

Upgrade your MiVoice Connect to **MIVOICE BUSINESS** and Grow



Upgrade and receive special offers
on **like-for-like licenses** and Mitel
6900 IP & 700d DECT phones

MiVoice Business

Leading UC Solution for SMBs



On-Site or
Cloud



From SMB to
Enterprise



Desktop & Mobile
Collaboration with
MiCollab



Call Control &
Embedded
Voicemail



Integrate with
3rd Party Apps



One-Time
Purchase or
Subscription

SMBC or SVI

Flexible Deployment Options



SMBC: 150 Users
SVI: 500 Users



Integrated Border
& CloudLink
Gateways



Integrated
Performance
Analytics



Single System or
Branch Offices



Simple User
Administration



Device
Investment
Protection

Software Assurance

Assurance for Continued
Success with Mitel



MiVoice Business
Software Updates



Security
Patches & Fixes



Continuous
Operability



Admin Access

Customer Experience

Modern CX Tools to Energize
Your Business



Omnichannel
Customer Contact



Modern CX
Workflows



Intelligent Auto
Attendant



Call
Recording

**Ask your Mitel Partner about special incentive offers when
making the upgrade to MiVoice Business!**

See how **MIVOICE BUSINESS** compares with your MiVoice Connect features.

Advance your business with this refresh.

Feature Comparison Highlights

	Features	MiVoice Business	MiVoice Connect
PBX Features	Auto-Attendant	✓	✓
	Call recording	✓	✓
	Breadth and Depth of Call Control Options	✓✓✓	✓
	Workgroups	Yes (Ring Groups Hunt Groups)	✓
	Voicemail features	✓	✓
	Voicemail Platform Resilience	✓ * MiCAM	✓
	MiVoice Business Console / Reception	✓✓✓	Lesser Operator Role
Collaboration & Conferencing	Collaboration & Conferencing Apps	MiCollab / Video Meetings	UCC Client
	Mobile Collaboration	✓	✗
	Video Conferencing	✓	✗
Integrations	Microsoft Teams Integration	Mitel Assistant / Telephony Only client	✗
	Vertical Applications	✓	Limited and dated
	CRM Integrations	✓✓✓	Limited and dated
Administration	Calling Analytics / Brightmetrics)	✓	✓
	Proactive Monitoring	✓ Mitel Performance Analytics	✗
	System Upgrades process	Multi Image - Faster and more Flexible	Single Image system - Slow and Rigid
Commercial	On-time Purchase (CapEx)	✓	✓
	Monthly Subscription (OpEx)	✓	✗
Hardware	Small Controller	SMBC All-in-One Form Factor (Call Control & Voicemail)	Voice Switch Hardware / Multi servers
	Microsoft OS	Virtual Deployment	Windows Server
	MBG	Integrated / Mitel Provided	External / OEM
Cloud Deployments	Virtualized (VMware / Hyper V)	✓	✓
	Public Cloud (AWS/Azure)	✓	✗
Architecture	Scaling for deployments over 500 seats	✓✓✓	Poor
	Resiliency / Stability	Yes – Advanced Generation / Scalability	1st generation, more suited to small deployments
Phones	6900 Series Phone compatibility	✓	✓
Contact Center	Contact Center Application	✓✓✓ MiContact Center Business	✓ MiVoice Connect CC / ECC

Contact your Mitel partner today to see how Mitel can deliver a complete communications and collaboration solution to meet your organization's needs.