

Delivering a **LEGACY OF INNOVATION** and flexibility to modern communications and collaboration



FOR 50 YEARS, Mitel has been powering connections with better business communications. **Today, with more than 35M users across more than 100 countries**, Mitel's world-class communications, collaboration and contact center solutions provide organizations with the **flexibility and choice** they need to thrive, both now and for the future.

Flexibility & Choice Throughout the Communications Lifecycle

Where and how we work has forever changed, causing shifts in communications needs and technology. Mitel's strategy is to provide flexible, future-proof solutions that support each customer's needs for life. Delivered through a global network of expert partners, our ability to provide "the right thing, not just one thing" has long been a key differentiator.

Mitel delivers a full spectrum of products and services, including:

PROVEN UC Portfolio

Our unified communications (UC) solutions provide modern features, more control, and rich customization, giving customers ultimate flexibility to find a solution that fits their organization.

- End-to-end functionality from one source with business phones, collaboration apps, contact center and devices
- Choose from private cloud, on-premises or hybrid deployment models
- Subscription or upfront payment options
- Integrations with popular business and vertical applications, as well as APIs to support customization so teams can work more effectively

SIMPLE PATH to UCaaS

Mitel partners with RingCentral to provide a faster, easier path to the award-winning RingCentral MVP™ service for customers who prefer UCaaS or are looking to move to the cloud.

- Connectivity with Mitel phones and devices allows customers to leverage existing investments
- Deep integrations between RingCentral MVP and Mitel's CloudLink architecture support migration tools that make the process simple and fast

MITEL AT A GLANCE

Founded: 1973

Headquarters: Ottawa, Canada

Employees: 2,600 worldwide

Partners: 4,000+ worldwide

Customers: 35M+ global users

FAST FACTS:

Top 3 UC provider in over 10 countries

#1 in DECT handsets

#3 in private cloud

#3 in contact center

Over 1,200 patents & applications

WHAT THE EXPERTS ARE SAYING:



"It's all about offering choice, whether that's public cloud, private cloud, or hybrid. Mitel offers choice and flexibility, ensuring that customers get the right solution for their specific needs."

Blair Pleasant, COMMFusion LLC & BCStrategies



"Mitel's overall philosophy for UC product innovation is enabling customers to deploy what they want and purchase solutions how they want. A key differentiator of Mitel's has been its belief that one size does not fit all."

Anurag Agrawal, Techaisle



“Understanding the importance of Customer Lifecycle Management is a game-changer for UC vendors – and their customers. **Mitel’s approach to Customer Lifecycle Management is impressive.**”

Shelly Kramer, Futurum Research, August 2022



Customer Lifecycle Management

What does “Customer Lifecycle Management” mean to Mitel and our partners? It’s about ensuring customers have the right communications solutions – ones that offer real business value – both today and for the future. It means:

- Deeply understanding customers’ evolving needs
- Helping partners and customers get the most from their current solutions and investments while supporting modernization with ease
- Delivering simple and seamless migration tools for customers who want an easy path to the cloud
- Knowing that, since every customer is unique, their communications strategy & path forward will be unique too

HEAR IT from the source!

How do we know we’re on the right track? Take it from a few of our customers...



“Mitel has always treated customers differently than other companies. **Customers are not just numbers.**”

Torre Bookout, Arvest Bank Operations

“Mitel solutions are comprehensive; they have **allowed our organization to be nimble** in the business landscape.”

Bonnie Auch, First Interstate Bank

“Product and company stability and quality set Mitel apart. **They are trustworthy, credible and reliable.**”

Rickard Samuelsson, Baker McKenzie

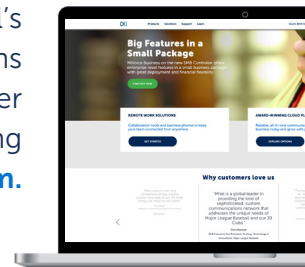


“We are committed to delivering best-in-class customer lifecycle management and see this as a critical priority for Mitel’s growth and success. **The results are a win for Mitel, our partners and our customers regardless of which path – on-prem, hybrid, or cloud - they take.**”

Tarun Loomba, CEO, Mitel

Let’s **THRIVE**, together

Learn more about Mitel’s industry-leading UC solutions and award-winning partner program by visiting www.mitel.com.



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