

MiVoice Business Overview

Business Communications Your Way, with Comprehensive and Flexible Solutions for On Premises or in the Cloud



In today's fast-paced, competitive, technology-led business environment, business success is built upon establishing and maintaining relationships, providing exceptional levels of service, and connecting with customers and colleagues in a timely manner.

Having the ability to quickly and effectively communicate and collaborate with customers, partners, colleagues and suppliers anytime from anywhere is critical to the growth of your business.

“ Britannic continue to be a key strategic partner of Markerstudy Group. It is the bringing together of best in class unified communication providers and turning them into world class solutions that separates you from the rest. Exciting times!

Dan Fiehn, CIO
Markerstudy Group

We're Your Partner for the Future

With Britannic, you'll discover the possibilities of technology, connect people, deliver resilient ICT services to desktops and mobiles, and develop your cloud or on-premise platform with application integrations that make every conversation easy, personal and productive.

To design your best solution and ensure technology adoption, we involve all project stakeholders from the start. Then we deliver and develop in line with our agreed plan. And it doesn't stop there; once we've delivered the plan, we'll focus on how it evolves with your digital transformation journey.

THE SOLUTIONS PEOPLE BRITANNIC IS THE TECH PARTNER FOR YOU.

When it comes to delivering disruptive ICT services for your organisation, it is as much about choosing the right technology partner as it is about choosing the right communications technology. You'll love working with Britannic for our great service, expert technical skills and a real hands-on approach to solving complex ICT challenges, but above all you will buy into our shared vision for the future.

Our expertise lies in finding creative solutions to even the most challenging of business problems. Its' not just about technology in isolation, it's about the whole innovative ecosystem, the culture and the change management.

Whether you need a technology partner that develops your integrated services for the future, or you'd like to move to a Managed Service Provider that takes ownership of your communications platform and network maintenance, with Britannic you get one team that does both.

We've worked with Mitel since 2002 and experience our partner's developments first-hand. That's how we know Mitel technology inside and out. That's also why our customers get the smoothest maintenance support and an early glimpse into the future of workplace technology. Our Mitel services build on leading technical skills, award-winning integration capability, added value, and a portfolio of digital transformation applications. Complemented with a personal approach and commitment to customer care. That's why businesses partner with us.

The Britannic Way

Your Team

With vendor-trained and accredited Engineers, PRINCE 2 Project Managers, our own IT Development Team and a dedicated Account Manager we build an Account Team around you that seamlessly extends your IT resource. We're around to help and share our knowledge.

Plain Sailing

Our proactive service team and tailored SLAs ensure that you always get the best performance out of your solution with 99.999% SLA uptime, 24x7 monitoring & support, 95% remote fix rate, plus regular system performance reviews and ongoing technology guidance.

Your Guide

Your Account Team guides you through our onboarding process and all platform development projects with a clear project plan, ICT road map, workshops for IT and Business Leaders, pilots and training sessions that encourage user adoption. We closely work with all project stakeholders from start to success.

Mitel Platinum Partner

Our Platinum Partner badge is your insurance that our solution, implementation and support services live up to Mitel's strict quality standards. Our close partnership gives you access to a wealth of technical resources and ideas. You can meet the Mitel team and tap into their knowledge at our joint technology briefings.

Your Doers

Drawing on deep technical and project management skills, we deliver on our agreements fast and with predictable outcomes. We keep you up to date, hold regular service reviews and act on feedback. ISO accredited processes for Quality Management, Information Security and Business Continuity back our own operation.

Innovation Power

We have released 20+ product innovations that complement Mitel's solutions and make integration with your business applications simple. On top of that, partnering with the smartest heads in the industry allows us to bring new applications, innovative middleware and connectivity services to your business.

At Mitel, Job 1 is understanding your business needs and your infrastructure preferences, including what communications solution components to deploy and where to deploy them—on premises, in the cloud, or both - so that you can maximize your Return on Investment (ROI).

Together, Mitel MiVoice Business, Mitel MiCollab, and Mitel MiContact Center comprise a complete, cost-effective, unified communications solution that fits seamlessly into your existing IT framework to meet all of your business needs.

Key Business Solutions

- Mobility
- Unified Communication and Collaboration
- Unified Messaging
- Contact Center
- Full Range of Desktop Devices and Accessories

MiVoice Business provides the foundation to building a flexible, real-time communications landscape that can help your business with addressing the different needs of your employees. Whether it's related to job roles, varying levels of mobility within or outside of the business, or the daily use of business applications or industry frameworks, MiVoice Business can address your current needs, yet evolve with your business as your IT strategies and communications needs change.

Mobility

The reality of the current business landscape is that work often takes employees away from their desks, and their desk phone, each day.

With MiVoice Business, employees are provided with access to the same "in-office" communications experience from anywhere with a single identity, phone number and Unified Messaging mailbox.

MiVoice Business's embedded mobility solutions deliver employees greater freedom to communicate from wherever their business takes them, without the burden of escalating mobility costs.

DYNAMIC EXTENSION

MiVoice Business's embedded twinning solution provides businesses with the ultimate in cost-effective, "no compromise" mobility by letting employees select up to eight devices (regardless of device type) to act as their business phone, so all of their phone numbers collapse into one, giving them a single identity through their business extension.

HOT DESKING

Hot Desking (sometimes also known as hoteling) allows employees to log into any Mitel MiVoice IP Phone, located at any of your offices, or even at their home, so that they continue to be accessible and productive by having their calls directly routed to the device they are logged in to.

With MiVoice Business's External Hot Desking function employees can even log into external communications devices, such as their home phone, in order to take calls just like they would if they were using a Mitel IP desk phone in the office.

TELEWORKER SOLUTION

The Mitel MiVoice Border Gateway teleworker solution provides remote and mobile employees with seamless, secure access to the full set of MiVoice Business communications capabilities wherever they are, using any Mitel IP desk phone or MiCollab Client soft phone over the Internet from their home or remote office.

Unified Communications and Collaboration

A direct result of today's world of business is that organizations are faced with a number of challenges. From how to get employees to efficiently and effectively work together to help drive change throughout the business to ways to improve client interactions that drive increased revenue?

Mitel's MiCollab is an integrated suite of unified communication and collaboration solutions that work seamlessly together to allow employees to effectively and effortlessly connect with colleagues, customers, and partners - no matter where their day takes them.

MICOLLAB CLIENT

MiCollab Client provides employees with a single access point for all their business communications and collaboration needs. Employee instantly benefit from real-time access to everyone in the organization to enhance the overall effectiveness of "in the moment" communications. Furthermore, going mobile is simple with MiCollab Client for mobile devices. When installed on an employee's mobile device (Android™, and iPhone® / iPad®) key unified communications (UC) capabilities are extended to the mobile worker, such as presence and availability of colleagues, single number identity, instant messaging, visual voice mail, and more. Android and iOS devices additionally benefit from an integrated SIP softphone that allows voice over Wi-Fi or cellular networks so that they can remain connected, while on the move.

CONFERENCING, COLLABORATION AND TEAM WORKING

MiCollab team working, collaboration audio and video conferencing capabilities provides users access to the tools that are vital to having a workforce that is connected with others - both inside and outside of the business - wherever they are. This includes being able to easily create scheduled and ad-hoc conferences on the fly, sharing applications and documents during a meeting, and conducting multi-point video conferencing with others using a standard webcam.

Unified Messaging

Unified Messaging enables your employees to respond faster to clients and colleagues through single message storage and access. With MiVoice Business your employees have anywhere, anytime access to messages with an integrated, fully featured voice mail system, that provides unified messaging and automated attendant capabilities.

MIVOICE EMBEDDED MESSAGING

Mitel's MiVoice unified communication platforms offer entry-level embedded voice mail solutions that provide cost effective voice and unified messaging solution for up to 5000 users.

MICOLLAB UNIFIED MESSAGING

For more advanced unified messaging features Mitel's MiCollab solution offers Unified Messaging capabilities. MiCollab Unified Messaging is available on both physical and virtual deployments and offers a full-featured and flexible unified messaging solution with a low total cost of ownership to satisfy the diverse needs of your organization.

MICOLLAB ADVANCED MESSAGING

Mitel's MiCollab Advanced Messaging solution is a highly scalable, robust, and sophisticated messaging solution with increased scaling up to 120,000 users, and offers unique deployment integrations with business continuity auto attendant capabilities and is available for physical premises-based or virtual deployments

Contact Center

Contact centers can help improve your customers' experience by ensuring that calls always go to the right agent – anytime, anywhere, and by any means. To meet the needs of internal "customers," some departments within your organizations may even perform a contact center role without thinking of themselves as contact centers.

MiVoice Business's fully integrated contact center solution can assist your business with the delivery of excellent customer service that helps nurture relationships and ensure operational efficiency. MiVoice Business also supports the following management, reporting, and advanced routing solutions as well.

CONTACT CENTERS

MiContact Center Business delivers robust contact center, IVR, and multimedia functionality and reporting that is suitable for small contact centers that have sophisticated requirements though to large scale enterprise contact centers with 100s of agents.

MiContact Center Business 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, omnichannel contact centers with multiple locations and remote agents.

OUTBOUND CONTACT CENTERS

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

Full Range of IP Desktop and Accessories

Customer service personnel, office administrators, and call center agents. Many employees who perform similar roles within your business can spend their whole day on the phone. That is why having the right desktop phone that can provide them with access to convenient features and appropriate functionality is essential to making their jobs easier and helps them perform better.

Whether it's personal huddle room solutions for executives, or add-on peripherals for keeping front-line personnel in touch anywhere and anytime, MiVoice Business offers a full range of IP desktop devices, accessories, and meeting room solutions that deliver advanced applications when and where you need it.

MIVOICE 6900 SERIES IP DESKTOP

From affordable entry-level IP phones to rich media information devices, MiVoice 6900 Series have the right communications solutions for your employees. These include cost-effective two-line phones, traditional button phones, and self-labeling application phones that provide users with ample personal programmable keys.

MIVOICE PERIPHERALS & ACCESSORIES

Complementing the MiVoice 6900 Series IP phones are MiVoice Desktop Peripherals that offer additional enhancements to existing MiVoice IP phones in order to evolve an employee's phone. These include the Mitel DECT Handset that provides employees personal mobility up to 150 feet away from their desk, Cordless Handset and DECT Headset to provides employee's with hands-free and cord-free communications for up to 300 feet away from their desk, and Personal Key Modules to provide phone power users with additional personal, programmable keys.

ATTENDANT POSITION CONSOLES

Whether it's a hard-button console that looks like a phone or a completely PC-based solution that provides the ability to view and change employee presence status, MiVoice Business has a solution for your operators and receptionists to assist with delivering a positive experience to your callers.



MiVoice Business's open, fully modular Freedom Architecture is neutral when it comes to data infrastructure and communications components.

Deployment Flexibility

MiVoice Business call control software allows you to operate your communications system with flexibility, ease, and reliability on your choice of hardware platform:

- The family of Mitel purpose built appliances
- Industry standard servers from Oracle®, HP®, IBM®, and Dell®
- VMware® vSphere™ and Microsoft® Hyper V™ virtualization platform, support for businesses that want to manage business communications like any other application in their data center

With a choice of deployment models (distributed, centralized, private and public cloud) as your IT strategy shifts, so too can your communications strategy.

Open Architecture

MiVoice Business frees your business from proprietary technologies, by letting you choose the hardware and UC components that work best for your business.

MiVoice Business provides integration with most of the industry's widely deployed back office applications.

STANDARDS-BASED ARCHITECTURE

Adhering to industry standards, MiVoice Business enables your businesses to leverage your existing business infrastructure and provides a smooth transition to a network-centric communications model. MiVoice Business's core call control features and functionality are the same regardless of the hardware platform or solution deployment model and can operate across virtually any LAN / WAN infrastructure. With native support for legacy networking standards such as Q.SIG

and DPNSS in addition to digital trunking ISDN protocols for central office (PSTN) access, MiVoice Business offers your businesses the ability to retain existing investments irrespective of legacy PBX, while delivering all the advantages of a converged communications infrastructure that natively supports Session Initiation Protocol (SIP).

SIP PROTOCOL SUPPORT

When it comes to open standards, MiVoice Business natively supports connection to both SIP lineside devices and SIP trunks. No extra hardware or software is required to support SIP users or trunks, greatly simplifying the solution administration when using the SIP Protocol.

Simple, Powerful, Web-Based Management

MiVoice Business delivers a broad range of administration functions and capabilities all within a simplified web-based management architecture that reduces the time and resources required to perform tasks and administer changes. System changes are automatically synchronized across the solution, and management control and tasks can be delegated across the organization.

SIMPLE END USER PROVISIONING

Administrators can quickly create and provision new employees with preformatted departmental role-based templates. Employee information is automatically synchronized across all other MiVoice Business and MiCollab solutions in the network ensuring database reliability. Integration with Microsoft® Active Directory® means administrators can configure a user once in Active Directory, and the user will automatically be configured within MiVoice Business – saving your business considerable time and simplifying large deployments.

EMERGENCY CALL NOTIFICATION

MiVoice Business natively supports the ability to provide location information and notification when an emergency call is made and also integrates with Mitel Revolution to support mass notification capabilities and channels outside of the telephony solution.

Technical Specification

LANGUAGES SUPPORTED

English, Dutch, French, Italian, German, Portuguese (Europe), Portuguese (Brazil), Romanian, Russian, Swedish, Polish, Spanish (Europe), and Spanish (Latin America).

Supported Platforms

Mitel Standard Linux ¹	11.0
VMware™ (vCenter / vSphere)	6.7
HyperV	2016
3300 CXII, AX, EX etc.	

¹Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.