

MiVoice MX-ONE

Taking Enterprise Communications to the Next Level



Multimedia Communications Solution

With the MiVoice MX-ONE solution, over 60,000 customers in over 100 countries around the globe are benefiting from Mitel's leadership in powering successful business connections.

Business communication just got a whole lot easier with Mitel's thorough understanding of both on-premises and cloud-based SIP communications platforms and UC collaboration tools.

Discover the MiVoice MX-ONE Solution ...

The MiVoice MX-ONE multimedia communications solution serves as the foundation for enabling complete integration of true multimedia, Unified Communications and Collaboration (UCC) applications and mobility across the enterprise. By integrating voice, video and data with mobility capabilities, enterprises will benefit from increased efficiency and productivity, particularly for users on the move inside and outside the office

MiVoice MX-ONE at a Glance

- *Integrated voice, video and data with mobility*
- *Fully-loaded with over 500 system and user features*
- *Scalable from 100 to 500,000 users*
- *Premises-based or cloud deployment*
- *Open and flexible infrastructure*
- *Value-added applications and services for advanced UCC*
- *Flexible licensing*
- *IT friendly management suite*
- *Strong support for vertical industries*
- *Global platform with proven track record*



Customized Solutions for All User Profiles

Mitel MiVoice MX-ONE is a complete communications solution that is highly flexible to address the business communication needs in different vertical segments and scales, from 100 to 500,000 users. The MX-ONE offers several hundred features in order to address the needs of business communications in over 70 markets worldwide. With its fully distributed architecture, the MX-ONE solution can be deployed in a centralized or distributed site scenario, as one system or a multi-node networked system across hundreds of geographically dispersed locations. No matter how many users, the MX-ONE solution always functions as a single, logical system. This design flexibility makes it possible to have the best possible total cost of ownership options, regardless if you are large multinational company or national single or multi-site company.

Extensive Industry Experience

Meeting the customer needs of a wide range of industries and customers, no industry or sector is a stranger to the MX-ONE solution. To date, the solution is deployed in vertical organizations around the world in tourism and hospitality, education, manufacturing, health care, public

sector, finance etc. Additionally, the MX-ONE solution enjoys a history of offering unparalleled investment protection to an impressive installed base of more than 60,000 customers in over 100 countries. Customers who have already chosen the MX-ONE solution benefit today from a more productive and effective working environment, increased customer service and satisfaction, which, in turn, makes for a more competitive and profitable enterprise.

Key Components of the MX-ONE Solution

- *Complete, SIP-based solution*
- *Multimedia collaboration*
- *Multi-channel contact center*
- *Video conferencing*
- *Unified messaging*
- *Mobile applications*
- *Broad phone portfolio*
- *Industry specific applications, i.e. Hospitality*
- *Extensive reporting functionality*



Always Available, Everywhere, On Any Device

What used to be a privilege is now a common occurrence – even necessary. Mitel offers on- and off-site mobility solutions for those in need of enterprise communications on the move.

Our comprehensive phone portfolio, from standard office models to intrinsically safe DECT terminal handsets combined with alarm/messaging applications, addresses a wide variety of in-building/campus mobility needs and serve a variety of industries requiring custom call handling control.

For business users on the move, the Mitel Mobile Client (MMS), offered as a licensed feature per user, connects mobile devices directly to the MX-ONE as normal SIP users. Mobile apps for OIS, Android and Blackberry offer a feature rich user interface, together with corporate directory and presence integration for an enhanced user experience.

Save on Travel Time and Expenses

With MX-ONE, your employees are empowered to connect and collaborate on their own terms, wherever they are. Integrated within the solution is MiCollab – a collaboration solution and set of applications that account for considerable savings in travel time and expenses.

Additionally, with MMC's dynamic Least Cost Routing (LCR) feature, call set-up is routed through the least costly path including to mobile devices. LCR and the travelling SIM card have an immediate and positive impact on mobile charges.

Deploy It in Your Own Way

With MX-ONE, you have the choice of moving from closed, proprietary-based environments to completely open SIP and UCC environments that can reside in your data center as a virtualised solution, or in the cloud as a software-as-a-service (SaaS). Regardless of the deployment model chosen, your communications and business applications are able to work together in an open standards environment. Applications unifying these domains are imperative for improving the efficiency and competitiveness of the modern enterprise. Particularly as video technology matures and becomes a mainstream form of communication in the workplace.

Evolution Towards Tighter Collaboration

Combining presence information with the multiple models of communication within an organisation improves both employee accessibility and response time. Whether across the office or across the globe, collaboration can happen instantly, with the choice of device and mode of communication determined by the user and situation.

All communication services converge over one network, no matter if fixed or mobile, public or private, working seamlessly together as an infrastructure, accessible anywhere and everywhere. These opportunities not only save time, but heighten productivity and improve overall enterprise effectiveness. By deploying the MX-ONE, organizations can also immediately start saving on operational costs. In addition, this single common infrastructure, is much easier to manage as it makes use of IT and operation and management tools for both voice and data applications.

MiVoice MX-ONE in the Cloud

Companies now have the choice to plug in and subscribe to the range of MiVoice MX-ONE services now available over the internet. As your business grows, MiVoice MX-ONE can be scaled quickly to support many customers with a single version of the product, without the need to replace costly infrastructure or adding IT staff. The cloud solution provides the ultimate deployment flexibility and can reach any worker, in any location, on any device. The company is free to deploy whichever applications will benefit the business most.

The centralization of management and administrative tasks can save company's hundreds of hours over the traditional model. As a result the administrator can perform tasks once and have confidence that the result will be complete companywide. A cloud solution results in rapid deployment of services and faster speed to the market. A new feature or application can be made available immediately on a global basis, making it the most scalable, cost-effective way of meeting the challenges of device evolution. Since the subscription model also provides spend that is predictable and easy to calculate, budgeting is simple. With no upfront capital outlay, an organisation can deploy immediately.

VIRTUAL COMPANY

Companies are shedding their brick and mortar locations and bare metal server rooms in favor of having their employees work in the cloud. Having an MX-ONE cloud solution, enterprises can benefit from the same unified communications solution as a premises-based deployment. Users get access to the same applications, phones and services, in the office, in a remote location or even from home. The overall cost saving, service enhancements and time savings can be significant. The choice is no longer about the technology, but how and where you want to deploy it, based on what makes sense for your business.



Mitel 650 SIP DECT



Mitel 6873 SIP phone

The Benefits of Hosting MX-ONE in the Cloud:

- *High adoption rates with seamless user experience*
- *Lower IT costs*
- *Pay for what you use, subscription-based model*
- *Rapid deployment*
- *Painless upgrades*
- *Seamless integration*
- *Network harmonisation*
- *Private or public cloud*

Powerful Range of Terminals

Type	Phones
SIP phones	Mitel 6700 SIP phones Mitel 6800 SIP phones
IP phones	MiVoice 4400 IP phones
DECT phones	Mitel DT390 and DT69x DECT phones Mitel DT4x3 DECT phones
SIP DECT	Mitel 600 c/d SIP DECT series
Digital phones	Mitel 4200 series
Analog phones	Mitel 7100 analog phones
Terminal Adapters	Mitel TA 7100 terminal adapters

References

Applications/products included in the MiVoice MX-ONE:

- *MiCollab, UCC suite*
- *MiContact Center Solidus, contact center*
- *Mitel InAttend, attendant solution*
- *MiCollab Advanced Messaging, unified messaging*
- *MiCollab Audio, Web and Video Conferencing*
- *Mitel CMG, collaboration management*
- *Mitel CMG Web, presence and activity management*
- *Mitel Virtual Reception, automated self-services*
- *Mitel Mobile Client*
- *MiVoice Call Recording*
- *Mitel Stream Line*