Future of Collaboration

Mitel Customer Experience Webinar

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Mitel
Powering connections

Teamwork should be easy, regardless of location

"Enhanced productivity combined with the ability to reach others has the power to swiftly resolve any situation "

Work is an activity, not a location

"Daily routine / special circumstance / unique projects can often have employees working outside of an office and office hours"

Workers don't wait for their company to provide them with the productivity tools they need.

But, working together in a common environment is essential…

Workers use an average of **6.7** tools at work— **2.7** of which are not provided by their company— and use many tools both at work and outside of work

The Quest for Continuous Collaboration

Communicate Seamlessly No Matter the Time Zone or Geography

24%
Productivity Improvement

30%
Reduction in Meetings

21%
Reduction in Email

$368k
Annual Revenue Increase

Nemertes Research 2020

TEAM COLLABORATION DELIVERS **MEASURABLE** BENEFITS

HOW MITEL POWERS TEAM COLLABORATION

Mitel Collaboration

Mitel collaboration applications are where ideas are formed. It's the binding force of your business, where individuals connect to get *real work done*. With more ways to connect and collaborate, our solutions bridge the gap between cities and oceans alike.

Meetings	**Group Workspaces**	**File Sharing**
Persistent Chat	**Mobility**	**Basic Telephony**

One Mitel Aligned for Execution

Public Cloud Multi-Tenant

Private Cloud (MLA or On-Site)

SME businesses

Larger Organizations

Named Accounts

Segmentation	1-50	51-100	101-400	400 - 1000	1000 – 2000	2,001+	Named Accounts

Apps / Devices

Common Applications and Devices

Cloud Solutions

MiCloud Telepo

MiVoice MX-ONE MLA

On-Site Solutions

CloudLink Enabled On-Site Call Control

SWA

Focused Investments

Deliver	**Transform**	**Ignite**	**Simplify**
Portfolio & TCO	Migration Tools & Services; Features & Functionality	Unified GTM Motion	Self-Service; Systems Consolidation

CloudLink Enterprise Architecture

Microservices

Authentication

Federation

Security

SMS

SaaS Integration

Location-based Service

CloudLink

Next Gen Applications

Team Collab

APIs

Meetings

Contact Center

MiCollab

Video

Mobility

Call Control Platforms

I. On-site installation

II. Private data center

III. Public data center

Collaboration Ecosystem

VERTICAL /
3RD PARTY

INTEGRATIONS

Mitel®

MEETINGS

CUSTOMER
EXPERIENCE

SEAMLESS
COMMUNICATIONS &
COLLABORATION

MESSAGING

TELEPHONY

Workers view meetings as 'valuable' but not 'productive'.

So, how do you encourage effective collaboration and seed business productivity?

Workers spend **34%** of their time in meetings; **94%** feel most productive outside of meetings

MEETING APPLICATIONS **IMPROVE** WORKFLOWS AND **REDUCE** COST

27%
Shorter Meetings

25%
Productivity Increase

$142K
Average IT Spend Reduction

$268k
Average Revenue Increase

Nemertes Research 2020

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MiTeam Meetings

Bring teams togethers

Permanent virtual workspace

Face to Face interactions

Enhance communication

More productive meetings

Get work done

Seamless Chat to Video
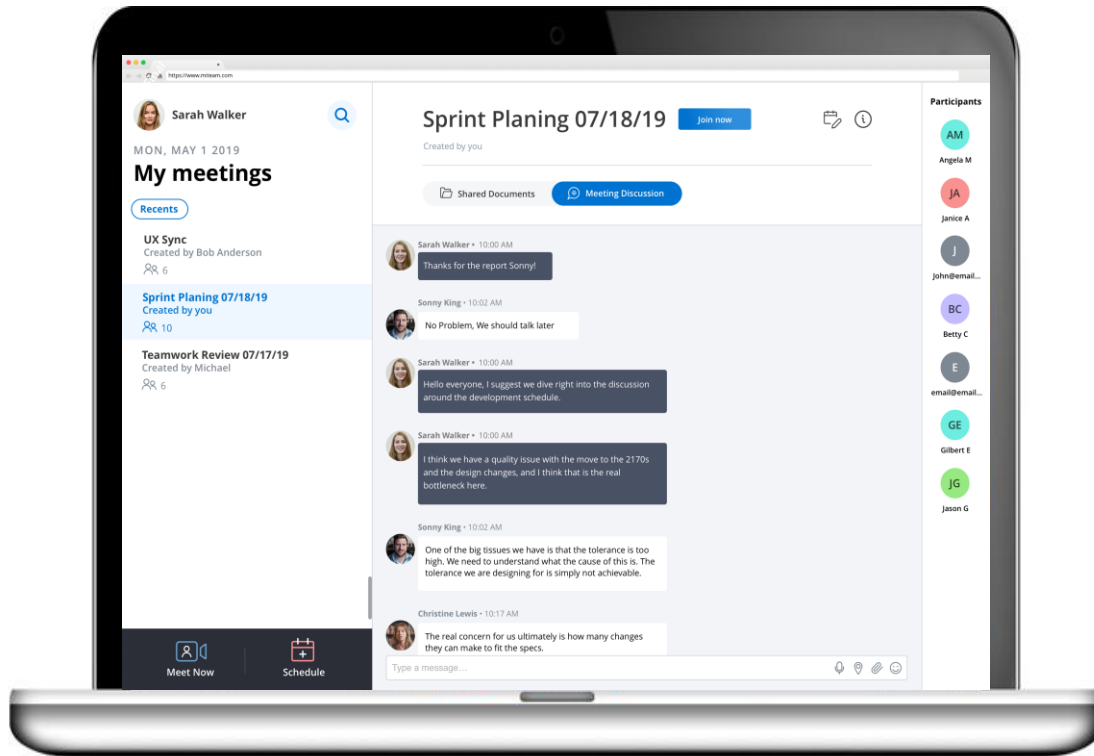
Persistent Chat Logs

File/Screen Share

Guest Lobby

Document Archives

Intuitive UI

Unleash the potential of your next meeting

Continuous Collaboration using a Persistent Workspace
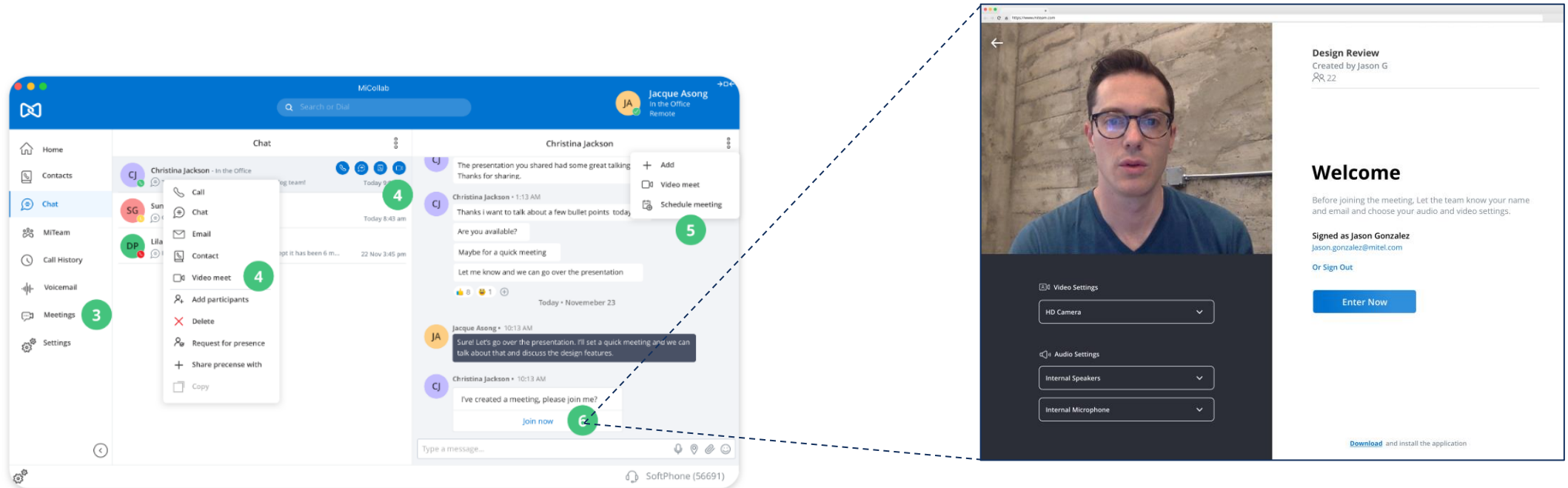

Persistent Chat Logs

Document Archive
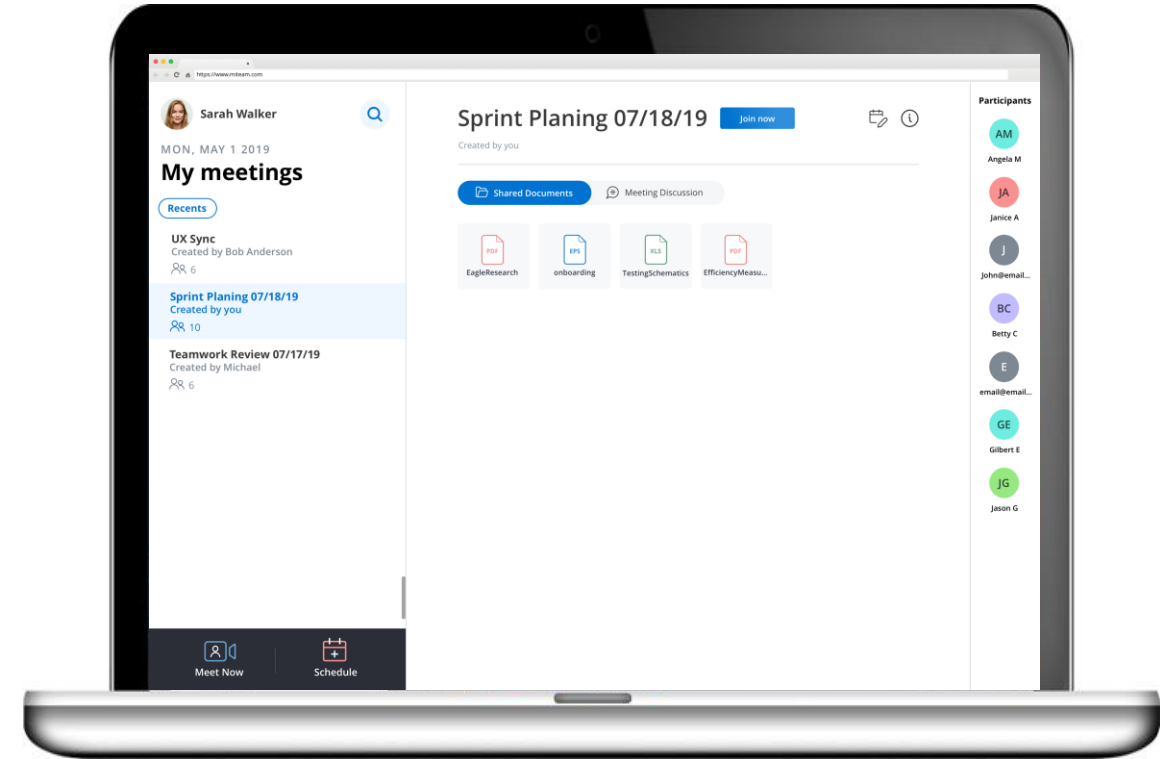
- **Team to re-use MiTeam Meeting workspace for return meetings**
- **Maintain shared information so any team member can review, update and expand upon when invited to the team.**

Seamless Cross Launch from MiCollab/Teamwork

Turn 1:1 chats to small group video meetings in seconds

3   Click Meetings to cross launch the Miteam Meetings App.

4   Right click or hover to escalate to a video meeting on Miteam Meetings App .

5   Schedule a meeting on Miteam Meetings App.

6   Join Meeting on Miteam Meetings App.

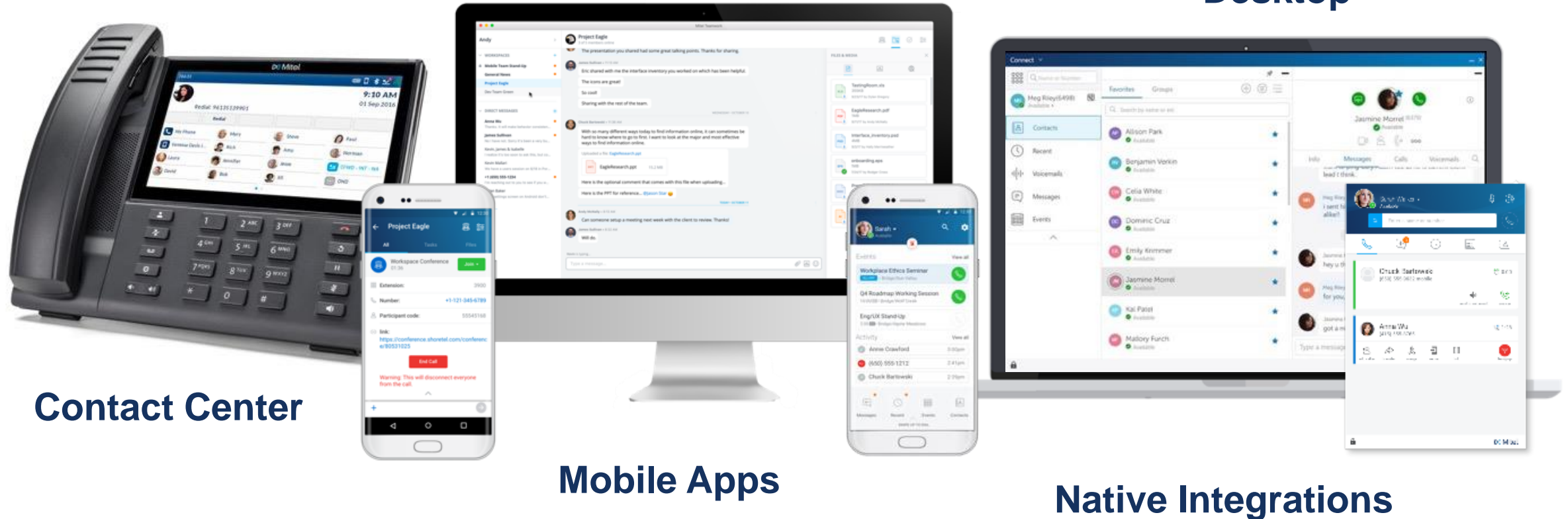## Elevate collaboration, view, share and close actions at the click of a button

Seamless Collaboration Across Entire Portfolio

IP Phones

Collaboration

Desktop

Contact Center

Mobile Apps

Native Integrations

MiTeam Meetings

+

Teamwork with MiCloud Connect

MiCollab with MiTeam

MiVoice Office Mobile Application

=

INTEGRATED MEETING EXPERIENCE

Future of Collaboration at Mitel

MiCloud Connect

MiVoice Connect

MiVoice Office 250

MiVoice Office 5000

One Mitel Collaboration Application

MiVoice Business
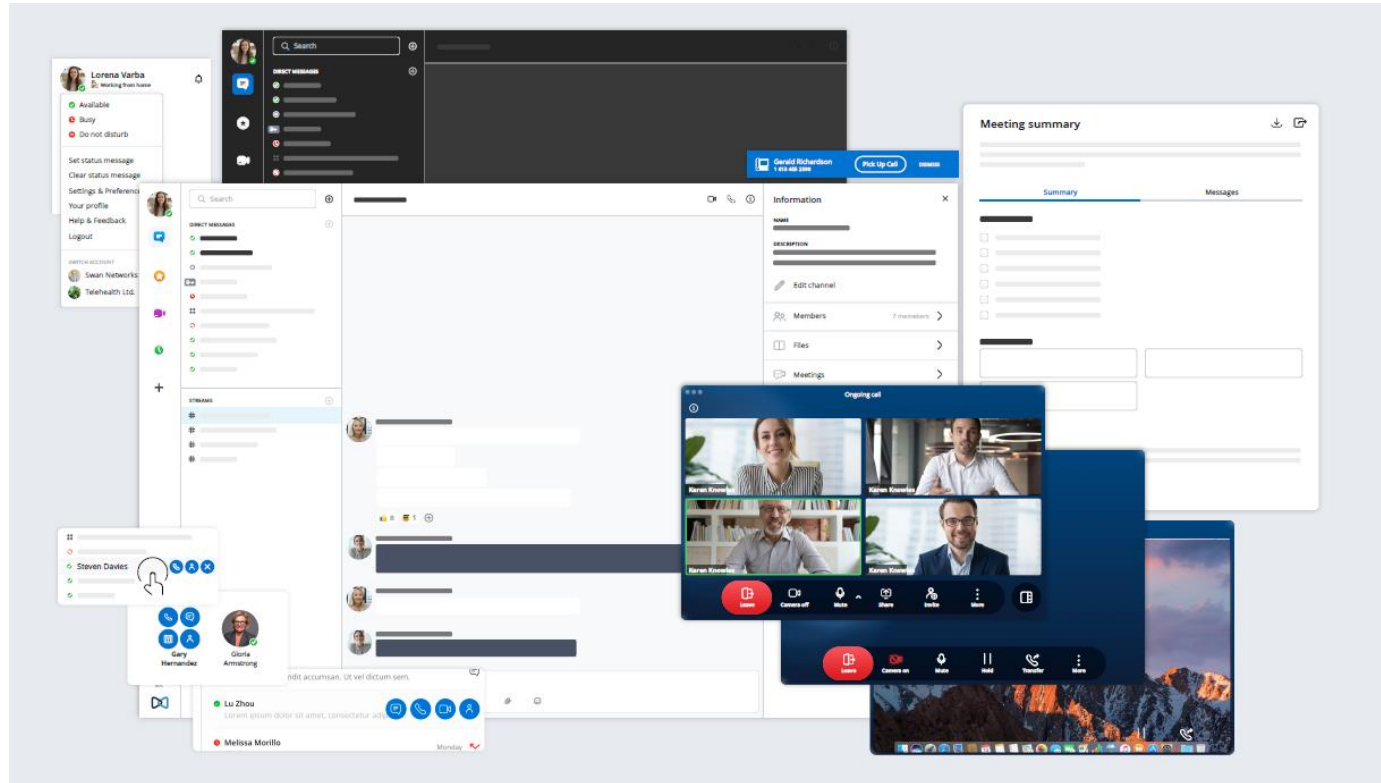
MiVoice MX-ONE

MiVoice Office 400

MiCloud Flex
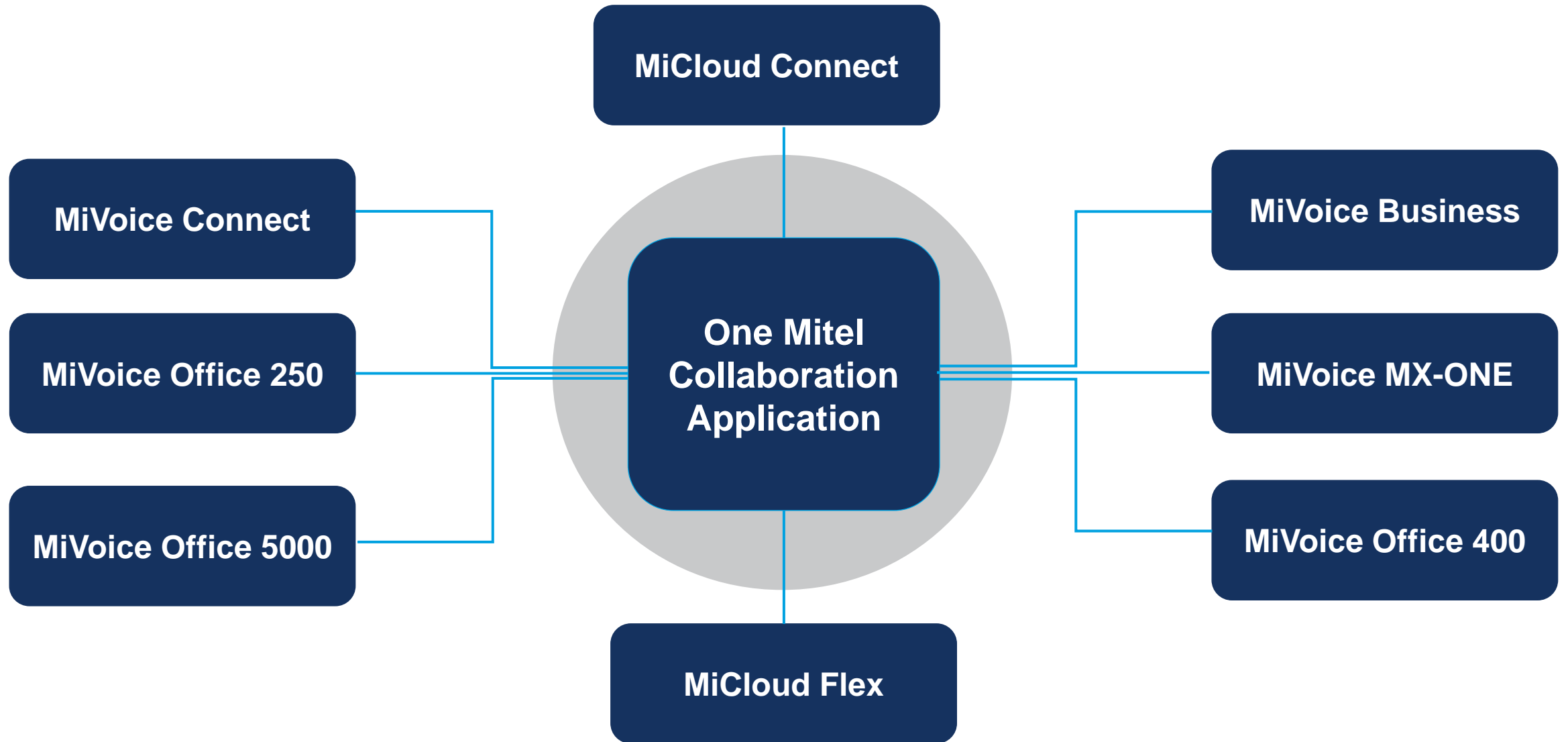
Mitel Unified Collaboration Suite

CONSOLIDATE

LEVERAGE

REENGINEER

WORKFLOW INTEGRATIONS

MAXIMIZE PRODUCTIVITY

MEET INDUSTRY TRENDS
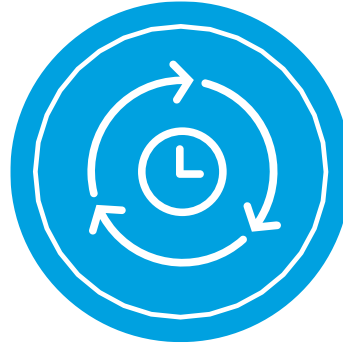
A CONSITENT EXPERIENCE NO MATTER THE PLATFORM

Mitel Collaboration

Be More Productive

Single solution delivering communications and collaboration tools to enhance business performance

Real-time, Anytime

Developed with mobility and security in mind, to assist with working in today's mobile centric world

Collaborate Seamlessly

Brings together traditional and team-based collaborations helping ensure easy sharing of ideas and information

Connect • Communicate • Collaborate

POSITION TO WIN WITH MITEL COLLABORATION

Business Pain Points

- Remote / distributed workforce

- Use of many siloed applications

- Hard to collaborate with cross-functional team members

- Time wasted searching for information

- Missed critical details in lengthy email chains

- Too many emails

- 'Shadow IT' growing within organization

Ideal Business Dynamics

- Team / project focused

- Customer-oriented

- Fast-paced / start-ups

- Remote / distributed workforce

- Frequent travelers

- Large evolving workforce

- Already a Mitel customer

KEY
DIFFERENTIATION
For Mitel

1 Strong **partnerships** for reliability and scalability such as AWS and Google

2 **CloudLink** technology infrastructure protects existing customer investments and allows for rapid iteration, development and integrations

3 **Single-vendor** turnkey solution that are easy to sell, deploy, manage, and support through an expansive partner network

THE WORLD IS CHANGING ARE YOU PREPARED FOR IT?