



Trendy v oblasti komunikace

Mitel Corporate Overview

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Agenda

Introduction and History

Introduction and History slides including:

- Mitel Corporate Overview: Delivering Great Communications Experiences.
- Mitel: A Global Leader in Business Communications. Founded in 1973, more than 5,500 employees worldwide, more than 5,500 channel partners worldwide, over 2,100 patents & applications.
- Unify NOW PART OF Mitel: Powering MORE connections.
- Powering MORE connections: 5,400+ employees WORLDWIDE, 5,500+ partners WORLDWIDE.
- TOP UC PROVIDER in more than 10 MAJOR MARKETS: #1 UC Provider Western Europe, #2 UC Provider WORLDWIDE, #3 UC Provider North America.
- Mitel: A Brief History timeline from 1973 to 2020s.

Market Insights & Needs to Consider

Market Insights & Needs to Consider slides including:

- Work Looks Different Today: 75% of employees work remotely, 69% of employees work in a hybrid model, 50% of employees work in a traditional office.
- A Changing Environment: IT leaders are prioritizing digital and process aligned solutions. A transformative approach is needed to 'bring the best' in your people and your organization.
- We believe great communications enable organizations to THRIVE.
- Finding THE RIGHT FIT for Your Needs: Number of users, Scalability, Collaboration needed, Device needs, Industry-specific apps, User experience, Contact center, Cloud vs. On-premise, Organizational complexity, Potential of subscription based? Lowest TCO or possible monthly cost?

Portfolio Overview

Portfolio Overview slides including:

- A Complete UNIFIED COMMUNICATIONS Experience: Communications, Collaboration, Contact Center, Mission Critical.
- Flexible Solutions: YOUR CHOICE of deployment and commercial models. UC Platforms, Collaboration, Contact Center, Desktop & Cordless Devices.
- Combined Portfolio Categories: UC Platforms, Collaboration, Contact Center, Desktop & Cordless Devices.
- Integrate with Apps Central to Your Business: Google, Salesforce, Microsoft, etc.
- Mitel + RingCentral: Partnership built for customer success.

Proof Points and Closing

Proof Points and Closing slides including:

- Delivering Communications Experiences: Mitel's global partner community allows us to deliver better communications experiences.
- TRUSTED BY Organizations Worldwide: Logos of various global organizations.
- Denmark Airport: Business Challenge, Mitel Solution, Impact.
- Carlsberg Breweries: Business Challenge, Mitel Solution, Impact.
- What Industry Influencers are Saying: Testimonials from industry leaders.
- What makes Mitel DIFFERENT: CHOICE, FLEXIBILITY, EXPERTISE, PARTNERSHIP.
- Mitel User Group: 10,000 MEMBERS. An independent, customer-led, global community of users joined together for networking, driving influence into Mitel and learning and sharing best practices.



Unify®

NOW PART OF

 Mitel®

Powering **MOKE** connections



A Global Leader in Business Communications

Mitel's world-class communications, collaboration and contact center solutions provide organizations with the flexibility and choice they need to thrive, both today and for the future.

- Founded in **1973**
- More than **5,400 employees** worldwide
- More than **5,500 channel partners** worldwide
- Over **2,100 patents & applications**



Mitel *TODAY*

#1

Contact Center
Western Europe

35M+

GLOBAL USERS
in more than
100 COUNTRIES

TOP 3 UC PROVIDER
in more than 10 MAJOR MARKETS

#1

in DECT
WORLDWIDE

#3 IN

CONTACT
CENTER
systems shipped
globally

#3 IN
Private Cloud

#1

IP TELEPHONY
EMEA

#3

IN ON-PREMISE
PBX
WORLDWIDE



Powering
MORE connections

5,400+
Employees
WORLDWIDE

5,500+
Partners
WORLDWIDE

TOP UC PROVIDER
in more than 10 MAJOR MARKETS

#1
UC Provider
WORLDWIDE

#1
in DECT
WORLDWIDE

75M+
GLOBAL USERS
in more than
100 COUNTRIES

#1
UC Provider
Western Europe

#3
UC Provider
North America



Mitel: A Brief History

A GLOBAL LEADER in communications and collaboration

1800s

- **Siemens is founded in 1847**, introduces the pointer telegraph
- Siemens lays first transatlantic cable



1980s

- First to offer open APIs
- First CTI interface
- First true ISDN PBX
- Siemens Hicom is first communication system to integrate voice & data



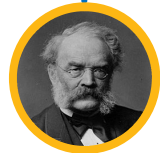
2000s

- Introduced SIP phones
- First UC solutions
- First integrated contact center offerings
- First mobility solutions
- OpenScape introduces first social media integration with UC



2020s

- First IP business phones featuring plastics treated with antimicrobial technology
- Introduced UC subscription offerings
- First industry cloud for healthcare
- RingCentral becomes exclusive UCaaS partner
- **Mitel acquires Unify, becoming the #2 global UC provider**



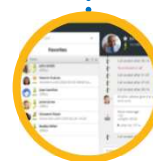
1973

Mitel founded
Pioneers field of software-driven PBXs with Mitel SX200



1990s

- First communication between a phone and PC over USB
- One of the first CT-1 multi-cell and DECT cordless phone systems
- First distributed IP PBX installation



2010s

- First hybrid cloud solutions
- First to virtualize UC
- First enterprise-grade UCaaS solution defines a new category
- First to serve more than 1M global UCaaS subscribers
- **Siemens Enterprise Communications becomes Unify**



A Changing Environment

**PERMANENT
SHIFTS** in
communications
needs and
technology



IT leaders are investing in apps & processes aligned to **supporting outcomes**



Organizational needs and preferences **vary** more than ever – one size doesn't fit all



Increased need to support productivity while **fostering engagement & community**



A **transformative approach** is needed to **BRING OUT THE BEST** in your people and your organization



We believe

**great communications
enable organizations to**

THRIVE



Finding **THE RIGHT FIT** for Your Needs



- Number of users?
- Scalability?
- Collaboration needs?
- Device needs?

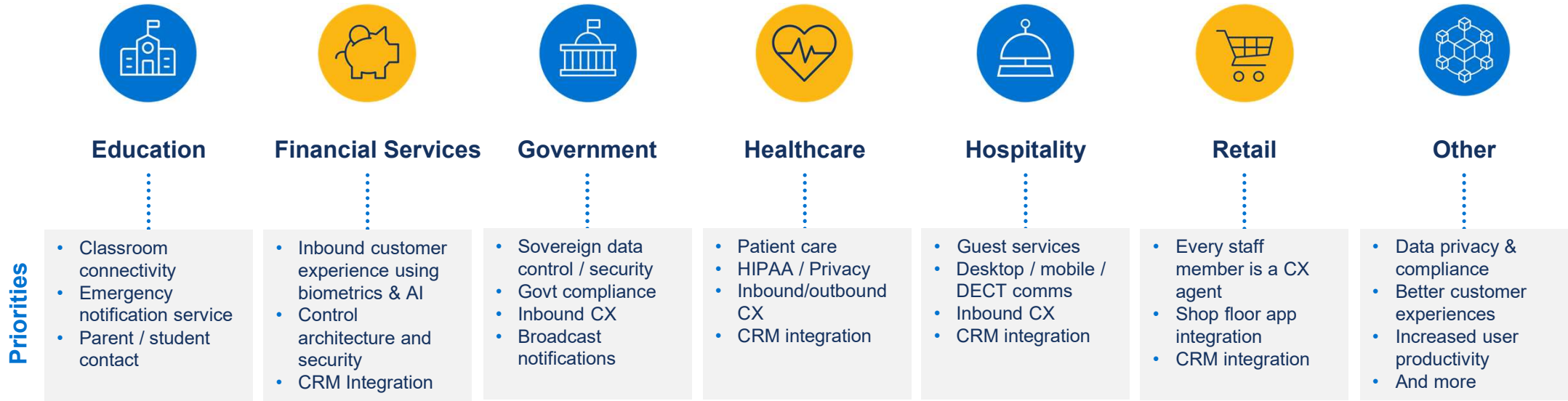
- Industry-specific apps used?
- Key workflows?
- Contact center needs?
- Mass notification needs?

- On-premises?
- Private/dedicated cloud?
- Public cloud?

- Perpetual or subscription license?
- Lowest TCO or predictable monthly costs?



Integrate with Apps Central to Your Business



+ Experience and professional services to support customer-specific app integrations & workflows



> Vertical Solutions for Mitel Channels

Value-added services through integrations and creation of mission critical applications



Dispatch and Emergency Communication
Powerful call handling for time critical communication

This panel features a background image of a computer monitor displaying a complex software interface with various colored buttons and data fields. A white icon of a speech bubble with an exclamation mark is positioned in the bottom left corner.



Hospitality Solutions
Integrated property management & guest experience solutions

This panel features a background image of a silver bellhop bell on a stand. A white icon of a bell is positioned in the bottom left corner.



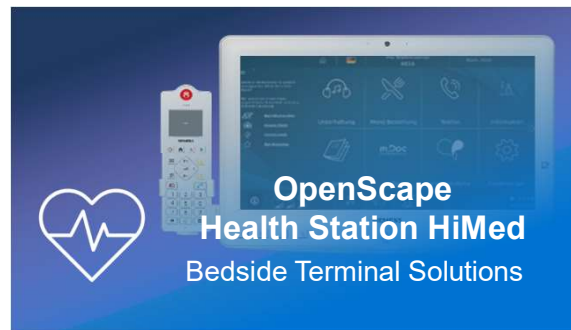
Alarming & Alerting Solutions
Intelligent responsiveness into communication workflows

This panel features a background image of a person in profile wearing a headset and holding a mobile phone, with a computer monitor displaying multiple video feeds in the background. A white icon of a megaphone is positioned in the bottom left corner.



Virtual Care Collaboration Service
Digital eConsultation solutions

This panel features a background image of a group of healthcare professionals, including a woman in the foreground and several men behind her. A white icon of a heart with an ECG line is positioned in the bottom left corner.



OpenScope Health Station HiMed
Bedside Terminal Solutions

This panel features a background image of a white bedside terminal device next to a tablet displaying a software interface with various icons. A white icon of a heart with an ECG line is positioned in the bottom left corner.



Critical Event Management Solution Suite
Business continuity and risk mitigation solution

This panel features a background image of a person wearing a hard hat and safety glasses, holding a mobile phone. A white icon of a calendar with a flame and a checkmark is positioned in the bottom left corner.

Vertical Products to be **INTEGRATED** with MiVoice portfolio



TRUSTED BY Organizations Worldwide

HYATT

SOFITEL
HOTELS & RESORTS

أبوظبي كورنيش
ABU DHABI CORNICHE

Carlsberg

 BritishRedCross

HERSHEY
ENTERTAINMENT

ALLSAINTS

 Cosval

 SOLVAY




UNIVERSIDAD
COMPLUTENSE
MADRID

NYC
Department of
Education

 TAXI
STOCKHOLM
15000

 Bundesagentur
für Arbeit

 Continental


FLENSBURGER
BRAUEREI


Llywodraeth Cymru
Welsh Government

VILLE DE

MARSEILLE

 CITY OF BALTIMORE

nations benefits

MERCHANT
EST. 1948
OVERLAND

dataport

 ELSAN
CLINIQUE D'OCCITANIE

NHS
Grampian

 LUTON &
DUNSTABLE
HOSPITAL

TRUSTED BY Organizations Worldwide



MINISTERSTVO ZDRAVOTNICTVÍ
ČESKÉ REPUBLIKY



**Ministerstvo financí
České republiky**

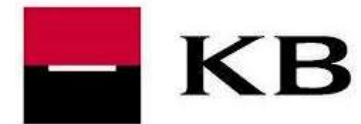
F.
FINANČNÍ SPRÁVA



Ministerstvo zahraničních věcí
České republiky

 **Prague
Airport**

TRUSTED BY Organizations Worldwide



CASE STUDY

Denver Airport



Business Challenge

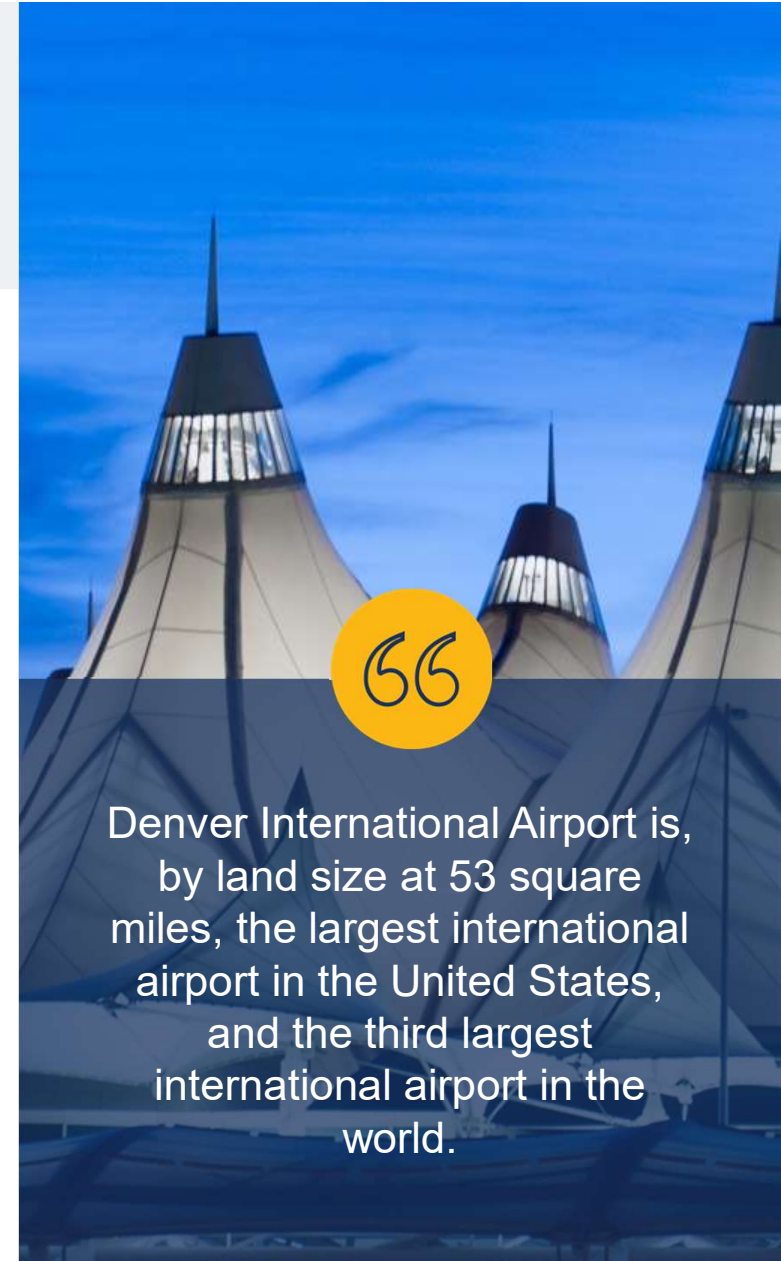
Denver International Airport was using a legacy communications system that was no longer supported by the vendor, putting them and the travelers they support at risk. They were looking for a reliable, modern solution that would enable airport staff to quickly and effectively communicate with customers in real-time.

Mitel Solution

Mitel delivered a robust private cloud solution to support the airport's physical and technical requirements. Mass notification and disaster recovery features ensure airport staff is always available and able to communicate at a moment's notice.

Impact

- Solution spans the airport's 1000+ desks, jetways, elevators and common areas
- Mass notification capabilities ensure the airport is prepared for emergencies
- Omnichannel call center capabilities provide better support for the changing needs of today's travelers



Denver International Airport is, by land size at 53 square miles, the largest international airport in the United States, and the third largest international airport in the world.

CASE STUDY

Carlsberg Breweries



Business Challenge

With more than 500 different brands in over 150 countries, Carlsberg Breweries needed to update their system with seamless connectivity and a lower TCO to continue to grow effectively.

Mitel Solution

Mitel enabled them to move from separately-run, single-country phone systems in nine different countries across Europe to a centrally managed unified system.

Impact

- 38% in cost savings
- Seamless customer experience through SAP integration into the contact center
- Scalable, reliable communications system that will grow with the business and adapt to changing requirements and demands



Carlsberg Breweries is
the **FOURTH LARGEST**
brewer in the world



Delivering Communications Experiences

Mitel's global partner community allows us to deliver better communications experiences.

- Technology experts, local service
- Experienced advisors who understand your business
- Focused on supporting you and adding value throughout the lifecycle of your communications solutions





**10,000
MEMBERS**

**An independent,
customer-led, global
community of users
joined together for
networking, driving
influence into Mitel and
learning and sharing
best practices.**

JOIN TODAY!

www.mitelusergroup.org
memberservices@mitelusergroup.org



ENVIRONMENTAL



Mitel is committed to creating a sustainable future by implementing measures to reduce carbon emissions, promote sustainable practices, and deliver energy-efficient, low footprint products for our customers.

- Annual ESG Report Card
- Carbon Reduction Plan
- ISO 14001, ISO 14021, ISO 14040, ISO 11469, ISO 50001 certificates
- Energy Reduction - ENERGY STAR and Wi-Fi Certified devices
- Compliance with national and international industry standards such as: IEC Guide 109, European & Chinese RoHS, EU-REACH, and EU-RoHS

SOCIAL



Mitel empowers employees to create a collaborative, inclusive, globally diverse culture while giving back to local communities through our Mitel Serves program.

- 2,500+ annual hours of community service
- 50 global charities and non-profits supported
- Equal Opportunity Employer



GOVERNANCE



Mitel holds itself to the highest standards of ethics and transparency, as well as regulatory and compliance measures, both within our business and in alignment with our suppliers and partners.

- ISO:9001 certified for Global Quality Management
- UK ISO 2000-1 and ISO 27001 certified
- Ethics Hotline
- Code of Conduct Policies and Training
- GDPR Regulation
- Corporate Privacy Policy





What makes Mitel *DIFFERENT*



CHOICE: Years of experience tell us “one size doesn’t fit all”. **Mitel provides choice** so you get the right communications solution for your needs.



FLEXIBILITY: Business needs are ever-changing. Mitel’s flexible solutions **support you today and for the future**.



EXPERTISE: Communications are what we do. Mitel brings a **deep knowledge of the industry**, with services and support specialists to ensure your outcomes are achieved.



PARTNERSHIP: Technology is only part of the equation. Mitel’s **global partner network** brings local experience, hands-on support, and rich integrations to add value to your communications capabilities.



Flexible Solutions

YOUR CHOICE of deployment and commercial models

Common Applications & Devices



On-Premises

Perpetual

Subscription



Private / Dedicated / Industry Cloud

Hosted by
Customer

Hosted by
Partner

Hosted by
Mitel



Public Cloud



A Complete *UNIFIED COMMUNICATIONS* Experience



Communications

- SMB Call Platforms
- Enterprise Call Platforms
- Endpoints & Devices



Collaboration

- Conferencing
- Team Messaging
- Chat
- Video
- Mobility/Telework



Contact Center

Contact Center Software for all deployments and organization sizes



Mission Critical

- Critical Event Management
- Virtual Care Collaboration Service
- Alarm Response
- Remote Expert Service
- Industry Solutions

APIs & Integrations

Services



UC Solutions – International



SMB

OpenScope Business
MiVoice Business

Established, competitively priced and packaged fully featured SMB solution with options for TDM or IP needs and channel of choice



Mid Market

MiVoice Business
OpenScope Voice/4K

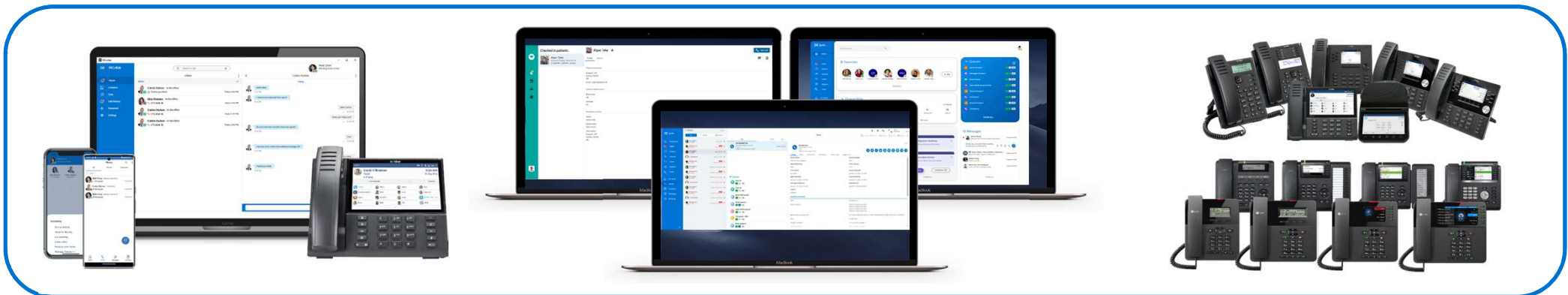
Choices for mid market customers dependent on customer's vertical, needs and channel of choice. MIVB ideal to compete with new entrants / niche players.



Enterprise

OpenScope Voice/4000
MX-ONE
MIV5000 (France)

Scale, features, security, and certifications to address even most critical, highly regulated customer segments



Entire UC Solutions Portfolio to support all markets. Focus depends by country.

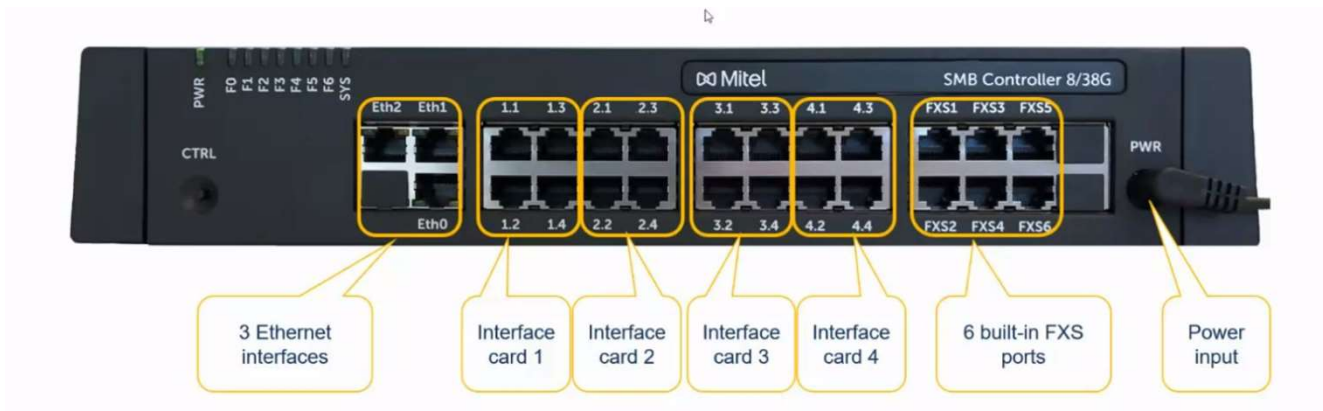


MiVoice Business – HW controllers

EX controller – 8 slots for TDM interfaces (ISDN, Analog trunks / lines)



SMB controller – 6 on-board FXS lines + 4 x 4 analog slot cards



MiVoice Business – SMB variants



Wall mounting with
cable cover



Desktop installation



Rack-mounted installation

MiVoice MX-ONE – Standard 3U gateway

Cost rationalized 3U chassis

- Optional AC adapter
- TDM lines / trunks board

New MGU board – MGU2

- 4 x E1 / T1 on-board
- 128 RTP resources
- Support for CAS extension / trunk line on-board

ASU-III (Application Server Unit)

- Certified for VMware 7.0 and 6.7
- Intel i7, 4 cores/8 threads@4,4GHz, 32GB DDR4, 2xSSD, 2xLAN, 4xUSB



OpenScape Xpert



Trading: multi-line comms

Investment Banking: Trading of stocks, bonds and currencies

Non-financial Trading: Commodity and goods trading, e.g., metal, food



Air Traffic: dispatching

Control Centers: Hub Control Center (HCC) - Management of ground services; Operational Control Center (OCC) - Air traffic, Emergency management



Public Transport: dispatching

Railways: train staff to dispatcher; Passenger information

Metro: Bus, train, tram network; signaling control; rescue services



Public Safety: dispatching

Instant reaction and workflow management:

Emergency call centers: Police, fire and other emergency responders. Municipal utilities, hospitals.

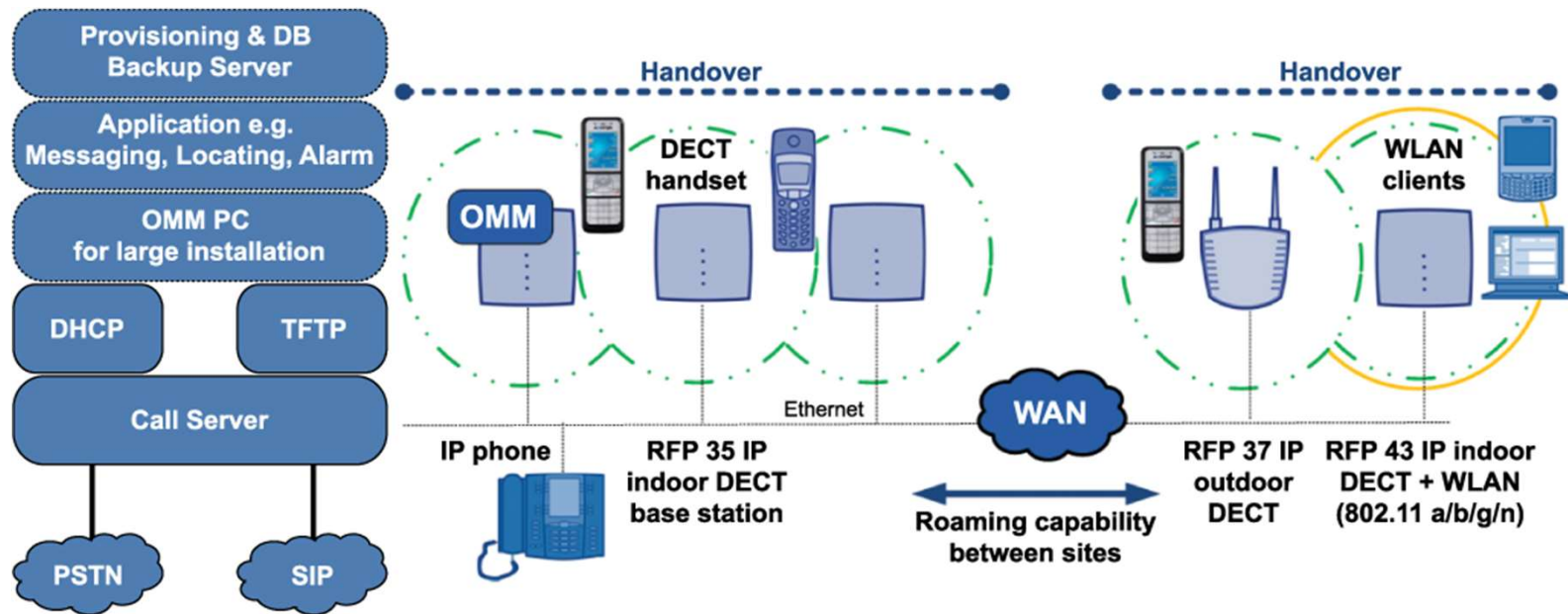


Military: dispatching

Military command posts: Dispatch police, fire, ambulance; Airbase OCC and HCC



SIP-DECT 8.3 OMM (Open Mobility Manager)



> Devices Integration Strategy

IP Phones



Mitel 6900 IP Phone Series

Top to bottom best range of phones / Touch screen technology / competitive low end

SIP-DECT Phones



Mitel 700d SIP-DECT sets

Recent tech design / Mitel procured / competitive portfolio

2024 Short Term

- No Change to phone sales ops
- All Phones remain aligned to existing platforms
- All Phone products available with ample stock supplies for 2024

2025+ Medium Term

- Mitel to work with suppliers to ensure phone stocks remain available
- Release integrated phone series & 700d sets on OpenScape

2026+ Long Term

- Align all new sales to integrated phones series and Mitel 700d SIP-DECT sets for all Mitel UC platforms

6970, 67XX, Analog & PoLRE (Streamline) cross-sell opportunities on OS (starting Q2)



Phones with antimicrobially treated plastic

- Available today as both DECT and desk phones
- Plastic from BioCote® that reduces virus and bacterial growth by up to 99.9%
- Silver ions are involved in the plastic
- Effective during the life of the phone
- Special marking of the units



Note: BioCote® technology does not protect users or others from pathogenic microbes including COVID-19 and is not a substitute for good hygiene and / or cleaning methods.

BioCote® antimicrobial additives are EPA (US) registered.
BioCote® is the registered trademark of Biocote Limited



Mitel DECT phones 7xx series

Entry Model

712D



SERIOUS SIMPLICITY

A handset that fulfills high demands on communication in easy-to-use format for basic users in a business context

Business Model

722D



BUSINESS ELEGANCE

A refined, high-quality handset with features for professional use in a business or vertical healthcare context

Industrial Model

732D



DURABLE TOOL

A robust yet ergonomic communication handset for industrial and other applications

ATEX Model

742D



INTRINSICALLY SAFE

A naturally safe handset for use in potentially perilous situations and backwards coordinated personal alerts and man-down/no-development cautions



MITEL 69xx series SIP phones

NEW TERMINALS

3 new 6900 “w” models come

Available from Q4 2022

- Integrated WiFi – Dual-Band (2.4GHz & 5GHz)
- Standard IEEE 802.11a/b/g/n
- Bluetooth 5.2 [better connectivity]
- Energy Efficient Ethernet (EEE) Support (follows Green IT recommendation)

6940w



6930w



More models available:
6930 Standard (with Bluetooth)
6930L (without Bluetooth)
6930t (anti-microbial)
6030Lt (anti-microbial, no BT)

6920w



6920 Standard
6920t (anti-microbial)



Mitel 5634 VoWiFi phone

Durable and robust design

- Bluetooth for headset
- Support for WiFi 802.11r/k and broadband audio
- Larger TFT display
- 3.5 mm headset connector

Security update

- Improved certificate management, SCEP



- ✓ Smooth distribution and centralized handling
- ✓ Validated interoperability with all major WiFi providers



Product information

<https://www.mitel.com/solutions>

<https://www.mitel.com/support/mitel-technical-support>



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<u>Business Need</u>	<u>Industry</u>	<u>Business Size</u>	<u>Services</u>	<u>Our Products</u>
Remote Working	Healthcare	Small Business	Support Services	Applications
Migrate to the Cloud	Hospitality	Midsized Business	Professional Services	Business Phone Systems
On-Site Strategies	Government	Enterprise	Connect Services	Devices & Accessories
Customer Experience	Education		Mitel Training	
	View All Industries			



APPLICATIONS

Increase productivity and efficiency by extending the value of your core communications system with voice, video and text applications.

BUSINESS PHONE SYSTEMS

The heart of your communications technology, a modern business phone system does far more than just voice. Get it in the cloud, on-site or hybrid.

DEVICES & ACCESSORIES

From basic to advanced. From one user to many. From analog to SIP to Bluetooth integrated sets and accessories, we've got quality devices to help make sure the right



Product documents

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LATEST UPDATES

[Mitel MiVoice 6940/6940w IP Phone User Guide](#)

Version: MiNet 2.0SP1 | Language: EN | Updated: 11/15/22

[Mitel MiVoice 6940/6940w IP Phone Quick Reference Guide](#)

Version: MiNet 2.0SP1 | Language: EN | Updated: 11/15/22

[MiVoice 6900/6900w Series IP Phones Administrator Guide](#)

Version: MiNet 2.0SP1 | Language: EN | Updated: 11/15/22

[Calculation Methods for Reports - Description](#)

Version: 9.6 | Language: EN | Updated: 11/07/22

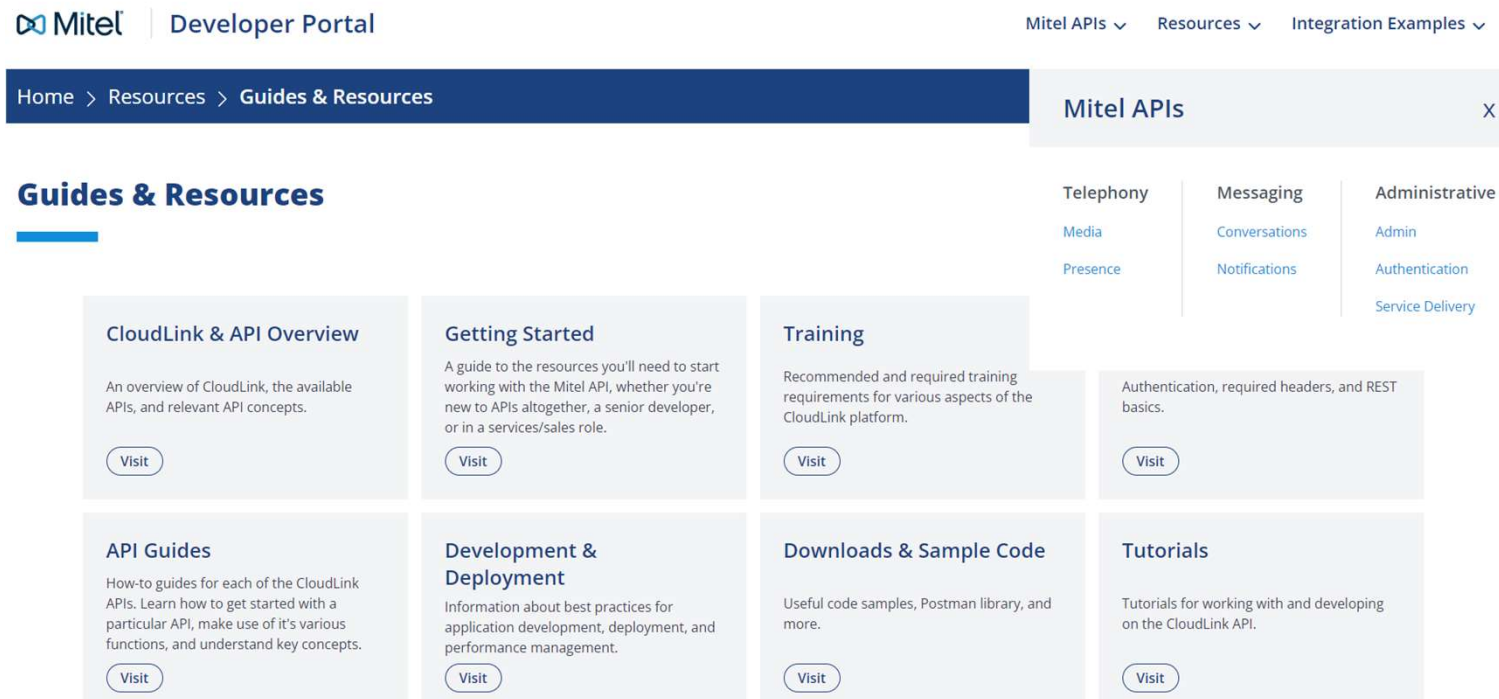
[Mobile Agent User Guide](#)

Version: 9.6 | Language: EN | Updated: 11/07/22



CloudLink – API & Development portal

<https://developer.mitel.io/guides-resources>



The screenshot shows the Mitel Developer Portal interface. At the top left is the Mitel logo and 'Developer Portal'. On the right are navigation links for 'Mitel APIs', 'Resources', and 'Integration Examples'. A breadcrumb trail reads 'Home > Resources > Guides & Resources'. A 'Mitel APIs' dropdown menu is open, listing categories: Telephony (Media, Presence), Messaging (Conversations, Notifications), and Administrative (Admin, Authentication, Service Delivery). The main content area is titled 'Guides & Resources' and contains eight cards, each with a 'Visit' button:

- CloudLink & API Overview**: An overview of CloudLink, the available APIs, and relevant API concepts.
- Getting Started**: A guide to the resources you'll need to start working with the Mitel API, whether you're new to APIs altogether, a senior developer, or in a services/sales role.
- Training**: Recommended and required training requirements for various aspects of the CloudLink platform.
- Authentication, required headers, and REST basics**: Authentication, required headers, and REST basics.
- API Guides**: How-to guides for each of the CloudLink APIs. Learn how to get started with a particular API, make use of its various functions, and understand key concepts.
- Development & Deployment**: Information about best practices for application development, deployment, and performance management.
- Downloads & Sample Code**: Useful code samples, Postman library, and more.
- Tutorials**: Tutorials for working with and developing on the CloudLink API.

