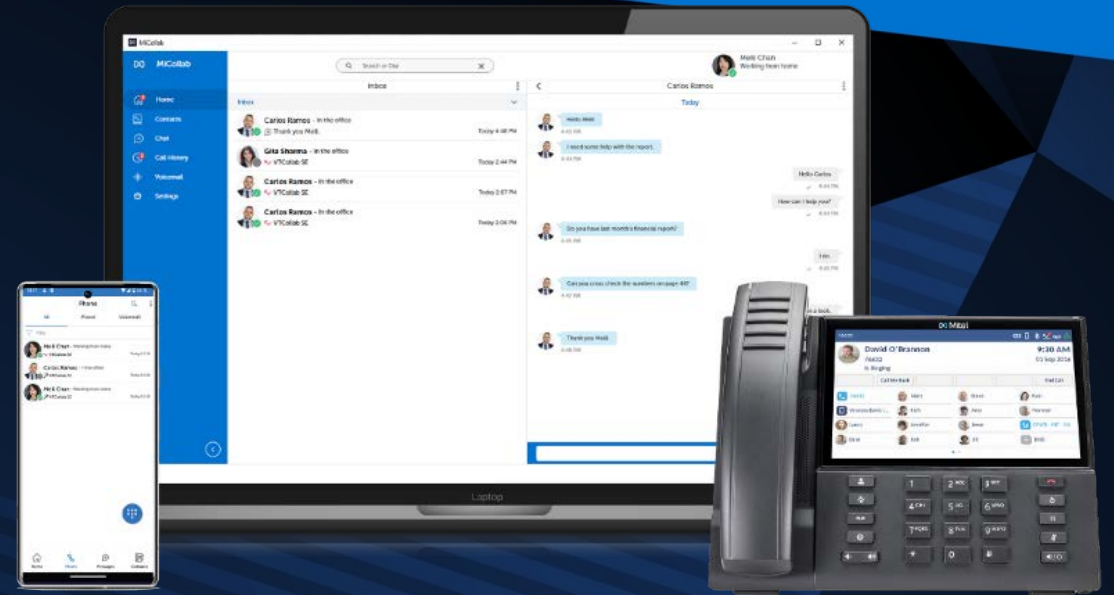




MiVoice Business for Small Business

A Business Communications
Platform that grows with you

Name

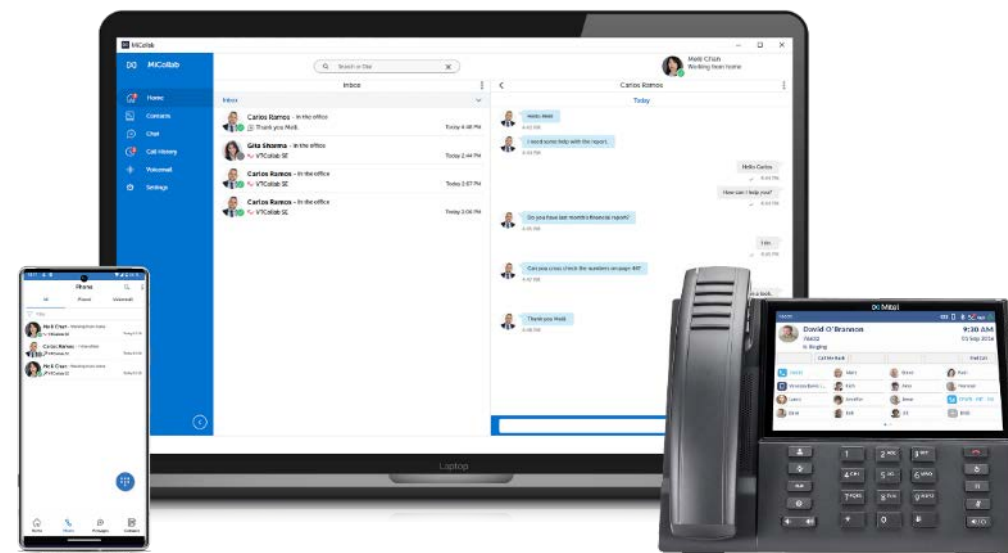


MiVoice Business

- ✓ Enterprise level features in a small business package
- ✓ On-site and private cloud options to fit your needs
- ✓ Scale up or down and grow your business with MiVB
- ✓ One-time or subscription payment options

Complete Solution

- ✓ IP Phones, Audio/Video/Web Conferencing and Contact Center
- ✓ Integrations into the applications you rely on every day
- ✓ Optional add-ons like Outbound, Interaction Recording, Quality & Workforce Management



MiVoice Business Solution



DEPLOYMENT FLEXIBILITY

On-site deployments virtually with Private or Public Cloud - all with industry leading TCO. Supports up to 150 users with 3 devices each. Deploy without the need for a separate server.



TECHNOLOGY FOR SMALL BUSINESS

The Small Business Controller (SMBC) eliminates the need for an additional server to support a Border Gateway for SIP Trunking or Teleworker support



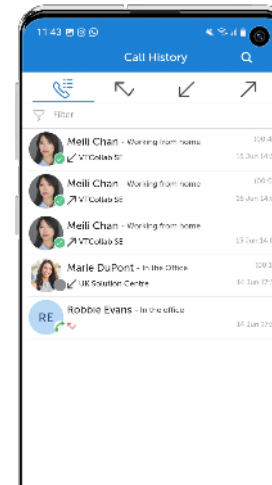
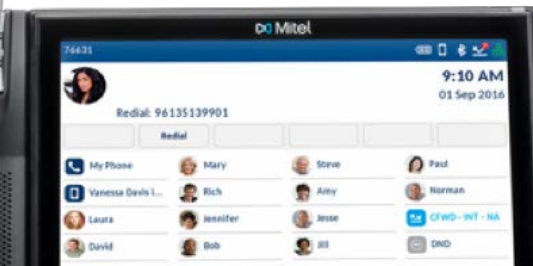
FUTURE PROOFED

Capabilities to future proof your platform by accelerating new feature / application deployment



COMMERCIAL FLEXIBILITY

CapEx (one-time) or Subscription (monthly) payment models for complete simplicity. 24x7x365 technical support, free software updates, and performance analytics tool included.

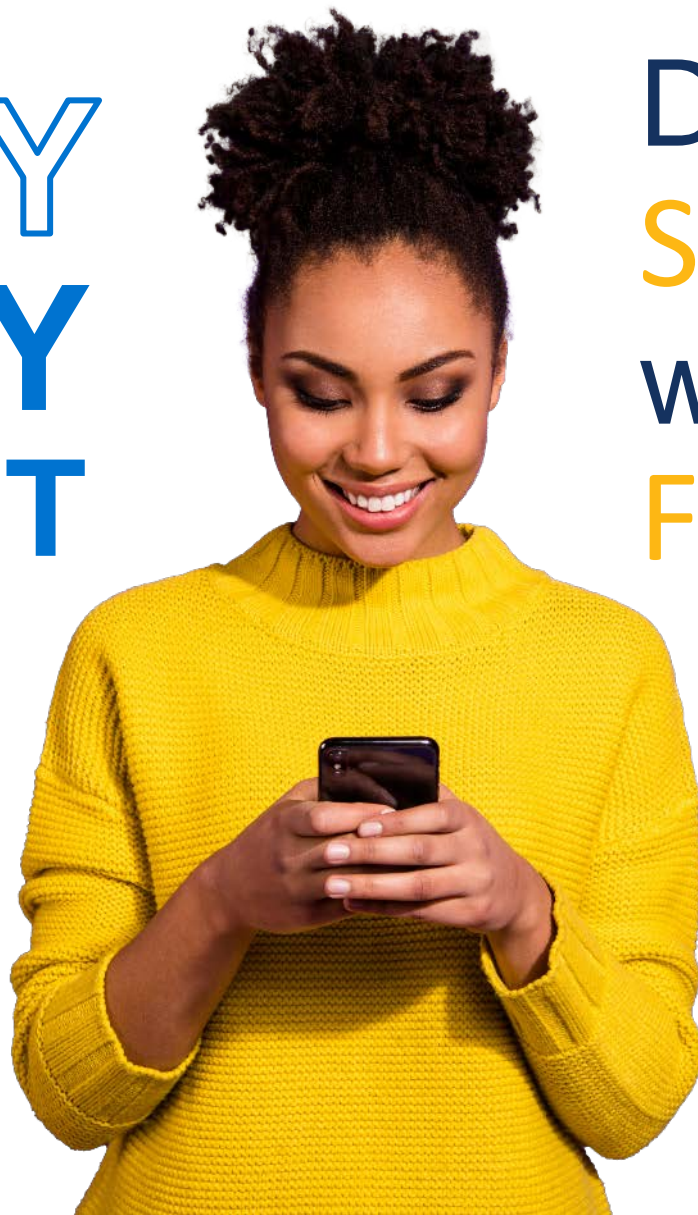


FLEXIBILITY & CHOICE





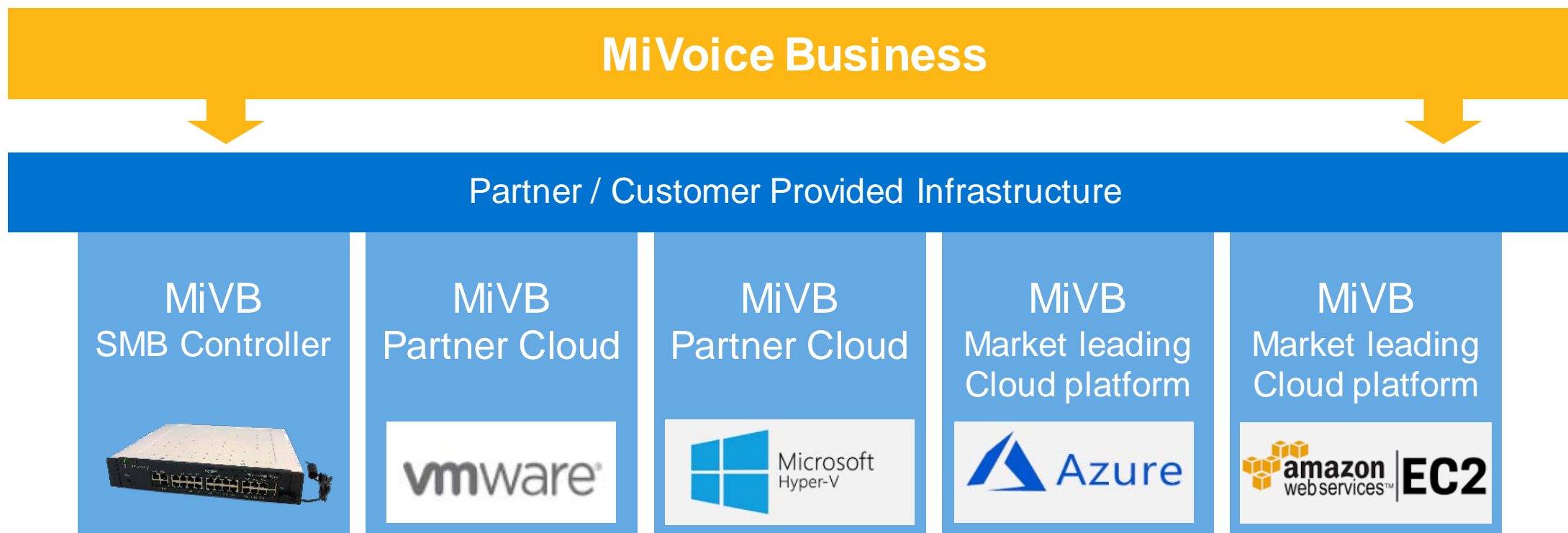
DEPLOY
THE WAY
YOU WANT



Deployment
Simplicity
with Commercial
Flexibility



> How do you want to deploy the solution?



Flexible Deployment Options





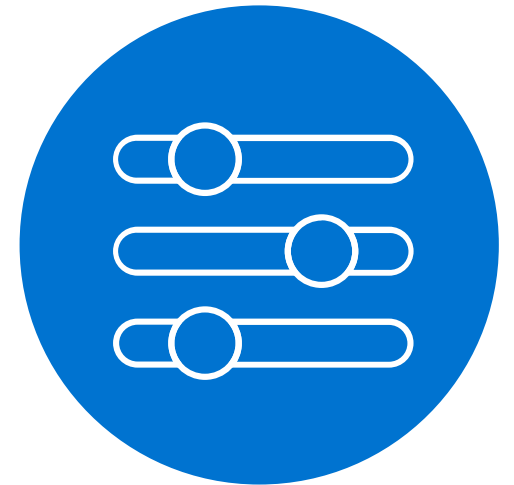
Breadth of
Comms, Collab
& CX
Capabilities



CUSTOMIZE **THE SOLUTION TO** **MEET YOUR** **NEEDS**

TODAY
AND INTO THE
FUTURE

Proven,
Feature Rich
Solution



> What's New in MiVoice Business 10.0

- MiVoice Business Small Medium Business Controller (SMBC)
- Embedded Voicemail (EMEM) Enhancements
 - Security Improvements
 - Secure Email Notifications
 - Visual Voicemail Support
 - Call Flow Improvements
- Licensing Changes
 - Remove G.729 & T.38 Requirements
 - Support Analog, SIP or MiNET to encourage migration
 - Single Line license for MiNET 6905
 - Support of legacy controllers for MiVoice Business Subscription
- Wireless Device Readiness / Support
 - 5617 / 5619 IP DECT | RFP14 Base station | SIP DECT 700's
- MiVoice Business Console UI Refresh



MiVoice Business on SMB Controller



MiVoice Business on SMB Controller for SMB

- Replacement for MiVoice Business on CX Controller
- MiVoice Office 250 migration / upgrade
- MiVoice Connect SMB opportunity migration
- New competitive opportunities

MiVoice Business on SMB Controller supports

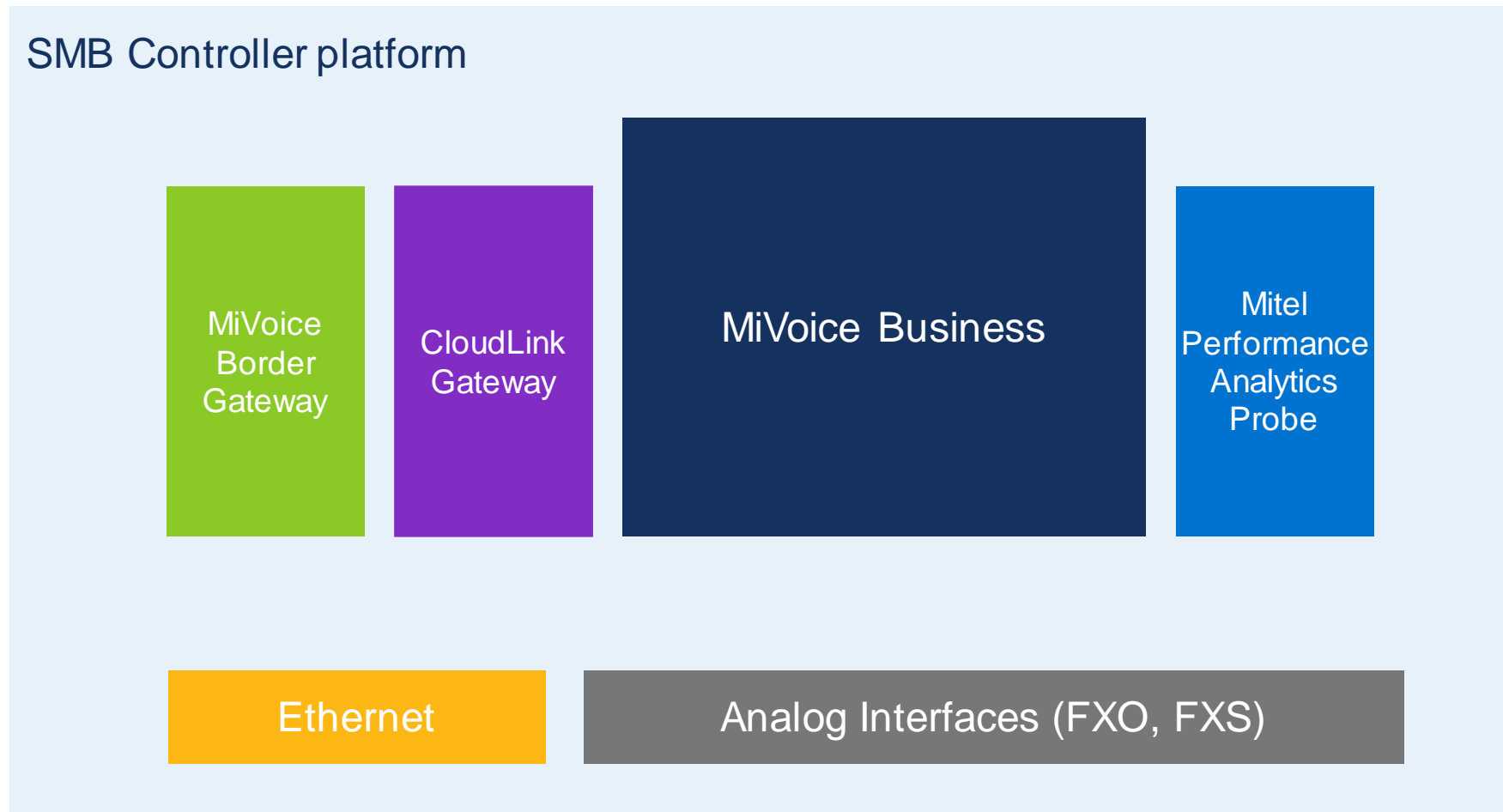
- CAPEX licenses
- Subscription (OPEX) licenses

SMB Controller is common Mitel hardware:

- Up to 150 users with 3 devices each
- Integrated MBG functionality
 - Eliminates the need for an additional server to support MBG for SIP Trunking or Teleworker support
- Integrated CloudLink Gateway for application support
 - Reduces the need for additional servers required to support applications
- Integrated MPA probe
- 6 native FXS ports built-in with the option to expand up to 22 by adding 4-port cards
- Up to 16 FXO trunks by adding 2-port or 4-port FXO cards



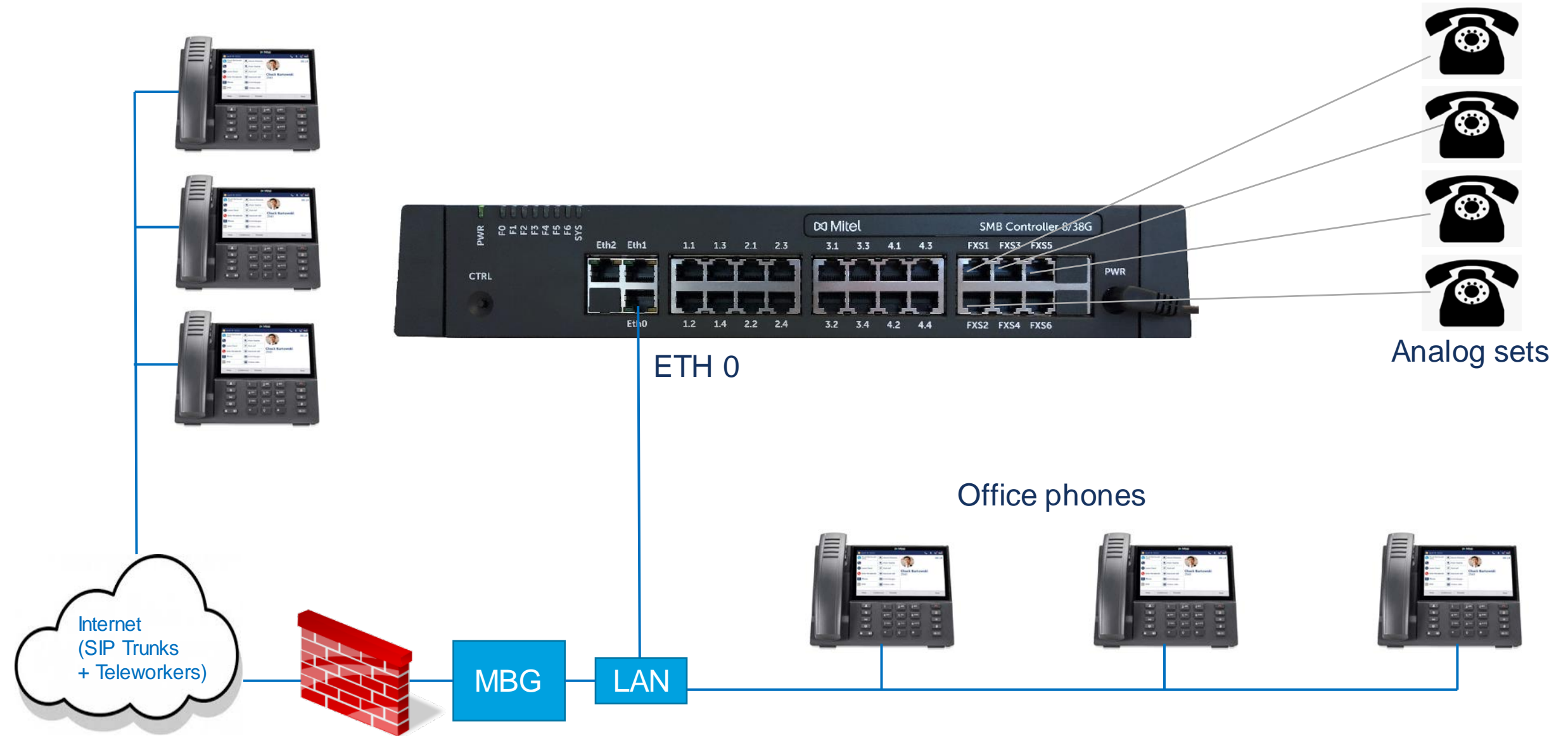
> Multiple Application Support on SMB Controller



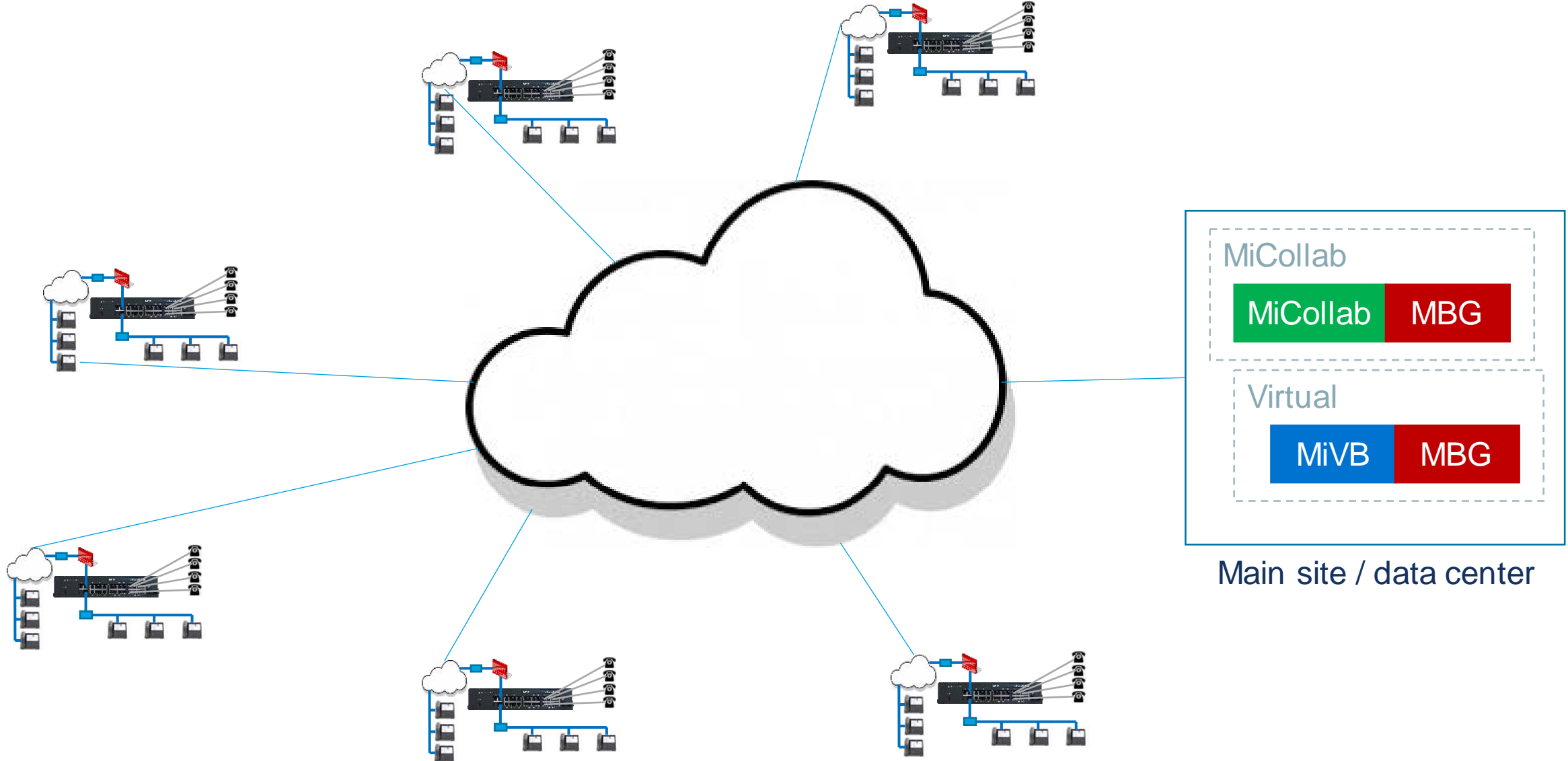
Initial Configuration Wizard Simplifies Configuration



MiVB on SMB Controller as a CX Replacement



Branch Office Deployment



SMB Controller Comparison to CX Controller

	CX Controller	SMB Controller
IP Users Supported (average 3 devices per)	150	150
Dimensions (HxWxD)	3.5x17.75x16.5 in (89x451x419 mm)	2.5x14.2x11.6 in (65x36x294 mm)
Rack units required	2	1.5
Weight	19.8 lbs (8.98 kg)	5.3 lbs (2.4 kg)
CPU	400 MHz MPC8360E	ARMv8 (64 Bit) 1.6 GHz, 4 core
Analog Station onboard (ONS (FXS))	4, 8 with Analog Option Board	6 built in, expands to 22 in increments of 4
Analog Station total	148 with 3 ASUs	Expansion beyond 22 with use of external gateway
Analog Trunks onboard (LS, FXO)	6, 12 with Analog Option Board	Expands to 16 in increments of 4
PRI support	Yes. Up to 2 links	Not supported. SIP and analog trunks only.
Embedded apps (MBG, MPAProbe, CLGW)	No	Yes
VoIP (E2T) channels with SRTP	42	50 (G711 only), 30 (if G729)
Fax support	16 T.38 channels supported	Via G.711 VBD
VM / Auto attendant ports	16	16
Power Consumption	250 Watts	75 Watts



Usability

- Accessibility improvements on desktop client
 - Tab through and press enter to select topic
 - Provide Text to describe images
- Direct Password Reset using MiCollab Client (MiCollab, NPM, & MiVB Hot Desk)
- Improved chat capabilities allows edit, delete of CloudLink chat messages
- Automatic cell phone speaker activation before destination answers
- iOS Users can set network priority (already available on Android)

Voice & Telephony

- Call Continuity between WiFi and Cellular network using MiCollab mobile client
- Voice Quality Reports for mobile user with Mitel Performance Analytics (MPA)
- Opus Codec improves voice quality

Deployment / TCO

- MiVB and MiCollab now support EMEM alternative VM/VVM option for On Prem and Subscription



MiCollab

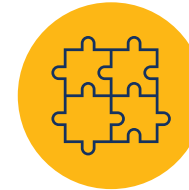
Value Proposition

Phone, Messaging, Video Meetings, and Collaboration app with flexible deployment options:

- On-prem
- Private Cloud
- Public Cloud



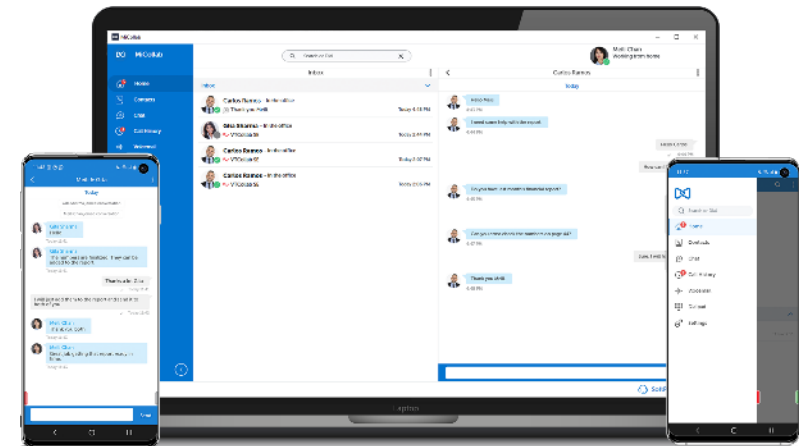
Single pane of glass
Feature rich telephony & collaboration, contact management, self-service



Embedded in the
MiVoice Business
Solution



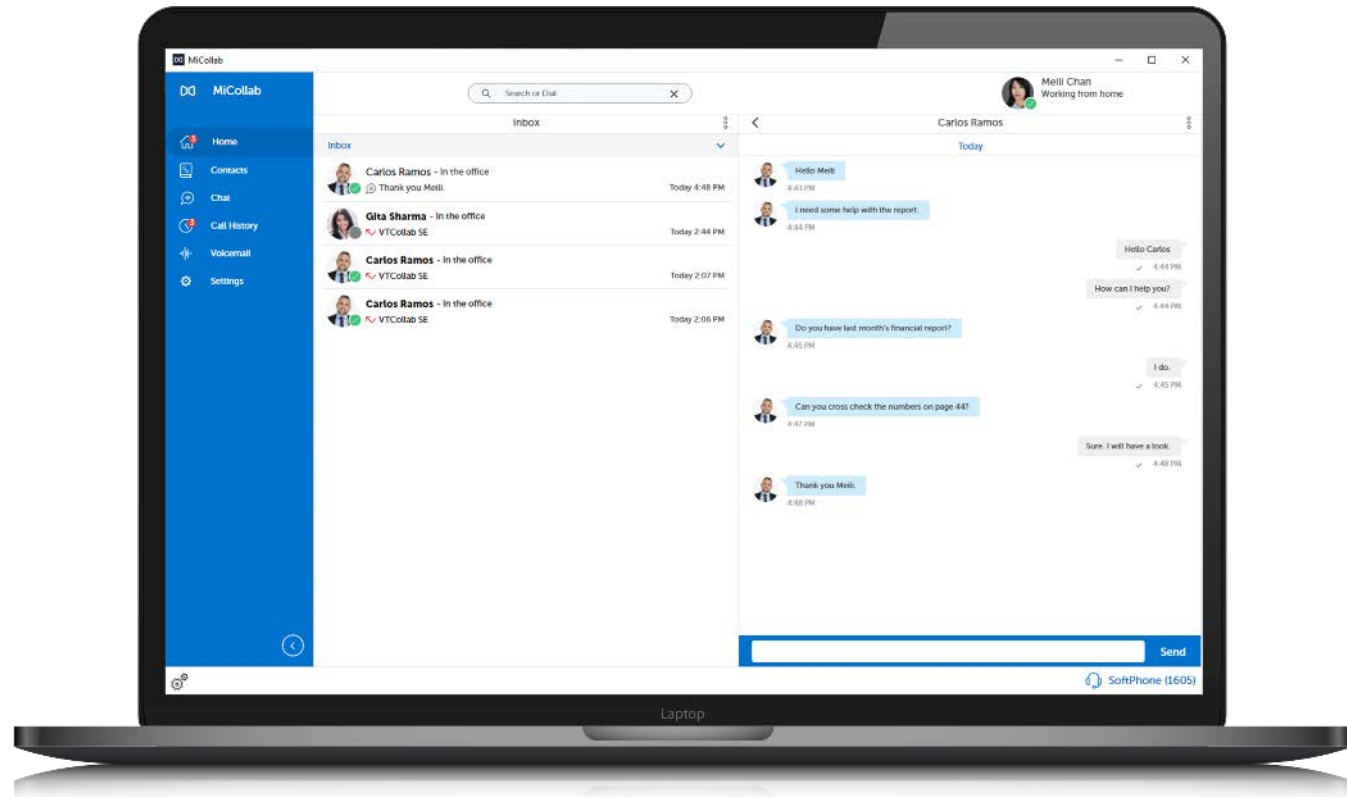
Flexible Deployment
Options



MiCollab UC Experience

MiCollab Client single pane of glass for:

- Team Collaboration
- Presence information
- Chat (Instant Messaging)
- Availability Statuses
- Corporate Directory Access
- Click-to-Call
- Collaboration
- Call History
- Softphone
- Visual Voice Mail (Play/FWD/Delete)
- Point-to-Point Video
- Supported on PC/Mac/Mobile



MiCollab Mobile - Same great MiCollab, fresh new mobile face

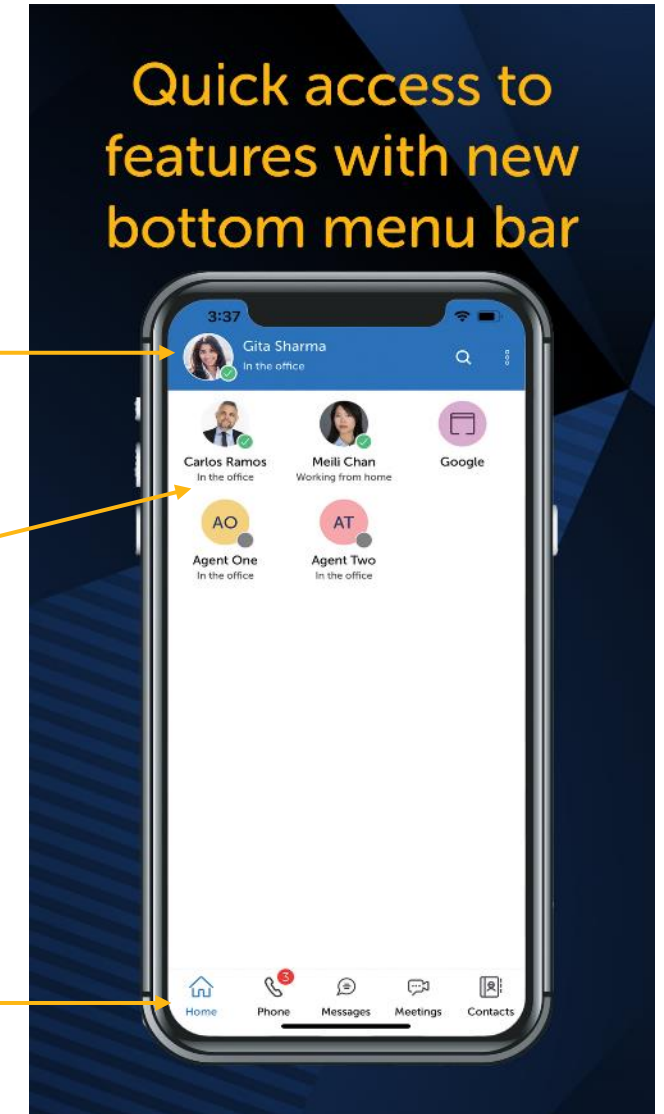
Connect with your contacts and groups seamlessly with the new look MiCollab mobile.

- Complete redesign of MiCollab Mobile User Interface for iOS & Android
- New home screen, contacts, chat, calling and MiTeam messaging to simplify mobile usage
- New home screen with easy Navigator buttons at the bottom
- Simple tabular design for intuitive usage
- No need to swipe left or swipe right, all functions work top to bottom with scrolling to get more

User info with presence indicator and management

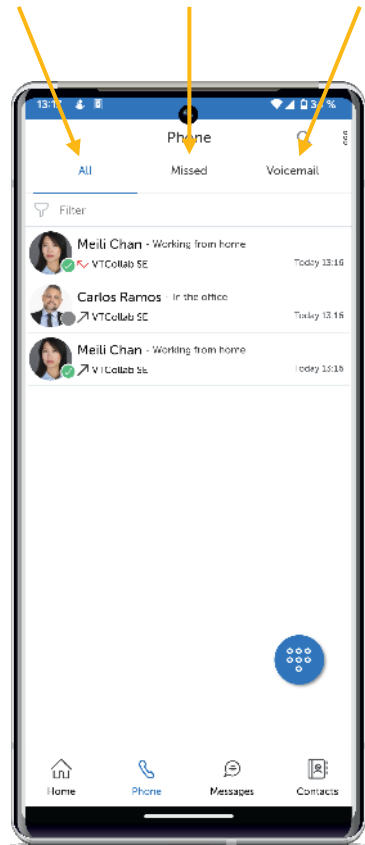
Easy Access to Favorite contacts, Groups and Links

Simple navigator to enable quick connections

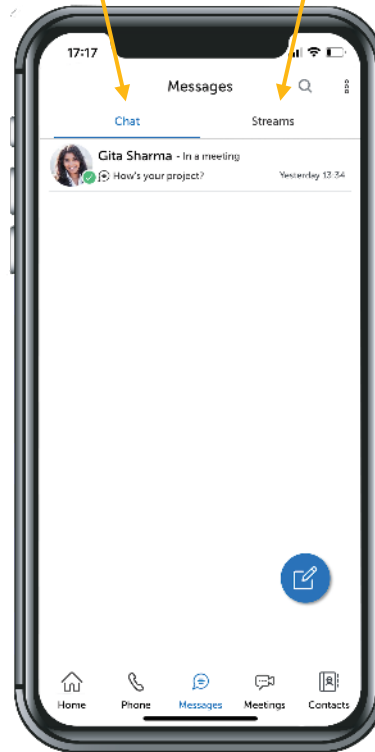


Using MiCollab Mobile has never been easier

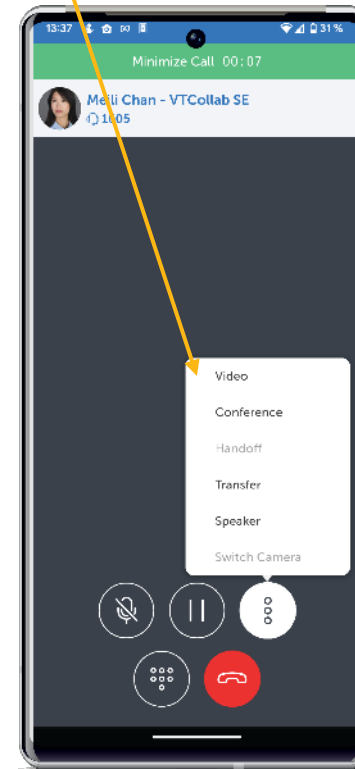
Call registry and voicemails in one intuitive panel.



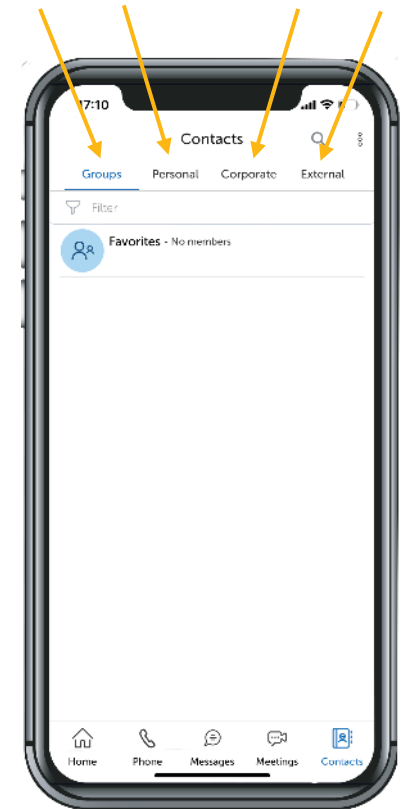
All messages from contacts and groups in one simple list. Streams in another.



Connect with video via contact buttons or from Navigator with one simple tap



Corporate and personal contacts with Group lists in one intuitive panel



MiCollab 9.6 SP1 – NEW redesign for MiCollab iOS and Android applications





Mitel Performance Analytics Overview



Prevent & Detect Problems

24/7 Performance Monitoring
(UC, VQ, Network, System)

Alarms

Agent-Based Network Testing



Troubleshoot Problems

Secure Remote Access

Testing Tools
(Ping, Traceroute, MTR)

IPT User Dashboard



Manage For Insight

Scheduled Backups/SMDR Collection

Reports
(Performance, Inventory and Queries)

Analytics



Why Migrate to MiVoice Business?



- > Great New Capabilities
- > Simple Operational Transition
- > Migrate with Compatible Capabilities
- > Commercial Re-Use (Licenses / Unused SWA)
- > Maintain SWA and Migrate on your Timeline
- > Enable Future Growth – Capabilities / Seats

Simplified Migration - Initial Configuration Wizard for SMBC

- Transferring a little DNA from MiVC to MiVB
- Tool for consolidating system data entry
- MiVoice Business solution on the SMBC uses multiple applications, the Initial Configuration Wizard will tie them together.
- Initial Configuration Wizard asks the appropriate questions and provisions the different components of the SMB Controller.

Initial Configuration

Configure Resiliency

System Name

E-Mail and Servers

Administrator E-mail Address

Numbering Plan

Specify the number of digits for the extension length.

Extension length: 4 digits

Passcode length: 8 digits

Specify the extensions you would like to use for the following services. You also have the option of accepting the default values displayed.

* Voice Mail Hunt Group 7000

* Voice Mail Starting Port 7001 (includes up to 7020)

* Voice Mail Record A Call Hunt Group 7500

NEW deployment tool: Customer Admin Portal COMING SOON



Migrate Mitel 6900 series phones and IP400 series phones to MiVoice Business



Device Migration to MiVoice Business

- Software Upgrade Only Approach
- Reuse the same devices
 - All Mitel 6900 series models can be migrated to MiVoice Business
 - 400 series model development considered for 2023
 - IP420g/420 models - first priority

Mitel 6900 Series Business Phones and Accessories

6905/6910



6920 & 6920t



** Optional Antimicrobial model*

6930L & 6930Lt



** Base model w/o BT
* Antimicrobial model w/o BT*

6930 & 6930t **MobileLink
PCLink



** Base model w/BT
* Optional Antimicrobial model w/BT
* Optional BT Handset*

6940



6970



M695 Expansion Module



S720 Bluetooth Speakerphone



Bluetooth Cordless Handset



6900t Antimicrobial Handset



WLAN Adapter



Headsets



6970 Extension Microphone



Advanced Modern Phones, Rich Accessories, Robust Features!

6920w, 6930w, 6940w IP Phones

- New 'state of the art' versions of popular 6920, 6930 and 6940 IP Phone models featuring:
 - Embedded WiFi - dual band (2.4GHz & 5GHz) IEEE 802.11a/b/g/n
 - Bluetooth 5.2
 - IEEE Ethernet support
- Common to all 3 models



6920w



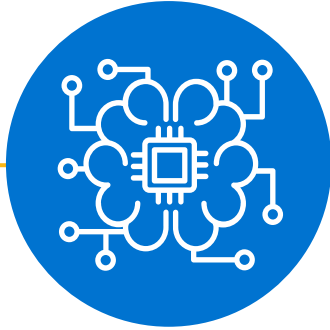
6930w



6940w

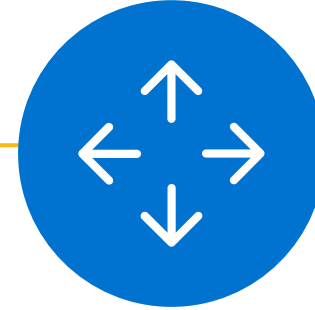


Grow Seamlessly with MiVoice Business



Grow UC Capabilities

- UC, Collaboration, Contact Center in One
- Advanced CloudLink capabilities
 - Chat and Video
 - Mitel Voice Assist
 - MS Teams Integration
 - Vertical Business App Integrations
 - Mitel Revolution
- Evolve with private and public cloud
- Capex & Subscription commercial offers



Grow Company size

- MiVoice Business grows with you
- Seat growth to 1000's of seats on same MiVB Platform / Services
- Robust capabilities across all communications functions
- Call server capacity options to scale as you grow



**DON'T JUST
TAKE IT FROM
US
HEAR FROM
CUSTOMERS**



TRUSTED BY Organizations Worldwide



ALLSAINTS



GREAT SOLUTION

For Small, Medium and Large Businesses



What makes MiVoice Business *different for Small Business*?



Choice, flexibility and deployment options for small business and branch office



UC for small business with mature feature richness to tailor to unique requirements



Collaboration capability to connect businesses in local markets - scale up and down depending on user needs



NEXT steps



Get Started:

- 1) Solution Demo
- 2) Discovery Session
- 3) Product & Services Quote

