



Introduction to Cloud-based Telephony – Mitel MiCloud

Lower cost typically tops the list of reasons to move to cloud telephony.



At Ntiva, we recognize that the world of IT and telephony are converging, and are proud to be the single source you can turn to for ALL of your core business technology.

In recent years, business telephony has made major strides and if you haven't upgraded your phone system in a while, you're missing out on a vast array of business benefits that you can get from new, cloud-based solutions.

While lower cost typically tops the list of reasons to move to cloud telephony, there are many other benefits:

- **Predictable monthly expense.** With the cloud, there is minimal upfront capital expense and businesses are only charged on an "as needed" basis, paying only for what they use.
- **Reduced management.** The management of an on premise system requires an in-house expert, which is an un-needed expense in today's cloud-centric world.
- **Scalability.** When a business grows or moves, the cloud provides the flexibility and scalability to easily scale up (or down should the need arise, e.g. seasonal or economic reasons.)
- **New technology.** With the cloud, you get instant updates and upgrades that are deployed through automatic software updates.
- **Maximum Uptime.** For most businesses, uptime is crucial. Through multiple, remotely hosted data centers redundancy is guaranteed, unlike an on premise solution.
- **Disaster recovery.** The cloud makes business continuity a snap. Should a disaster occur, employees can plug in and work from anywhere - desk phones, mobiles or PCs.

KEY ADVANTAGES INCLUDE:

- Reduced capital expenditure and operational costs
- Predictable, yet flexible, monthly subscription fee includes everything you need
- In-office experience regardless of location or device
- Simplified billing and support relationship
- Enhanced reliability and redundancy through a cloud-based solution

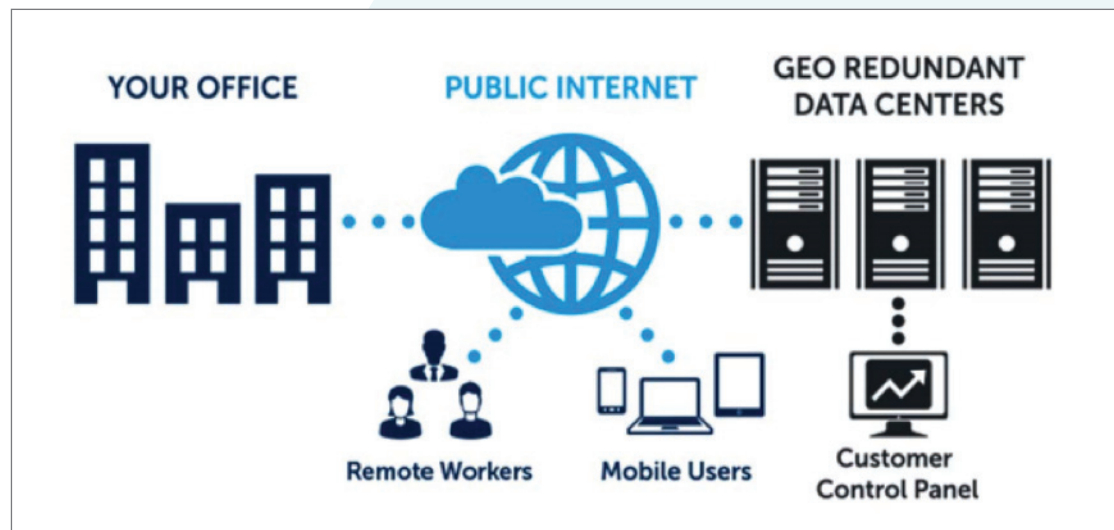
THE MITEL MICLOUD BUSINESS SOLUTION

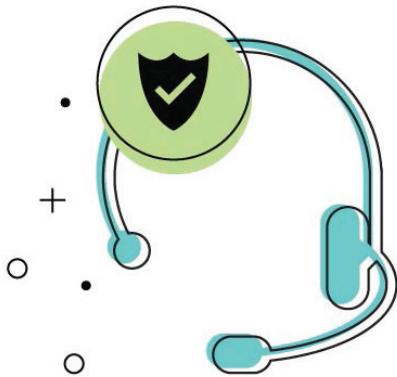
Looking to bring your communications and collaboration into the cloud? We work with the top communications vendors to give you a choice of business telephony solutions, including Mitel MiCloud.

Mitel MiCloud is a cloud-based telephony solution that provides everything your business needs to communicate more efficiently and cost effectively. Built using Mitel's award-winning telecommunications technology and designed with simplicity and everyday business use in mind, MiCloud Business offers an excellent selection of monthly plans and phones from which to choose.

We know that business communications are a critical part of your business, which is why MiCloud Business is hosted in Mitel's secure, Class 4 data centers and is designed, optimized and maintained according to industry best standards for high availability (HA) computing facilities. Managed by a team of highly experienced Mitel data and Unified Communications engineers, Mitel's data centers deliver exceptional performance with unparalleled service reliability.

Information and voice calls securely traverse the public internet to reach their destination using voice over Internet protocols (VoIP).





THE POWER OF CHOICE

Mitel MiCloud Business offers three license options to choose from. Unique in the industry, MiCloud Business' mix-and-match ability allows decision makers to tailor functionality to user needs instead of offering a one size fits all phone system.

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ESSENTIALS

Perfect for reception areas, Essentials users can receive phone calls, operate common call control features and set up a voice mailbox.



PREMIER

Best for most users, Premier users gain the Essentials feature set while adding mobile capabilities, presence indicators, collaboration, web portal management, and a full features mobile application and desktop client.



ELITE

For highly mobile employees with increased technical needs, Elite users gain the Premier feature set while adding additional connected devices, collaboration, and business application integration with the company CRM.



MITEL MICLOUD BUSINESS FEATURES

User Features	Essentials	Premier	Elite
Connected Devices	1 (Desk phone Only)	2	4
Hot Desking	*	•	•
Voice Mail	•	•	•
Inbound Phone Line	•	•	•
Web Portal Access	–	*	•
Corporate Auto Attendant	•	•	•
Automatic Transition Between Day/Night Routing	•	•	•
Customized Music on Hold	•	•	•
Voicemail with Email Forwarding	•	•	•
Hunt/Ring Groups	•	•	•
Audio Conferencing	–	•	•
Localized E911	•	•	•
Call Transfer	•	•	•
Call Forwarding	•	•	•
Call Park	•	•	•
System Speed Dial	•	•	•
User Speed Dial	•	•	•
Direct Page	•	•	•
Individual Record A Call	•	•	•
Do Not Disturb	•	•	•
Call History	•	•	•
Outbound Caller ID Number	•	•	•
Outbound Caller ID Company Name	•	•	•
Desktop Client (PC)	–	•	•
Mobile App (Android, iOS)	–	•	•
Mobile VoIP Included in Mobile App for IOS, Android	–	–	•
Presence and Chat	–	•	•
Microsoft Skype for Business	–	–	•
Business Application Integration	–	–	Optional
Outbound Calling (U.S. Only)	–	Unlimited	Unlimited
Real-Time Office Analytics Reports (per user, must be purchased system wide)	Optional	Optional	Optional

COMPANY-WIDE FEATURES

Hunt Group Numbers

- A group of 5 numbers for call distribution

Main Number Auto Attendant

- Including one inbound phone number
- Add custom voice prompts
- Optional additional numbers for premier and elite

Voice Conference

- Includes one inbound phone number
- Includes 10 concurrent participants
- Optional additional participants in groups of 10

Analytics

- Voice quality metrics
- Call statistics

Dynamic Extension (Twinning)

- Users are reachable anywhere in the world without limits on device, network or location via one phone number
- Ability to hand-off between mobile device and Mitel device (push/pull)
- No need for client software on remote device
- Uses one mailbox to all voice messages regardless of the number of devices in the ring group

Unified Messaging

- Sends voicemail messages as a .wav file to the users Outlook account for play via Windows media player
- Messages in voicemail can be automatically or manually pushed to Outlook on an individual user basis
- Messages in voicemail can be saved or deleted once they are pushed to Outlook

Hot Desking

- Allows any user to log into any phone with extension identify, privileges and rights.
- Ideal for the telecommuter, multi-office businesses, or shared office space

MiCollab

- Powerful application that provides end users with a simple desktop dashboard-like window for access to:
 - Integration with the corporate directory
 - Integration with Outlook personal contact lists
 - Presence integration with Outlook calendar information
 - Advanced call forwarding control based on policies/ Caller ID
 - Presence and availability
 - Secure Instant Messaging

Mitel IP Cordless Handset and Headset

- Offers unprecedented convenience and corridor mobility for the 5330, 5340 and 5360 IP phones
- Allows a user to continue to communicate when 300 feet away from the phone
- Handset and headset equipped with Initiate and End Call key, volume control key, mute key, and built in ringer
- Built-in battery with eight-hour talk time and 43-hour standby time
- Uses DECT technology for high quality voice transmission, density and less interference compared to Bluetooth

Conference

- Up to 8 conferees per conference
- Dial-able 10 party conference bridge

APPENDIX – AVAILABLE PHONES



MIVOICE 6920

The MiVoice 6920 is one of the most advanced general-purpose IP desk phones available today with crystal clear HD audio and Mobile Link mobile device integration.



MIVOICE 6930

The MiVoice 6930 provides an exceptional HD audio experience, enhanced full-duplex speakerphone and support for Bluetooth, USB and Analog handsets.



MIVOICE 6940

The MiVoice 6940 is designed for power users with mobile device integration that seamlessly marries your mobile phone call audio and contact information.



DESKTOP PHONES

Desktop phones are well suited for every day phone who need crystal clear voice with an intuitive interface. These phones (Mitel 5320 and 5330) require minimal customization and are extremely easy to set up.



MANAGEMENT PHONES

These phones (Mitel 5340 and 5360) are built with state- of-the-art hardware designed for busy professionals. With additional programmable hard keys and a more advanced user interface, executive phones satisfy the needs of executives and frequent phone users.



CONFERENCE PHONE

In a world where conference calls with partners and global teams are the norm, crystal-clear conversations are a must for productive meetings. The Mitel Conference Unit delivers superb voice quality, advanced audio processing, and all the features that make conference calls seem as natural as being in the same room.



WIRELESS / DECT PHONES

The Mitel IP-DECT phone expands beyond the desktop and provides a highly scalable, wireless phone solution that untethers users from their desk.

ABOUT NTIVA

Ntiva is a trusted Managed IT and Cloud Services provider that offers IT services and support to businesses of all types, building and maintaining infrastructure, securing networks, and providing strategic technology expertise. Our team of world-class talent genuinely cares about the relationships we build and understands that response and precision are fundamental keys to a successful partnership. Ntiva's ultimate objective is to help our clients leverage their technology investments to improve overall business performance.