

#arbetasmartare

Ge medarbetarna verktyg för
att kunna jobba smartare



Mitel Customer
Experience Days 2020



Eddie Lambert

Head of Product Line Management

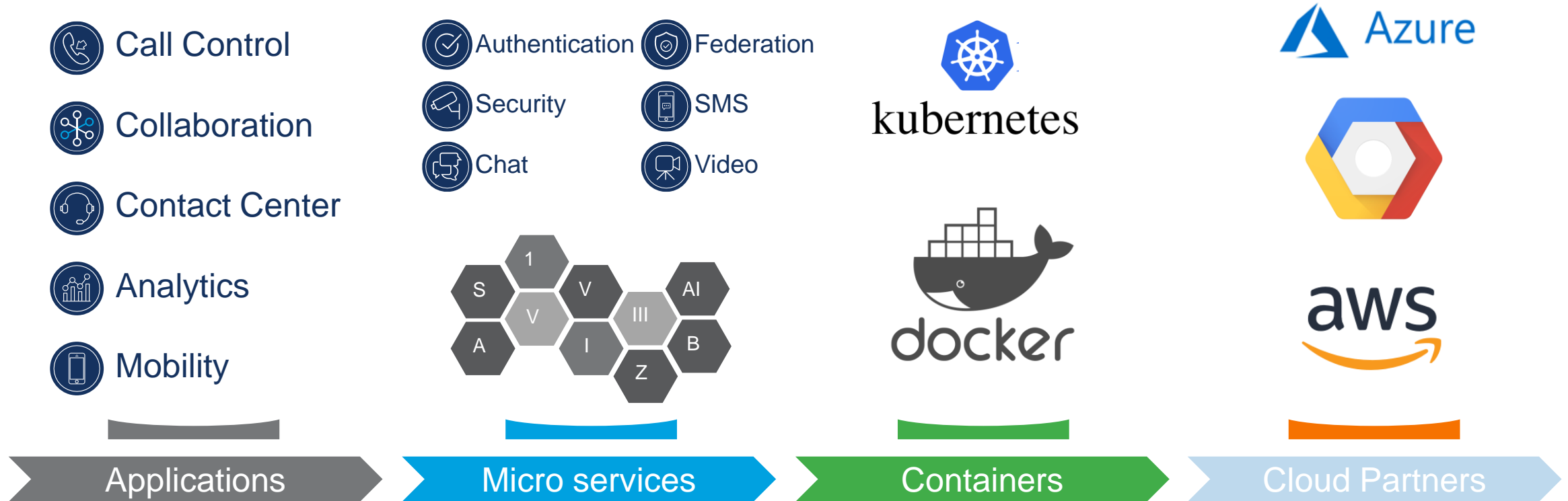
Supercharge your business for the mobile-centric marketplace

Business wise as well as technology wise there's a lot happening in the UC market. We discuss the latest trends in the UC environment. We will also talk about the future for Mitel's flagship communication platforms MiVoice MX-ONE & MiCloud Telepo and what new features and capabilities that will come.

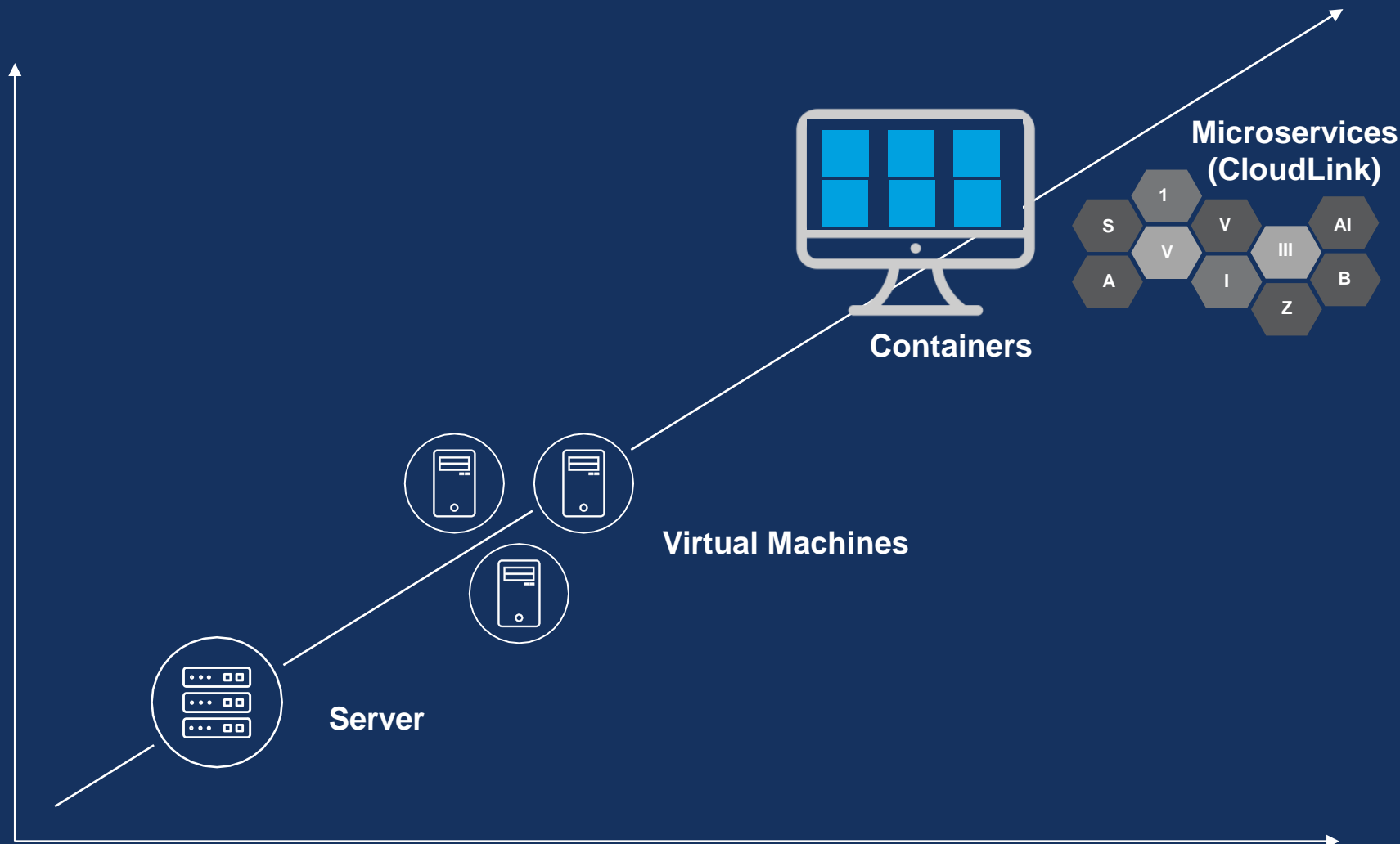
Edward Lambert

May 2020

Building blocks for the future



Evolution of Serverless Architecture

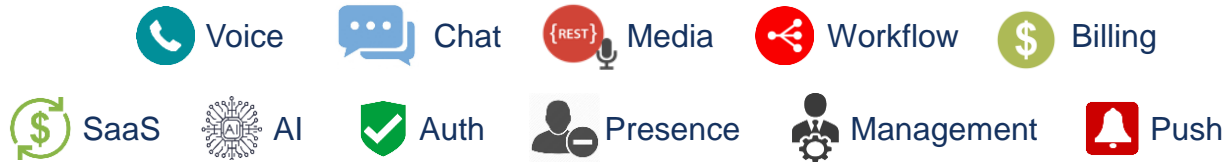


High Level CloudLink Architecture

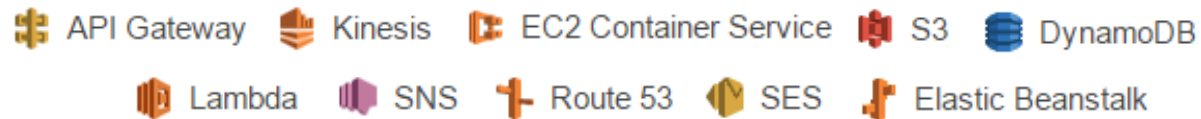
Mitel Applications



Micro-services



AWS Core Services



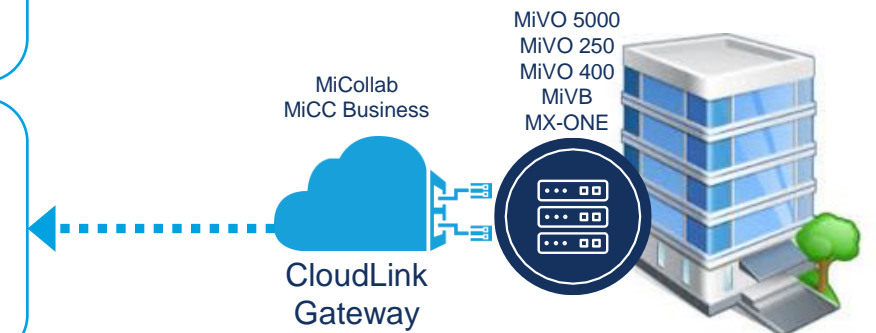
Regions / Availability Zones



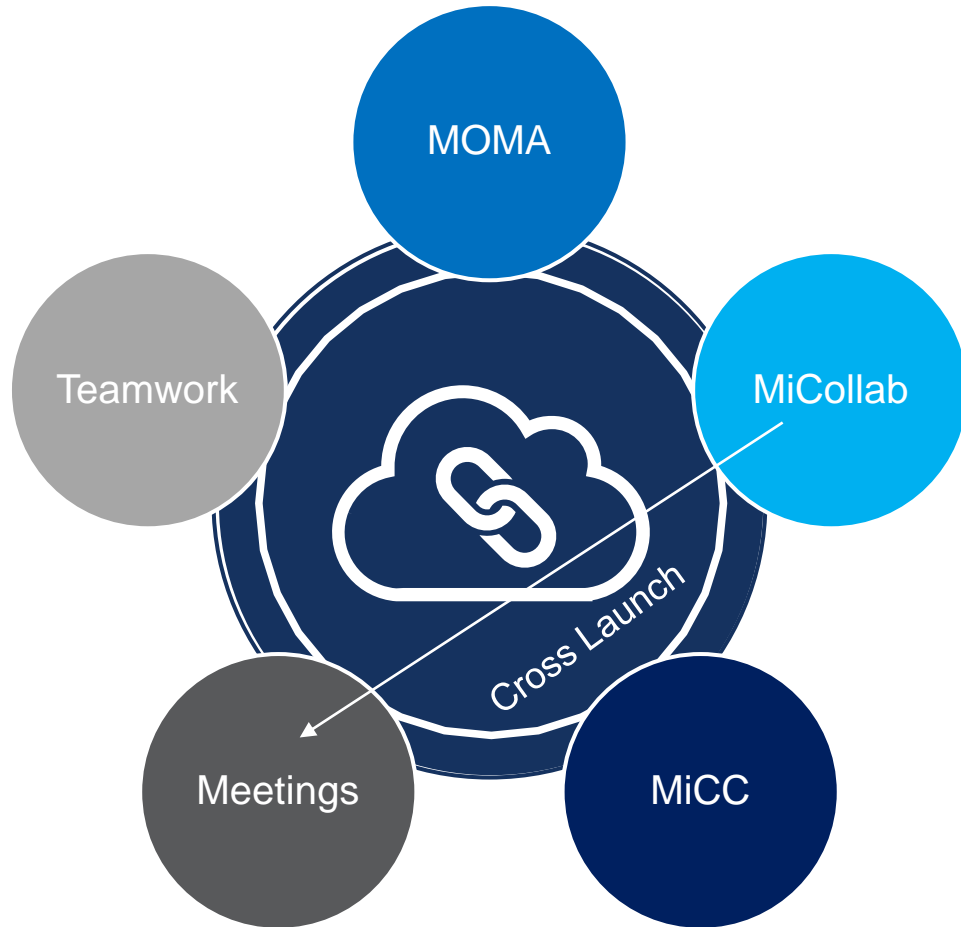
Highlights

- Micro-services design
- Elastic multi-tenancy
- Elastic capacity – scale up/down
- Zero downtime deployment
- CI/CD for live push to production
- Predominantly ‘serverless’
- Easy connection of premise to cloud

Enterprise (premise)



Relationship Between CloudLink and Mitel Apps



CloudLink is not an independently purchased product

CloudLink is a platform for Mitel Apps

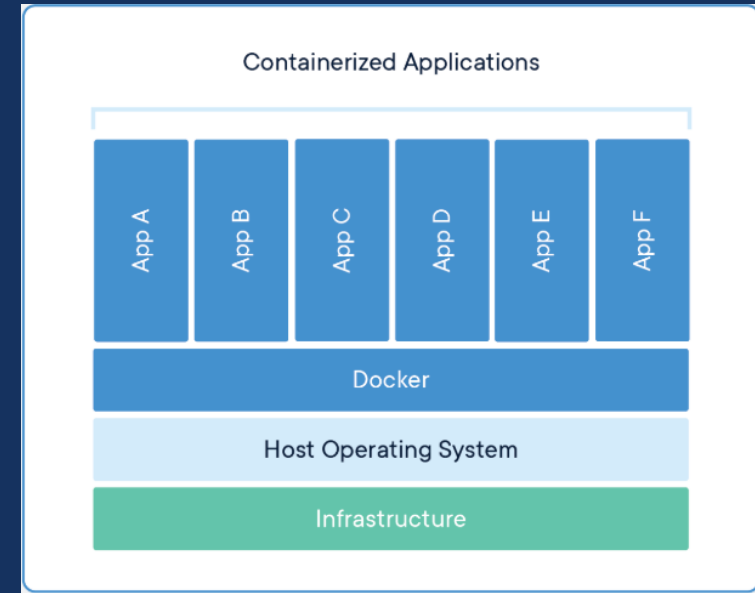
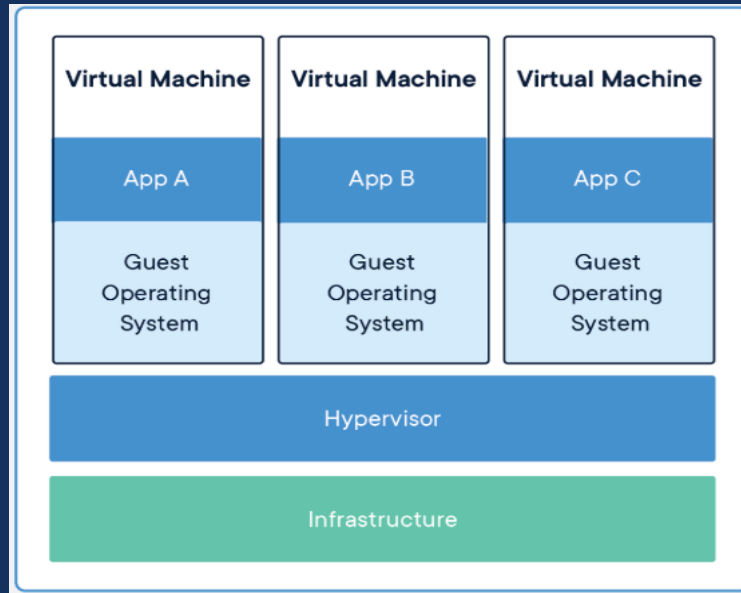
CloudLink provides an extensive microservices library to enable Mitel Apps

MiCollab 9.0 delivered CloudLink Chat Feature

MiCollab 9.1 delivers Meetings cross Launch



Containers vs Virtual Machines?



VM's

- Heavyweight
- Limited Performance
- Each VM runs in its own OS
- Startup in minutes
- Hardware Level Virtualization
- Allocates required memory

Containers

- Lightweight
- Native performance
- All containers share the host OS
- Startup time in milliseconds
- OS Virtualization
- Requires less memory space

Why We Do It - Enterprise Architecture

Microservices



Authentication



Security



Chat



Federation



SMS



Video



Next Gen Applications



Teamwork



MiCollab



MOMA



Video



Meetings



Mobility

Call Control Platforms



I. On-site installation



II. Private data center



Azure

III. Public data center

By **2024**, more than **90%** of global 1000 organizations will have a multi-cloud strategy in place



Path to improving business processes through Cloud begins with removing the 'roadblocks'.

Powering a True Collaboration Experience



A New Class of Communication Solutions

Public Cloud Delivery
(Mitel or Partner)

Private Cloud/ Premise
Delivery (Partner or Customer)



Telepo, MiTeam/UC apps, Contact Center

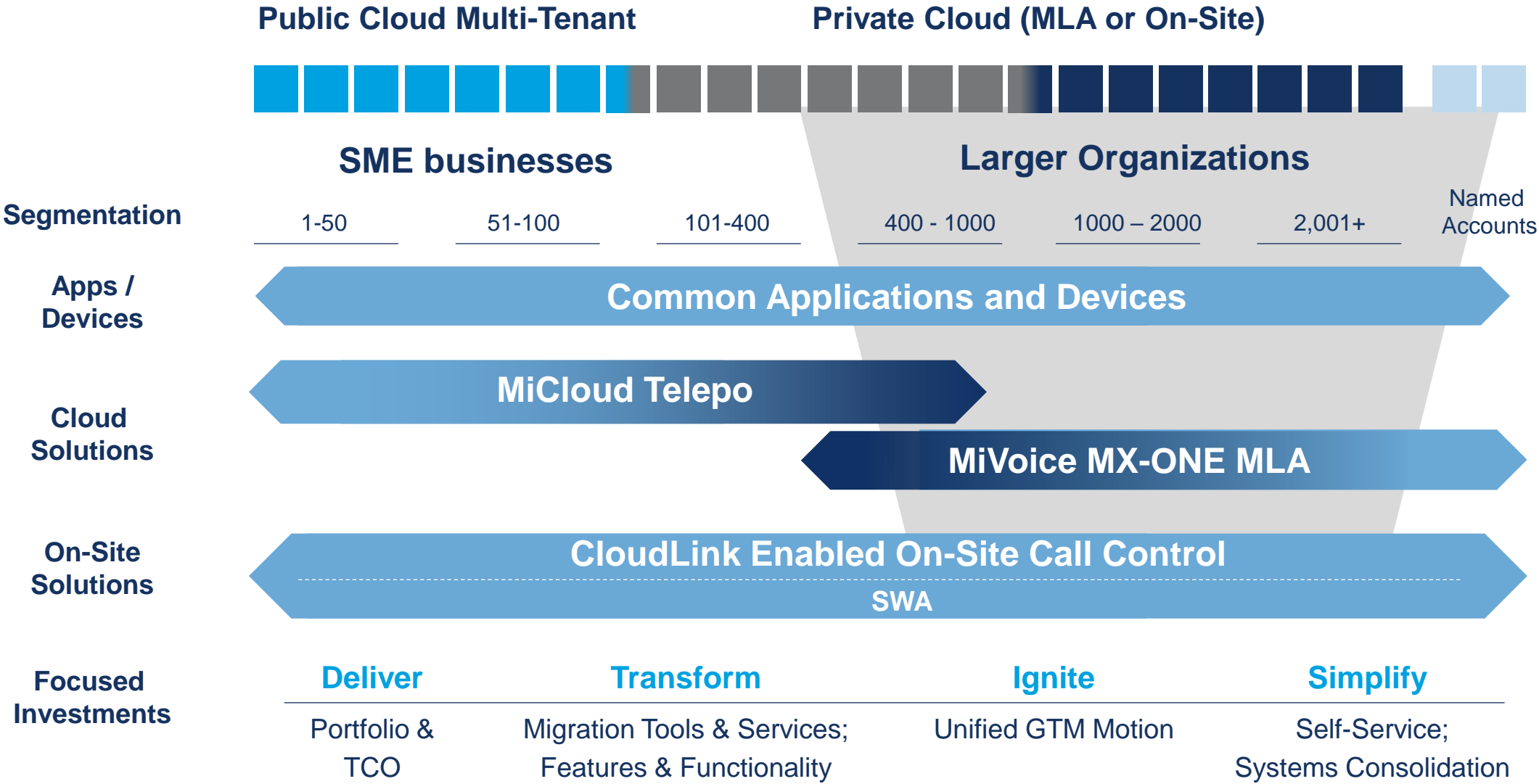
MX-ONE , MiTeam/MiCollab, Contact Center

Azure / GCP / Amazon Container Layer + Management Tools

VM or Container Layer + Management Tools



One Mitel Aligned for Execution



Major service providers running MiCloud Telepo

TELE2

eRate

netnordic
THE BEST COMPANION

Telia

3



iCentrex
Simplify Your Communication

setera

solunobc

A³

ipVISION
Telefoni der skaber værdi

callhosted

...T...Mobile...

bkm
We connect. We care.

orange™

9
nine
group

DigitalIsland*

HFO Telecom
We. Do. It.

Telefonica
O₂

BusinessCom

INEO
NETWORKS™

DESTINY
telecom as
it should be

EOH

+ 1 600 000 users



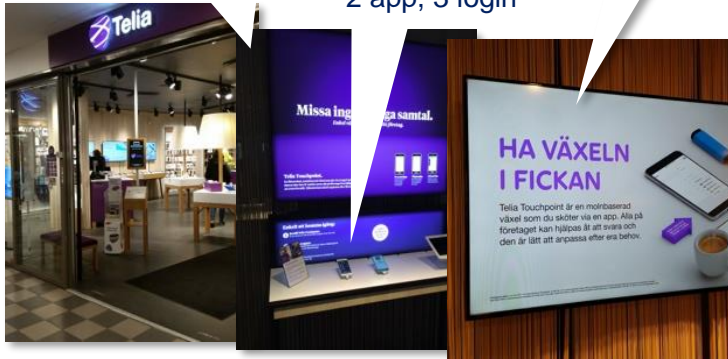
MiCloud Telepo has changed the market – some examples



Never miss important calls

Simple to get started: 1 order, 2 app, 3 login

All in your pocket



Basic Fixed



- PBX functions
- Voice Mail

Basic Mobile



+ Mobile Integration

Unified



- + Presence states
- + Chat
- + Activity forwarding

Add-ons: Attendant solutions, Agents

Telia Touchpoint is a cloud based telephone system that you run through an app



Mobile:
Modern and simple that is extremely easy to use.



Mobile Switch

- Mobile subscription+app
- Free company calls
- Voicemail
- Short number
- Hunt group

Add-ons: MEX, Attendant solutions, Agents, etc.

No company is too small for a good switch.

Allround :
Modern and simple switch solution that is extremely easy to use.



Allround Switch

- + Softphone, Mobile app, deskphone
- + Spoken Presence info, Chat
- + Menu choices (IVR)



Mobile switchboard

Practical when you are out and about

With the business switchboard on your mobile, you always have access to the switchboard – wherever you are.



Softphone

Telephone in the computer

Perhaps you are sitting working at a computer? Transform the computer into a telephone, softphone, and obtain a simple all-in-one-solution with good sound quality.



Switchboard service in the cloud

Markets most advanced switchboard solution

Increasing numbers of company are changing to cloud-based IT systems, as it provides both increased IT capabilities and streamlines internal workflow. This also applies to the telephony.



IP telephony

You can take our IP telephone with you wherever you are going

An IP telephone functions and looks like a completely ordinary office phone. The only difference is that it is not connected to a telephone socket, rather it is connected to the internet.

Switchboard in your pocket

Move the company switchboard into your mobiles and gain access to the switchboard wherever you are located

MiCloud Telepo's modular licensing enables flexible packaging



Mobile First with Mitel



Talk/Chat

Collaborate

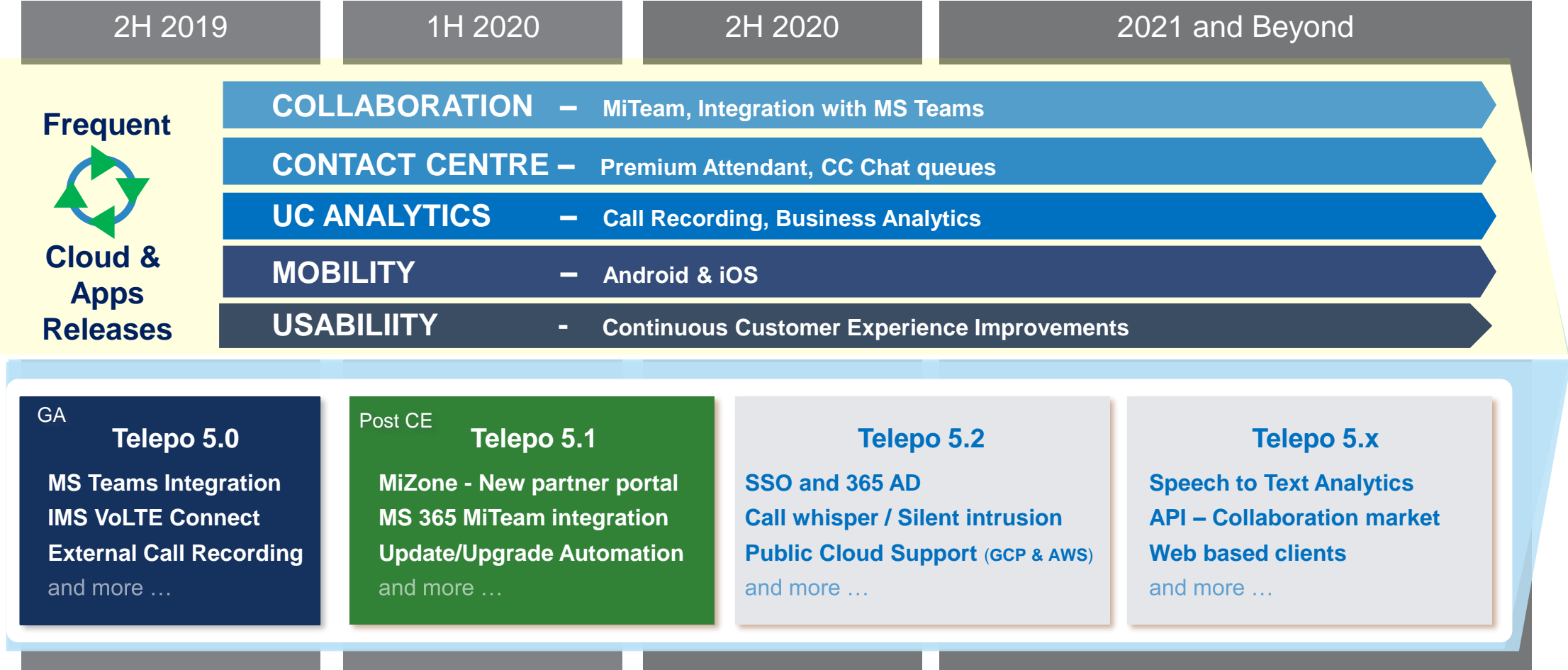
Call Recording

ACD Agent

ACD Call Logs

MiCloud Telepo allows
you to access all data
and functionality from
you mobile

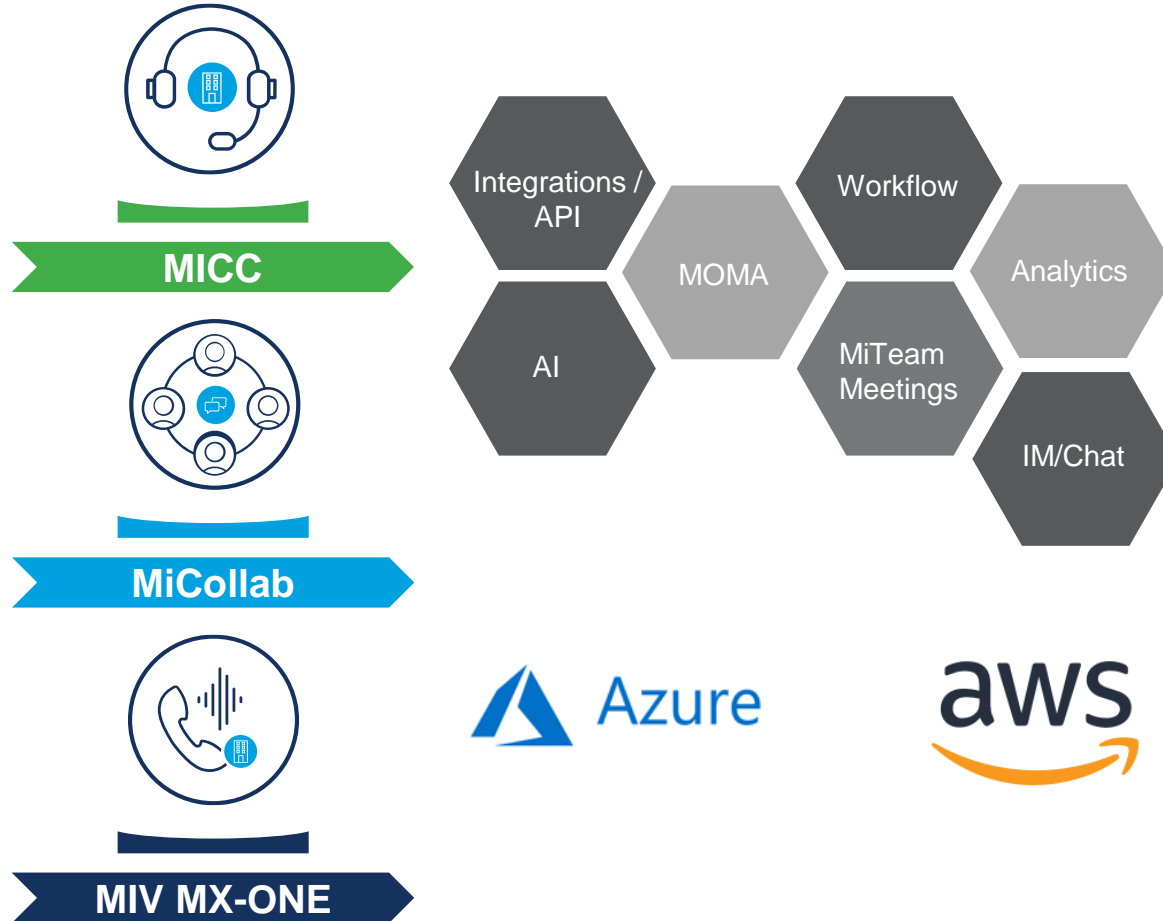
MiCloud Telepo – Directional Roadmap



MiVoice MX-ONE - Market Transformation – Large Enterprise

Leading Enterprise Market Communication Solution

- Strong Features & Functionality
- Highly Flexible, Customizable & Secure
- Delivered, Installed, Serviced by VARs



- Delivered on Premise or from Private Data Centers
- Virtualized Software
- Traditional Operations & Upgrade

- Strong Features & Functionality
- Highly Flexible, Customizable & Secure
- Delivered, Installed, Serviced by VARs

- Public Cloud Delivered
- 5 - 9's Reliability
- Cloud native



MiVoice MX-ONE Solution - Longer Term Strategy

Maintain MX-ONE in a leadership position as Private Cloud UC solution for Large Enterprise



- **Develop Private Cloud for Large Enterprise**

- Technology update: Support in Azure, Drive towards container technology (Docker, Kubernetes) in public cloud infra (Azure, AWS, GCP).
- Develop more automated usage reporting / billing process



- **Drive transition toward UC**

- Tight integration with MiCollab to drive adoption
- Adopt CloudLink-based services/apps where it makes sense

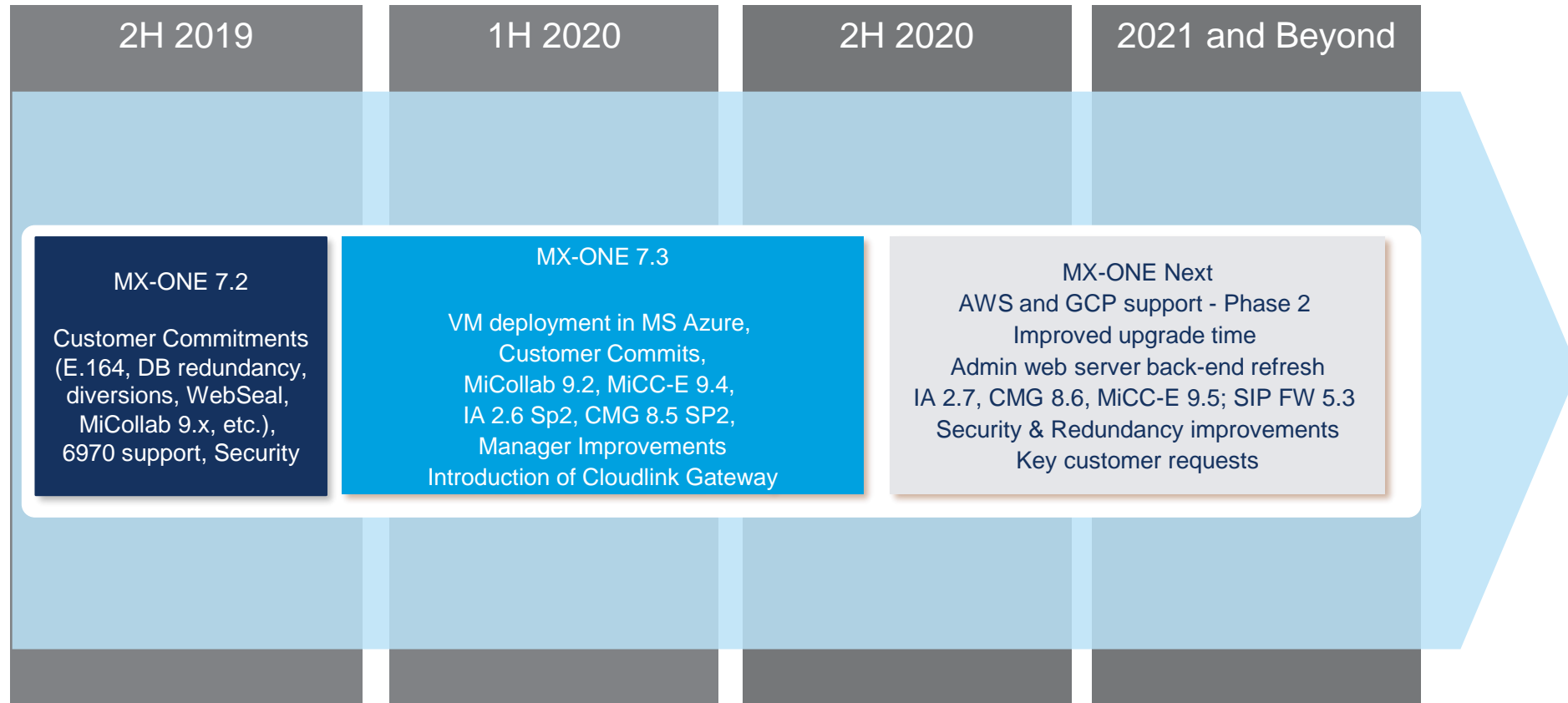


- **Clear Large Enterprise Focus**

- Continue enhancements to Redundancy and Security
- Management and deployment efficiency to drive TCO
- Deliver on key large customer requirements



MiVoice MX-ONE Solution – Directional Roadmap



GA

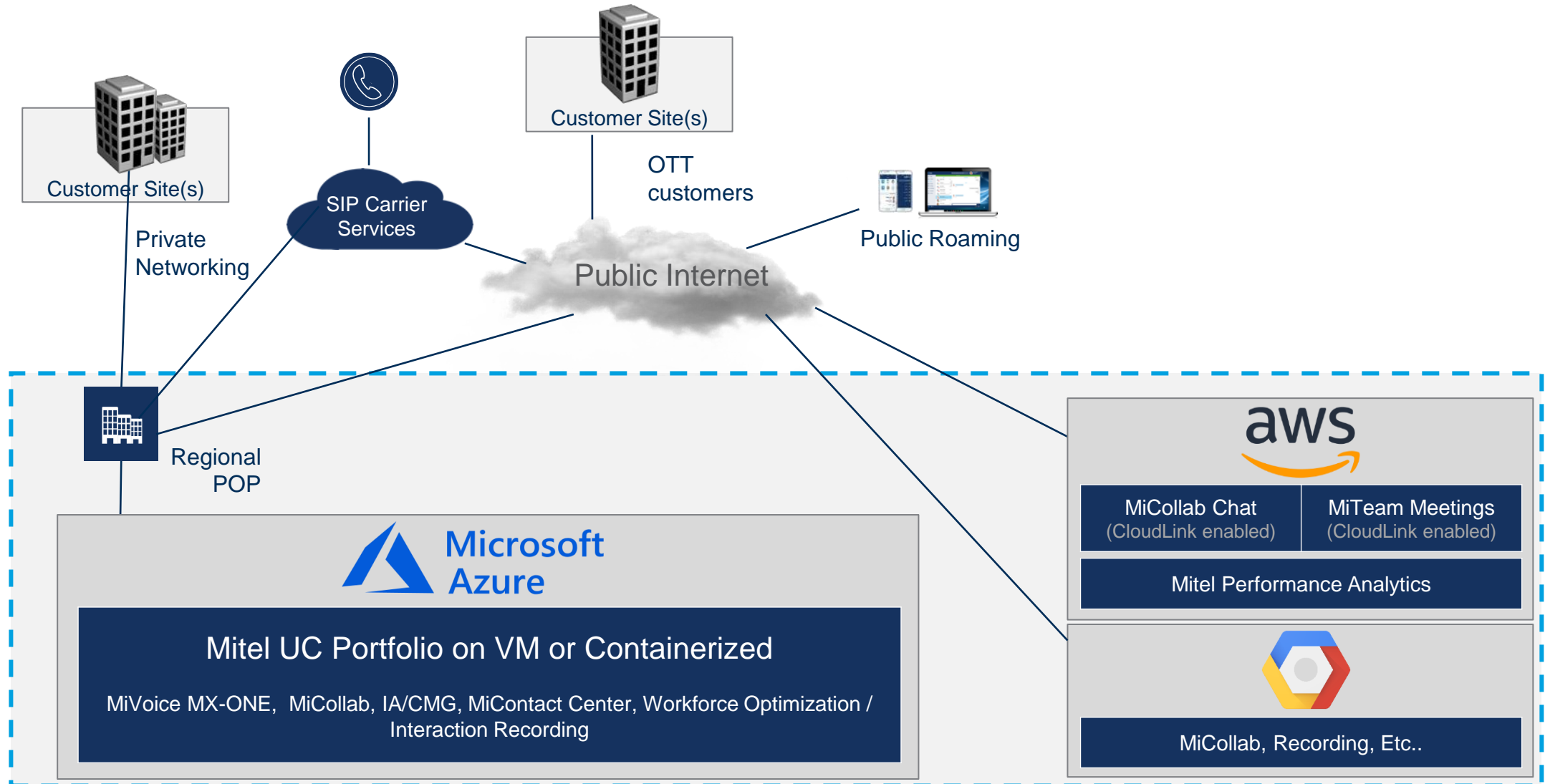
Post AE

Post CE

Pre CE



MiVoice MX-ONE Private Cloud Architecture



Strengthening our Enterprise UC Solution



Best Enterprise Class UC Platform

- Strengthening Redundancy & Deployment functionality
- Focus on Security



Deployment Flexibility

- Private & Public Cloud Deployment (e.g. Azure) via Containers
- Unprecedented flexibility & speed for deployment & upgrades



Application Innovation

- MICC, MiCollab, MiTeam Meetings, InAttend/CMG...
- Seamless path for users

Examples of Transition to the Cloud



Changing the economic model from CapEx to OpEx

- France
- 5,000 seat insurance company
- Using MiVoice 5000 with Platinum Partner SPIE ICS to move customers from on-premise to managed services



Hybrid deployment for best customer experience

- Sweden
- 4,000 seat grocery store chain
- Partner Tele2 integrated MX-ONE with Telepo-based cloud service to offering OTT apps including mobile extensions, call recording and full MiCC contact center capabilities
- Blending on-site with cloud for seamless customer experience



Full cloud transition to address business needs

- Australia
- 800 seat retirement village
- Urgently needed urgently new and flexible system to replace aging on-premise Cisco PBX
- Partner Insite knew Connect was a great fit for business requirements

Mitel Offers A Complete User Centric Solution



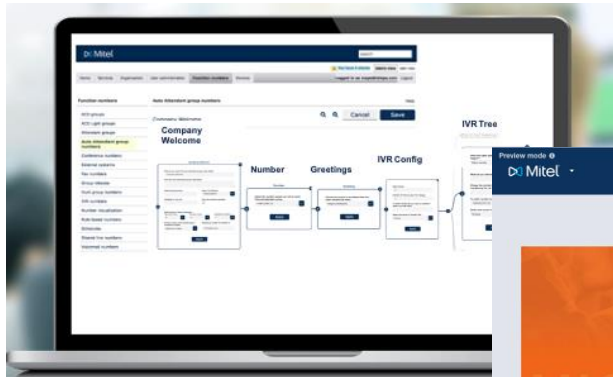
Device independent apps



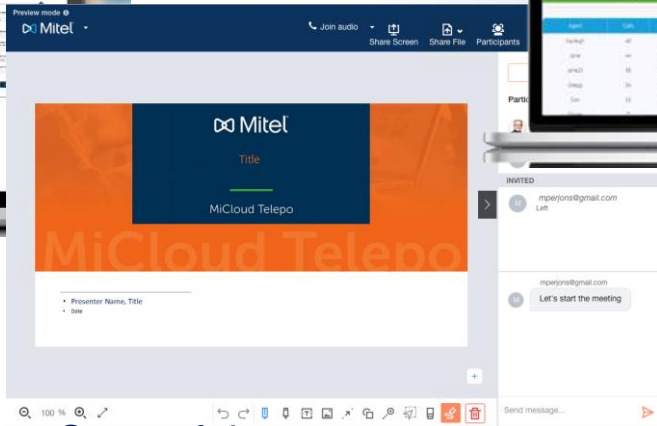
Web Conferencing



Professional Attendant



Focus on end-customer experience



Analytics

State of the art
Collaboration Suite



People communicate
with other users, not with
phone numbers or devices





Clear Execution and Vision



Future-Proof Portfolio



Continuous Innovation



Mitel Customer
Experience Days 2020