

# Mitel MiCollab

Powering communications for when and where you need it





“*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.

[btlnet.co.uk](http://btlnet.co.uk)

# 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. It's 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.





## Empower your business to 'think big, yet act small' by providing employees with everything they need to connect, communicate and collaborate across blended environments – driving the exchange of thoughts and improving the speed & quality of decision being made

Ensuring effective real-time communications is essential in today's fast-paced, mobile marketplace. Today work is not always done at a desk. It's done in the car, while walking to lunch, or while waiting for the plane to board. Today work can include colleagues working from home, different timezones, or with individuals who are not part of the organization.

This is why enabling your business to connect and collaborate more easily and effectively, no matter where they are, how they work or who they work with - is more essential than ever.

Mitel® MiCollab is a mobile-first designed communications and collaboration solution, designed to provide a highly collaborative, persistent workspace to align with how employees communicate in today's fast paced, mobile workplace. Through a single client your employees have access to an integrated suite of unified communications and collaboration services, so that they can make every interaction efficient and productive whether it's with colleagues, customers, or partners.



### Supercharging business productivity

MiCollab brings together voice, video, chat, messaging, web conferencing and team collaboration tools into one single solution making it easier for employees to connect with others and break down the barriers of siloed team environments.

Whether it's from their desktops or mobile device, with MiCollab employees can become more efficient, easily share ideas and knowledge across the organization, and ultimately work from virtually anywhere.

*For example, MiCollab can be used to view the availability of colleagues who may have the answer to a critical, time sensitive question. Even if the employee is away from the office, they can be located and contacted on their mobile device using chat, a voice call, or video call and provide the answer that saves the day.*

Furthermore with team collaboration tools (MiTeam) projects related activities, such as communications, document reviews, task management and collaborative meetings can all be conducted using the same application and be extended to members outside the organization, so that they can share ideas and work together towards achieving project goals.

### Key Benefits

- Single business tool providing enhanced communications and collaboration for individuals and teams
- Enables easy access to the knowledge, insights, and experiences of others allowing for higher quality, more timely business decisions being made
- Collaborate anywhere, on any device, with the same set of tools and user experience
- Connected workforce working together to increase customer satisfaction
- Flexible deployment options - *premises or cloud-based* - that can evolve with your business as needs change
- Easy deployment and administration





## Everything you need in one place

By providing today's essential communications and collaboration tools in a single, unified solution, Mitel MiCollab reduces the latency and complexity associated with having to sort through and locate communications spread out across multiple applications and having to manage those multiple applications - that when combined achieve the same level of business connectivity that MiCollab provides. MiCollab is comprised of:

- Unified Communications (UC) services access via clients for the desktop (PC and Mac), Web and mobile device
- Team collaboration services (MiTeam) that enable collaborative workspaces for team-based meetings, conversations, content collaboration and project management
- Unified Messaging services that make message storage and retrieval simple
- Audio, Web and Video Conferencing services to address a variety of conferencing needs - *audio, presentation, collaboration, and video*



MiCollab Client

## Unified Communications

A single access point for all your business communication and collaboration needs regardless of location or device:

**PRESENCE** – know whether people you want to contact are on the phone, away from their desk or available for a video call, instant chat or collaboration session

**MESSAGING** – quick access to voice messages with visual message handling and presence information of the person who left the message

**SOFTPHONE** – enjoy the same desktop phone communications experience from a PC, laptop, or smartphone

**MOBILITY** – installed as a client on supported iOS® and Android™ devices, key communications and collaboration features are extended to mobile users

**WEB CLIENT** – access key unified communications and collaboration features from remote locations using any computer or web-enabled mobile device

**POINT-TO-POINT VIDEO** – place a video call with the tap of a button

### INTEGRATION WITH BUSINESS APPLICATIONS

– enhance communications and productivity with integration to other business applications, such as Outlook®, Lotus Notes®, IBM® Sametime, and Google®



## Team Collaboration

Persistent workspaces for team meetings, conversations, content review and project management that are accessed via MiCollab clients, with features including:

**STREAMS** – persistent workspaces that capture all project activity from start to finish, including chats, content, reviews, assigned action items, enabling new members to get caught up in a matter of minutes

**SEARCH** – powerful search capabilities that help members quickly find the information they're looking for within a Stream

**TO-DO** – assign and track action items to ensure team members understand what needs to be accomplished, who is responsible, and by what date it's required

**MEET** – quickly create collaborative meetings on the fly, by choosing the participants, sending invitations, and launching the real-time meeting all from directly within a Stream

## Unified Messaging

Enables the management of voice mail, email and fax messages with features including:

**MESSAGE RETRIEVAL** – retrieve voice, text and fax messages from one synchronized message store

**OUTLOOK® CLIENT PLUG-IN** – install an additional toolbar within Outlook to manage voice messages

**FAX SERVICES** – pro-actively provide fax senders with transmission status information right in the email in-box

## Audio, Web and Video Conferencing

Comprehensive audio conferencing and web collaboration capabilities with features including:

**SCHEDULED / AD-HOC CONFERENCING AND WEBINARS** – a variety of collaboration sessions, ranging from scheduled calls (one-time or recurring) to on-the-fly sessions

**PARTICIPANT MANAGEMENT** – a consolidated view of audio-only and collaboration participants, with integrated moderator controls

**DESKTOP AND APPLICATION SHARING** – share desktops, presentations, software applications, graphics and data of every kind

**MULTI-POINT VIDEO CONFERENCING** – a personal collaboration experience with video using ordinary webcams

**PUBLIC AND PRIVATE CHAT** – instant message with the option of archiving session transcripts

**REMOTE CONTROL** – request control of another participants desktop for back and forth collaboration

**WEB-BASED COLLABORATION** – lets people participate in collaboration sessions from a web browser

**FILE TRANSFER** – instantly transfer files to all or selected participants

**DOCUMENT MANAGEMENT** – place important files in public or private areas for future use

**CONFERENCE RECORDING** – record conference calls or collaboration sessions for future access or distribution

**OUTLOOK® CLIENT PLUG-IN** – install an additional tab within Outlook for automatic conference creation when creating a meeting request

For more information, please visit [www.btl.net.co.uk](http://www.btl.net.co.uk)