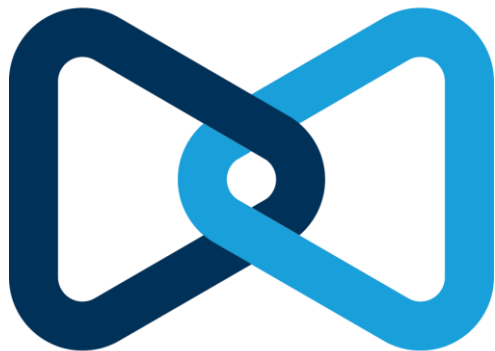


#arbetasmartare

Ge medarbetarna verktyg för
att kunna jobba smartare



Mitel Customer
Experience Days 2020



Jeremy Butt

Senior Vice President International



Office or location?

Will today's situation
change the way we
work forever?

Jeremy Butt

May, 2020

DELIVER

Best in class solutions to enable modern workflows for customers as they transition to cloud communications.

TRANSFORM

How our existing customers communicate and collaborate through proactive outreach with our partners to our installed base.



IGNITE

Growth as we establish the very best partner-led, unified go-to-market model.

SIMPLIFY




Mitel through digitized systems and processes, enabling us to become a better company to work with and for.

CULTIVATE

A values-driven, high-performance people culture.



Continued Leadership in Our Top Markets

	Country	CY '19 Revenue Rank	Share Rank	Share
	USA	1	#2	18%
	UK	2	#1	24%
	France	3	#2	27%
	Germany	4	#3	10%
	Sweden	5	#1	36%
	Switzerland	6	#1	28%
	Canada	7	#2	17%
	Australia	8	#7	8%
	Netherlands	9	#2	20%
	Spain	10	#5	9%



Huge Shipment Footprint – 130+ Countries

Afghanistan	Congo	Greece	Latvia	Netherlands	Slovakia
Albania	Croatia	Greenland	Lebanon	New Caledonia	Slovenia
Algeria	Cyprus	Guam	Libya	New Zealand	Somalia
Angola	Czech Republic	Guernsey	Liechtenstein	Nigeria	South Africa
Anguilla	Denmark	Guyana	Lithuania	Norway	South Korea
Argentina	Dutch Antilles	Hong Kong	Luxembourg	Oman	Spain
Australia	East Timor	Hungary	Macau	Pakistan	Sri Lanka
Austria	Egypt	Iceland	Macedonia	Palestinian Territories	Swaziland
Azerbaijan	Estonia	India	Madagascar	Papua New Guinea	Sweden
Bahrain	Ethiopia	Indonesia	Malawi	Philippines	Switzerland
Bangladesh	Faroe Islands	Ireland	Malaysia	Poland	Taiwan
Belgium	Fiji	Israel	Maldives	Portugal	Tanzania
Bhutan	Finland	Italy	Mali	Qatar	Thailand
Bosnia-Herzegovina	France	Ivory Coast	Malta	Reunion	Togo
Botswana	French Polynesia	Japan	Mauritius	Romania	Tunisia
Brunei	French Guinea	Jersey	Moldova	Russian Federation	Turkey
Bulgaria	Gabon	Jordan	Monaco	Rwanda	Tuvalu
Burkina-Faso	Gambia	Kazakhstan	Montenegro	Saudi Arabia	Uganda
Cameroon	Georgia	Kenya	Morocco	Senegal	United Arab Emirates
Cape Verde	Germany	Kosovo	Mozambique	Serbia	United Kingdom
Central African Republic	Ghana	Kuwait	Namibia	Sierra Leone	Uzbekistan
China	Gibraltar	Laos	Nepal	Singapore	Vietnam



THE ENVIRONMENT



Unprecedented Pandemic

Massive change to working practice

Massive change to peoples lives

Huge pressure to enable remote working

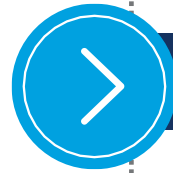
Fast reaction from Service Providers and System Integrators

Sweden reacted differently

WILL WE CHANGE **FOREVER?**

The natural environment became cleaner

Some people may not want to go back to the office?



How long for business to recover?

Will flying and driving ever be the same again?

Location or Office – what is the difference?

CIO/CTO's reactions at the outbreak of Covid-19



Get their people home – **done**

Secure the network – **happening**

Properly equip for business continuity – **happening now and for some time to come**

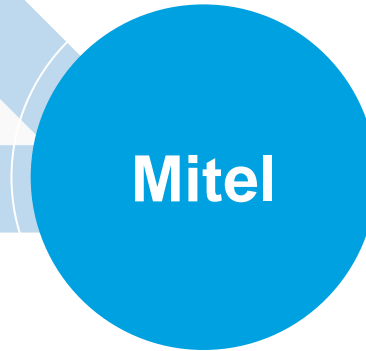
Addressing Our Customers



Customers



Partners



Mitel

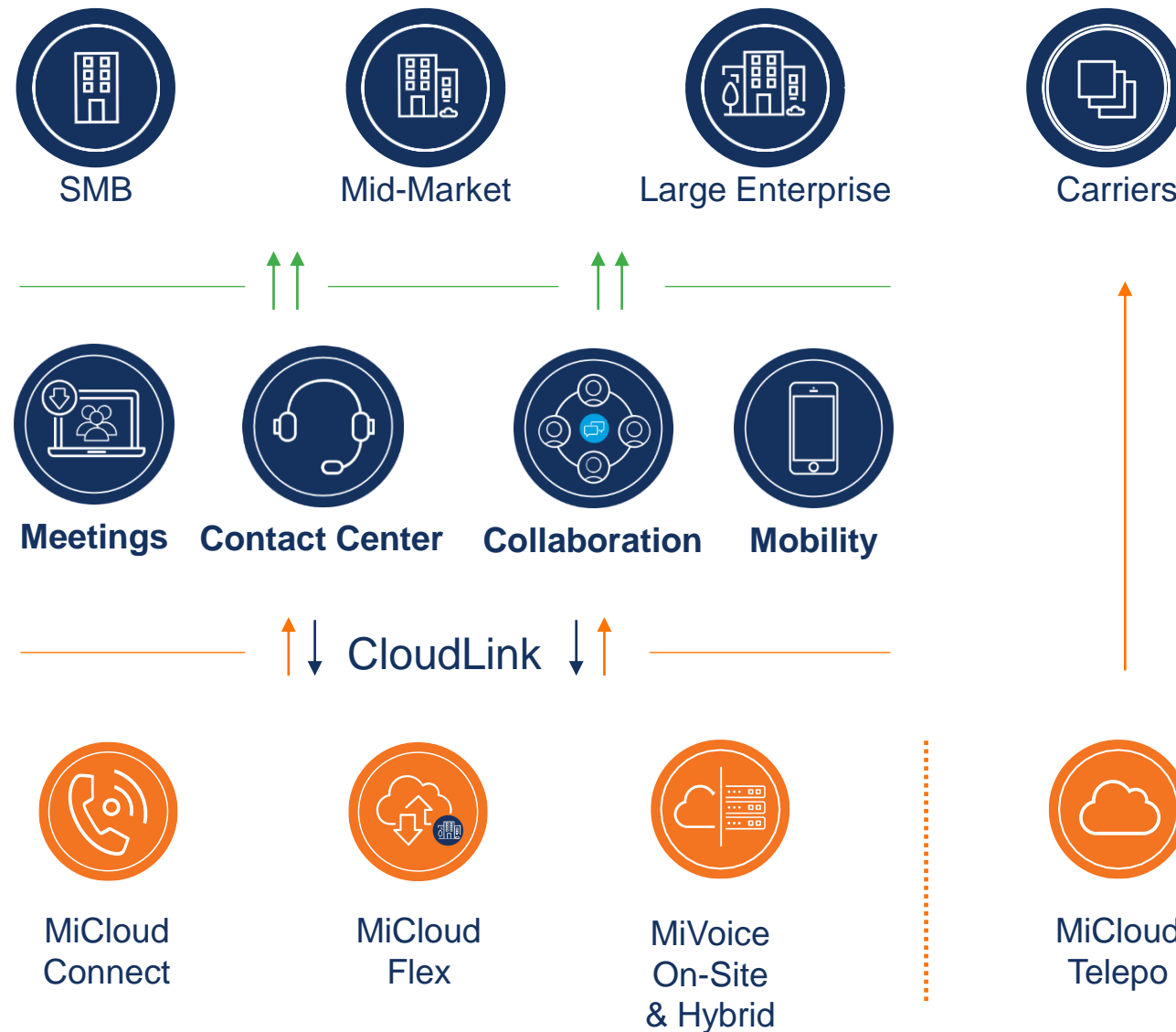
- Solutions & products
- Consulting
- Expertise
- Customer care

- Solutions & products
- Innovation
- Brand
- Responsibility
- Accountability
- People
- History

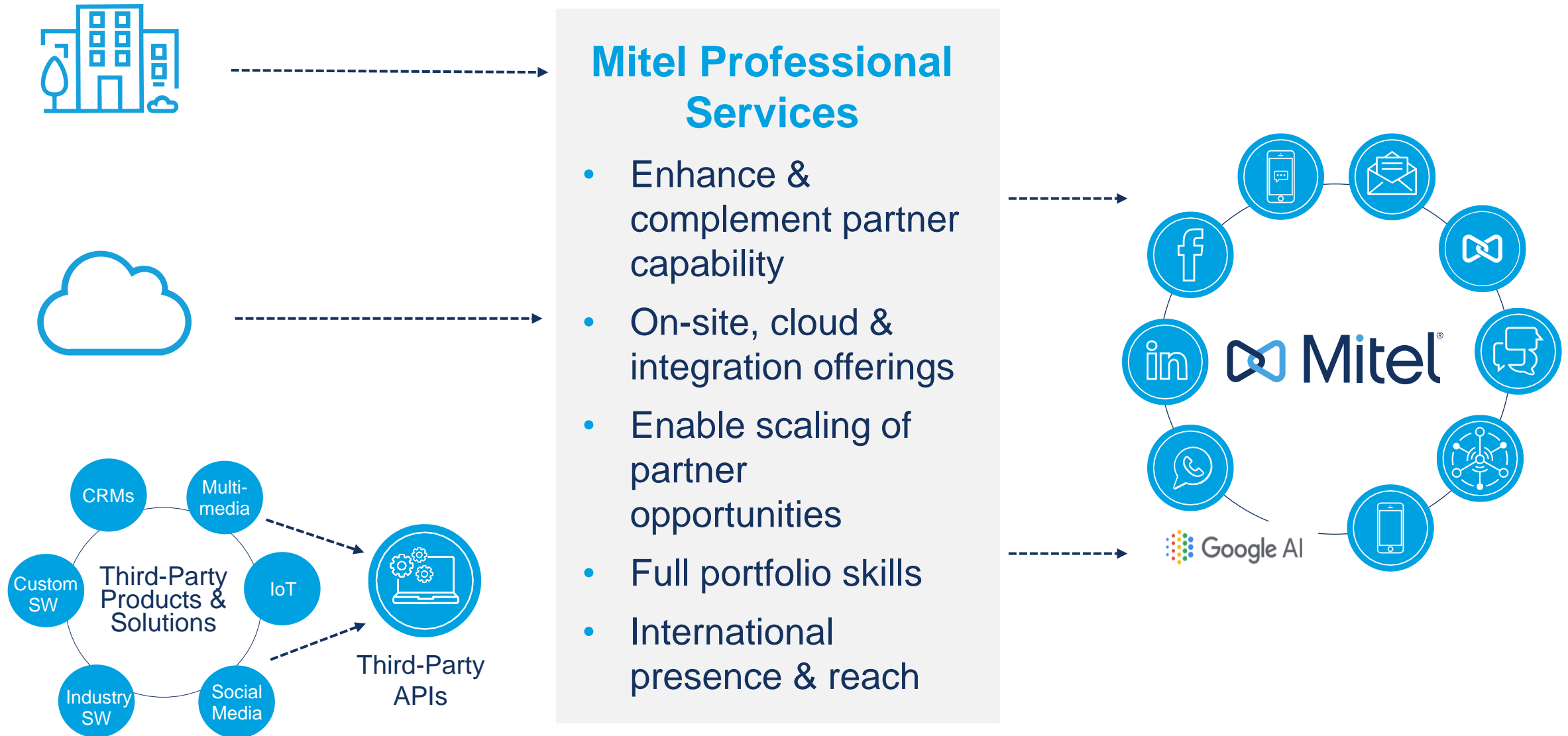
Mitel builds solutions and so do our partners



Cloud Applications Serving All Segments & Platforms



Mitel Professional Services – Supporting Our Partners & Customers





**Serving our
Customers
and Partners**

**FINAL
THOUGHTS**

- **Support a new environment**
- **Support new ways of working**
- **Continue to deliver critical UC&C infrastructure**
- **Continue to introduce new capability**





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