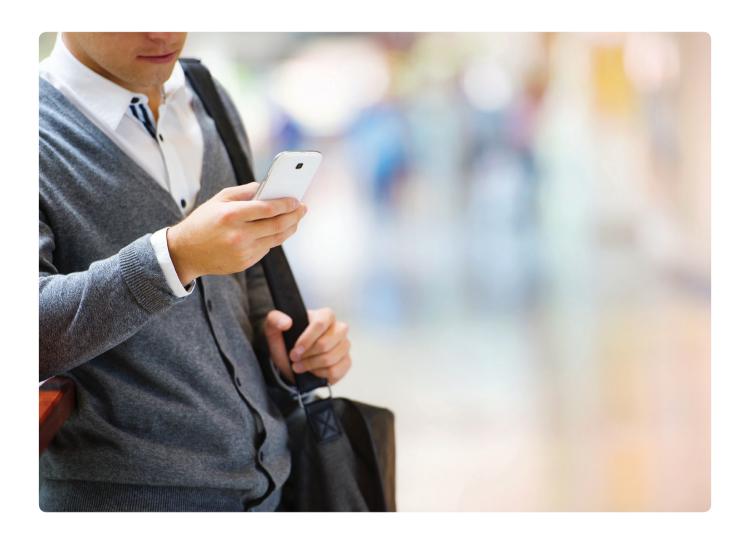# Mitel
MiVoice MX-ONE

Driving Digital Transformation

Mitel's MiVoice MX-ONE, a comprehensive, fully integrated communications solution, supports native, enterprise-grade voice, Unified Communication and Collaboration (UCC) with multi-media capabilities. Delivering **faster, more effective, future-ready, business communications** in the form of feature-rich, real-time workgroup collaboration and contact-center capabilities, MX-ONE is deployed on site – irrespective of size or geographic distribution - as an on-site solution, or private cloud solution. Thanks to MX-ONE, your business will benefit from **unparalleled scalability, resiliency and security.**

◁▷ **Mitel**®

Powering connections

Why MiVoice MX-ONE is the ONE for YOU

The MX-ONE solution enjoys a history of offering investment protection to an installed base of more than 60,000 customers in over 100 countries. Capable of providing powerful redundancy and high availability options, the MX-ONE can scale from just a few hundred users to well over 100,000 users – all in the same system, comprised of one or several servers working together as a single logical system.

MiVoice MX-ONE Highlights

- Global platform with proven track record
- Mobile, integrated voice, video & data
- Scalable from 500 to +100,000 users
- Powerful virtualization support
- High Availability/Fault Tolerance redundancy options
- Open, flexible infrastructure
- Value-added applications & services for advanced Unified Communications and Collaboration
- Flexible licensing
- High intrusion security & secure communications support
- Robust, native, redundancy options
- Fool-proof security, meeting strict requirements
- IPv4/IPv6 dual stack support

Open and Flexible...

MX-ONE, with its fully distributed architecture, is deployed in a centralized or distributed fashion; either as a single, logical multi-server system or multi-node networked system, spread out across hundreds of geographically dispersed locations. Such deployment flexibility helps optimize total cost of ownership (TCO) – both for single- and multi-site businesses. **The MX-ONE is regularly deployed in multiple, vertical sectors around the world:**

- *Hospitality and Tourism*
- *Education*
- *Health Care*
- *Manufacturing*
- *Finance*
- *Public Sector*

Considering the Cloud...

Digital transformation is at the top of the agenda for business leaders, increasingly looking for ways to streamline and automate business workflows, increase productivity and enable growth. Via digital transformation, all elements of their organization - people, processes, data and things - should connect and communicate seamlessly.

A cloud solution provides the **ultimate deployment flexibility,** reaching any employee – in any location, on any device.

A cloud solution also allows **rapid deployment of services and faster speed to market.** A new feature or application can immediately be made available on a global basis, making the Cloud the most scalable, cost-effective way to meet the challenges of device evolution today.

Mitel CloudLink – Path to Your Cloud-enabled Future

Take advantage of the latest cloud technologies by adding new capabilities from the Cloud while protecting and leveraging existing investments. The easiest, most cost-effective and future-proof path to the Cloud? **Mitel CloudLink. Our unique, hybrid approach** combines the best of both on-site and cloud platforms, connecting on-site assets to the Cloud – with flexibility, scalability and customized integrations to boot.

In other words, even with an installed, on-site platform, you'll be able to take advantage of our new, cloud-deployment offer, choosing to plug in to our future, cloud-based applications (when ready) and subscribe to a range of MiVoice MX-ONE services available over the internet.

A subscription model also gives you predictable, easy-to-calculate spend, making budgeting simple. Without needing upfront capital outlay, you can deploy immediately.

Witness significant cost savings with reduced truck rolls and skip the technicians out to service or re-configure your systems for every issue. Migration and flexible licensing not only assure a solid route to digital transformation, you'll also be also lowering TCO.

As your business grows, MiVoice MX-ONE can be rapidly scaled to support numerous customers, with just one single version of the product – without needing to replace costly infrastructure or add IT staff. In other words, you can grow your business and scale – at a pace and in a manner that best suits your business.

No matter which deployment model you choose, your communications and business applications work together in an **open-standards** environment. Applications unifying these domains are of strategic importance for improving the efficiency and competitiveness of your business. An open-standards-based architecture also ensures a solid route to digital transitioning and access to next-gen, cloud-based applications. Leverage existing investments and assets while soon extending and adding new capabilities from the Cloud! Now you can have your cake and eat it too: on-site, full control plus cloud flexibility and scalability.

Mitel CloudLink Gateway – Simple, secure & affordable to deploy; core enablement technology connecting on-site, call-control platforms to our open cloud platform; the bridge giving access to advanced next-gen apps; leverage what you've got and move forward to cloud linking – at your own pace.

ENABLE CONNECTIONS: Connect on-site communication to the Cloud – via a simple, fast, low-cost solution.

CUSTOMIZE COMMUNICATION: Tailored to how your business and employees work.

Benefits of 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 harmonization
- Hybrid or private cloud
- Software insurance included
- Guaranteed access to the latest solution version

PROTECT INVESTMENTS: Integrate cloud communication with existing legacy system while advancing to new, improved capabilities.

Private Cloud Option

Thanks to the MX-ONE private cloud solution, you can now benefit from the same unified communications solution as on-site deployment. Employees have access to the same applications, phones and services - in the office, from home or a remote location.

Overall cost savings, service enhancements and time savings are often significant. And the choice is no longer simply selecting the technology, but determining how, when and where to deploy – whatever makes most sense for your business.

Connect, See & Speak – MiVoice MX-ONE's UCC Capabilities

MX-ONE empowers your employees, enabling them to connect and collaborate on their own terms – wherever they are. Across the office – or across the globe – collaboration can take place instantly; the choice of device and mode of communication determined by user and situation. With effective collaboration technology, people are more engaged than ever. Combining presence information with your multiple communication models also improves employee accessibility and response time.

Integrated in the solution is MiCollab, our collaboration solution, and an applications set, bringing you considerable savings in travel time and expenses.

With over 45 years of expertise, Mitel is the world's leader in **Unified Communications & Collaborations (UCC), listed in the Garner Magic Quadrant** - year after year!

Key Solution Components

- Complete SIP-based solution
- Multi-media work-group collaboration
- Omni-channel contact center
- Video conferencing
- Unified messaging
- Mobile applications
- Extensive phone portfolio
- Industry-specific applications
- Extensive reporting functionality
- One-point-entry management-suite

Project management and collaboration has never been easier, smoother or effective. All communication services converge over one network. Whether fixed or mobile, public or private, they work together seamlessly as one infrastructure – accessible anywhere and everywhere.

Our powerful, MiVoice MX-ONE on-site solution enables moving from a closed, proprietary-based environment to that of a completely **open, SIP, UCC environment** – residing in your data center as a virtualized or private cloud solution. In addition, a single, common infrastructure makes use of IT, operational and management tools – both for voice and data applications, and thus is much easier to manage.

MX-ONE deployment also means you can start saving immediately on operational costs. Significant savings in time and money, and boosts in productivity all improve the overall effectiveness of your business.

On the Move - with Mobile-First Approach

What used to be a privilege is now a necessity. MiVoice MX-ONE offers on- and off-site mobility solutions for those in need of enterprise communications – while on the move. When you integrate voice, video and data with mobility, the benefits in increased efficiency and productivity are immense – inside and outside the office, but especially for employees on the move.

Mitel's comprehensive phone portfolio – from standard office models to intrinsically safe DECT / SIP-DECT terminal handsets, combined with alarm/messaging applications – addresses many in-building/campus mobility needs and industries requiring custom-call handling control.

MiTeam is a mobile-first, team-collaboration application – with real-time, native integration, supporting how teams actually work today; thereby considerably improving employee productivity and collaboration.

For business users on the move, the MiCollab Mobile client included as part of the Standard UCC bundle, connects mobile devices directly to the MX-ONE as normal SIP users. For enhanced user experience, these apps for OIS, Android and Blackberry deliver a feature-rich user interface, corporate directory, Presence and IM integration.

The MiVoice MX-ONE, an open-standards-based communication solution, offers comprehensive multi-media UCC and contact-center capabilities, as well as seamless integration of your mobile workforce. In addition to fulfilling your security, resiliency and scalability needs, the MX-ONE provides a straight path to the Cloud – enabling your digital transformation journey.

Mitel's new CloudLink platform assures your transition towards next-gen, cloud-based applications – whenever it makes sense for your business; whenever you're ready at your own pace.

Mitel®
Powering connections

| mitel.com