means your customers will not only return but rave about your business. Our hospitality customers have found unique ways to take their guest experience to the next level. See what they've achieved with Mitel.

<https://www.mitel.com/learn/case-studies/industries/hospitality>

## Education

Reliable, flexible communications are vital for today's fast-paced educational institutions. Staying connected with mobile staff and students has never been more important.

<https://www.mitel.com/learn/case-studies/industries/education>

## Sports and Entertainments

From Major League Baseball to Olympic coaching, our sports and entertainment customers are achieving great things. Flexible, reliable and simple communications drive the fan and guest experiences our customers need to stay on top. Discover what our sports and entertainment customers have achieved with Mitel.

<https://www.mitel.com/learn/case-studies/industries/sports-and-entertainment>

For more details, please reach out to us at [marketing.me@mitel.com](mailto:marketing.me@mitel.com) or contact us on +971 4 391 6721

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