



AI-FIRST HYBRID COMMUNICATIONS & COLLABORATION SOLUTION



TRANSFORM YOUR COMMUNICATIONS WITH THE POWER OF MITEL'S VOICE SOLUTIONS & ZOOM WORKPLACE

When it comes to communications, one size simply doesn't fit all. Mitel's solutions are designed to fit the way you work and achieve your goals. Our flexible hybrid portfolio, integrated with Zoom, provides a seamless experience no matter the setup. Purpose-built integrations streamline processes, while multimodal connectivity supports both frontline and back-office teams from anywhere.

Combining the highly reliable, enterprise-grade telephony, powered by Mitel's Common Communication Framework, with Zoom's intuitive, all-in-one platform for meetings, messaging, and virtual workspaces, we empower businesses to communicate effectively, collaborate in real time, and deliver an effortless user experience.



BEST-IN-CLASS COMMS AND COLLABORATION

Best in class meeting experience meets best in class mission critical voice, with integrated experiences for knowledge and frontline workers - symmetric presence integration, escalation of voice to meeting collaboration.

Powerful AI providing insights for the combined Zoom, Mitel and eco system solutions

Driving better meeting experience with white boarding and meeting assistant capabilities



BUSINESS CONTINUITY AND RESILIENCY

Solutions and architecture tailored for your business needs and size with highest performance and security integrated with best-in-class meeting experience

Comprehensive services from low touch to high touch full managed delivered by certified Partners or Mitel, assuring business outcomes, experience and TCO

Retain control and security of your critical communication assets, keep your existing provider, numbering and dial plan



AN INTEGRATED EXPERIENCE

Excellent experience and deep integrations for business workflows, vertical applications and communication applications and assets e.g. DECT devices

Fast, efficient and centralized provisioning, configuration and SSO access for admins and partners

Powerful set of professional services that deeply integrate Mitel's solutions with Zoom and the customer's environment and business workflows

Integration with adjacent technologies, 3rd party cloud services and MTN solutions



- > A seamless user experience for meetings through a single application
- > Business continuity and resiliency where it matters most
- > Highly integrated experiences for all organizational workflows and vertical applications
- > Immediate productivity improvement opportunities using Zoom AI companion



WHAT IT MEANS



AI CAPABILITIES

Our “AI First” approach refers to integrating artificial intelligence at the core of our joint products to enhance productivity and collaboration. We combine Zoom Workplace and Zoom AI Companion with Mitel’s flagship communication platforms, delivering a highly integrated user experience. You can quickly surface important information, prioritize and assign tasks, summarize chat threads, emails, documents, and more.

IMPROVED USER EXPERIENCE

By integrating with your most valued business and vertical applications for frontline and knowledge workers, across all industries we take productivity to a new level. Our powerful partner ecosystem and services will integrate, support, and manage Mitel’s solutions with Zoom Workplace to address various customer needs and use cases.



INVESTMENT PROTECTION

Maintain and scale your business with solutions and architectures tailored to your needs. Enjoy the highest security and performance capabilities of Mitel platforms integrated with a best-in-class meeting experience, together with Zoom Phone and Workplace. Ensure business continuity and investment protection by keeping your existing provider, numbering and dial plan. On top of that, Mitel’s comprehensive services from low touch to high touch full managed assure better business outcomes and cost-effectiveness.

HIGHER PRODUCTIVITY

Get critical information instantly, automate routine tasks and stay informed throughout the workday. This will enable faster decision making, provide information when and where its needed and help your employees improve their efficiency.



OUR PLATFORM INTEGRATIONS

Mitel will provide Zoom integrations across our flagship platforms including: [OpenScape 4000](#), [OpenScape Voice](#), [MiVoice Business](#), [MiVoice MX-ONE](#), [MiVoice 5000](#).

As partners, Zoom and Mitel deliver advanced **integration and telephony capabilities** that create even better experiences for your teams with future features such as **visual voicemail**, **full-feature certification of Mitel devices** with Zoom Workplace for users who need or prefer a desk phone and **active monitoring** across your hybrid Zoom Workplace and Mitel environment from a central location.

You can **place, receive, and manage calls** with other team members using Zoom Workplace across a hybrid Mitel and Zoom deployment or connect with external parties — all powered by Mitel's secure telephony and devices. An **integrated directory** with Mitel's UC solutions lets you **search contacts, check presence status, chat, call, or start a meeting** with just one-click.





HOW MITEL MAKES IT HAPPEN

Mitel's 7 Dimensions of Communication Flexibility and Control: our hybrid approach means your communication solutions fit to your organization today , while supporting your goals for tomorrow.



 **Mitel**[®] *HAS IT ALL*

mitel.com

 **Mitel**