

Small and Medium Business solutions



Meeting the needs of businesses today

Business communications are vital to the success of your company. Efficient messaging, auto attendant answering, mobility solutions, audio and web conferencing and easy to use IP desk phones all contribute to increased customer satisfaction and revenue growth. Mitel® understands the unique needs of companies like yours.



Challenge

As a highly mobile employee, you are constantly on the move, seeking new opportunities and ensuring the business is on track. You need solutions that allow you to work from anywhere, anytime. Solutions that allow you to access company resources and facilitate quick decision making.

Solution

Mitel's Dynamic Extension and Mobility Solutions allow you the freedom to work from anywhere. You remain always available, always connected to the business network with effective communication and problem resolution for faster time to market.



Challenge

As a corridor warrior, you roam the premises communicating with individuals or teams, internally and externally. When you work from home in the evenings, you need to access conference calls and collaboration sessions to support colleagues and customers across multiple time zones.

Solution

Mitel's Teleworking, Conferencing and Collaboration Solutions enable you to work more efficiently and effectively whether you are down the hall, at a remote office or working from home.



Challenge

As an office administrator, you are the first point of contact for the company. Easy access to information and people are essential to your many support roles.

Solution

Mitel's Speech Auto Attendant and Customer Service Manager Solutions deliver simple and cost-effective ways of ensuring calls are routed to the right place and answered promptly.

Streamline day to day operations with simple, reliable business communications



Challenge

As a customer service agent, you need quick access to product and service information and internal subject matter experts. You also need a system that allows you to easily track call wait and issue resolution times.

Solution

Mitel Customer Interaction Solutions help you to deliver superior services that result in loyal customers and sustainable profit growth.



Challenge

As the IT manager, you need a solution that is easy to install, centralized, and simple to manage. Most of all you need a solutions set which keeps your internal customers productive, happy, and earning revenue.

Solution

Mitel offers single server, multi-application, software only solutions with a consolidated management portal. Mitel's Business Dashboard makes it easy to optimize network resources, measure direct marketing effectiveness and monitor employee performance for operational improvements.



Challenge

As an owner or director, you need to maintain service and operations even when an unplanned disruption brings business to a grinding halt. You need a solution that provides for disaster recovery and continuous service with minimal down time.

Solution

Mitel Communications platforms and software only solutions, provide increased phone system availability and the assurance that business operations can continue seamlessly within specified recovery timeframes.



Powerful IP communications solutions

Gain the advantage of easier integration and collaboration across the company, partners and supply chains through advanced telephony features, functions and applications.

Integrated Messaging and Unified Messaging enables all employees to be more productive and responsive to time sensitive inquiries. These applications also yield hard costs savings by reducing fax-related expenses and increasing administrative efficiencies and improving service levels.

Multi-Language Auto Attendant improves administrative operating efficiencies and 24/7/365 accessibility. Multi-language capability ensures limited-English proficient callers can access company information and resources.

Conferencing and Telecollaboration enables knowledge workers to better manage communications with Presence and Availability Management, Video and Audio Conferencing, White Boarding, File Sharing and Secure Chat. It also facilitates meetings between individuals and teams, saves money on travel and long distance expenditures, and minimizes downtime.

Flexible Mobility enables cost-effective, feature-rich communication with mobile staff including regional office staff, IT support, sales, and senior executives. "Hot desking" capabilities enable employees to share office space or to connect in at a remote office site by applying their extension and profile to the nearest landline or wireless phone.

Flexible Solutions that align with your goals

Pursue operational innovation to drive growth, increase productivity, and maintain profitability.

The bottom line is that these are challenging times. Developing new ideas for doing business differently is critical to survival. Mitel provides small businesses with advanced IP-based integrated communications platforms, the industry's widest portfolio of Digital and IP phones, and a set of core business applications, including conferencing and collaboration, messaging, mobility, wireless, and customer interaction.

Mitel Small Business Solutions are ideal for all of your business objectives:

Expand Business Capabilities – Reach out, connect and collaborate with regional managers, service staff, customers and partners where ever they may be.

Work Smarter – Improve multi-site communications via voice, email or text messaging. Enhance employee, supplier, and customer information sharing with audio and web conferencing and collaboration tools.

Save Money – Reduce installation, maintenance, training and power consumption costs with software solutions, server consolidation, and simplified administration. Further, realize significant long distance and mobility cost savings with the Mitel Dynamic Extension and Mobility solutions.

Create Customer Value – Differentiate your business by strengthening customer value through the delivery of quality customer service.

Simplify – Centralized Network Management enables simple configuration, control and management of your converged network environment, thereby increasing staff productivity and minimizing repetitive tasks by automating standard processes.

Peace of Mind – Rest assured that the reliability of the Mitel IP network will continue to work or recover rapidly during any unplanned interruptions to business operations.



Integrated Communications that are Enabling Small Business Success

Mitel's integrated approach to communications is a powerful tool that is transforming the way small companies do business.

Intelligent Evolution

Mitel provides you with solutions that can be implemented through Intelligent Evolution – so you can evolve, and update your communications solutions over time and at your own pace, without disrupting or replacing your existing infrastructure.

Mitel Strategic Partners

Mitel and our partners develop integrated and innovative solutions, leveraging technology from industry leaders, such as Microsoft®, VMware®, HP ProCurve Networking and Sun Microsystems™. Mitel makes it a priority to build long-term relationships with other industry leaders to create better solutions for our customers.

Doing Business with Mitel

With Mitel it's about the relationship. Mitel insists on delivering not only an exceptional communications solution tailored to each business, but the support and services to ensure your communications investment of today continues to pay long-term returns.



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