

# MITEL MiCOLLAB

## KEEPING PEOPLE CONNECTED AND PRODUCTIVE – ANYTIME, ANYWHERE, ON ANY DEVICE

**Effective collaboration among employees, partners and customers is a critical driver of any organization's success. It's only by building productive relationships that information and ideas get shared, better products get to market faster, suppliers and partners work seamlessly together to achieve shared goals, and lasting and profitable relationships are built with customers.**

Ensuring that kind of collaboration has never been easy. And in today's fast-paced global marketplace, with rapidly evolving manners of working, it can be more challenging than ever. Fortunately, the same trends that make it challenging also provide tremendous opportunity for organizations to empower people to collaborate more easily and effectively, no matter where they are, how they work and what device they use.

Mitel® MiCollab is a complete collaboration solution that provides users with all the communication tools they need to seize that opportunity. A component of Mitel's Unified Communications and Collaboration (UCC) solution, MiCollab makes it easy to manage the many aspects of day-to-day interaction among workers in any role, no matter where they are or how they choose to be productive. For organizations large and small, MiCollab delivers the kind of cost-effective capabilities needed to increase productivity, build competitive advantage and drive business success.

---

### KEY BENEFITS

- **Enhanced Productivity and Innovation**
  - **An In-Office Experience Any Time, Anywhere, On Any Device**
  - **Leverages Leading IT Frameworks**
  - **Easy To Deploy and Administer**
  - **Reduces Costs and Delivers Fast ROI**
- 

### ENHANCED PRODUCTIVITY AND INNOVATION

With MiCollab people can connect quickly and simply in collaboration sessions, whether planned or impromptu. Individuals, workgroups and others can meet to share ideas and stay up to date on progress toward common goals.

By integrating all tools in a single, unified solution with a highly intuitive interface, MiCollab connects more people to more corporate resources, streamlining business processes. People spend less time trying to connect and more time engaged in productive and innovative interaction in a real-time environment.

### AN IN-OFFICE EXPERIENCE ANY TIME, ANYWHERE, ON ANY DEVICE

MiCollab provides more options for collaborating with colleagues, customers and business partners. You choose the method that works best given the reasons for meeting, the people involved and their locations, and the timing – whether that's through instant messaging, voice, desktop video or email.

Mitel's Freedom Architecture means not only can people collaborate on PCs they can also do the same on all leading mobile and tablet devices. So, mobile workers, corridor warriors, teleworkers and travelers can enjoy an in-office experience anywhere, using the device of their choice.



### **LEVERAGE LEADING IT FRAMEWORKS**

Like all Mitel communications solutions, MiCollab fits comfortably into existing IT frameworks, leveraging and extending them for added value.

MiCollab is fully integrated with other application tools, too. For organizations that have chosen to deploy Microsoft Lync clients, MiCollab extends Lync by adding the rich, high-quality voice capabilities for which Mitel has long been known.

Integration with leading frameworks and cloud services, Microsoft® Outlook®, IBM® Lotus Notes® and Google® ensures that all workers can communicate in ways that maximize their productivity, using their tool of choice.

### **EASY TO DEPLOY AND ADMINISTER**

With MiCollab, administrators can manage all of the organization's collaboration tools using a single, user-friendly, Web-based interface. Role-based user templates simplify the addition of new users and applications, including the added benefit of provisioning the entire solution from Active Directory.

MiCollab fits comfortably into any infrastructure, and evolves easily with it as your needs change. Mitel's Freedom Architecture, single software stream and industry-leading virtualization capabilities mean you can deploy MiCollab the way that makes sense for you—on-premise or in the cloud, as software only or as an integrated virtual appliance with voice.

MiCollab is ideal for both public and private cloud deployments. It can be deployed as a premise-based (CPE) solution, hosted in a private cloud environment on Infrastructure-as-a-Service (IaaS), or in support of a Hosted Unified Communications-as-a-Service (UCaaS) offering.

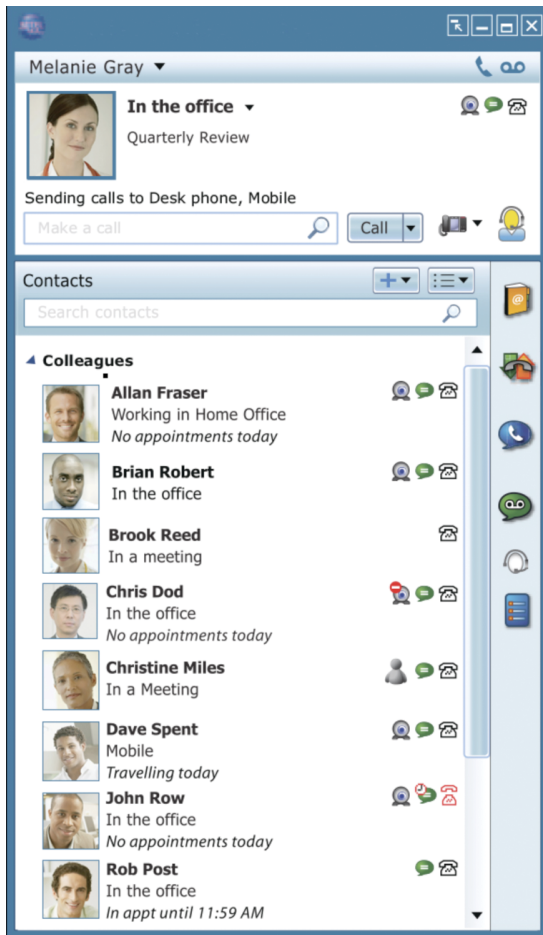
### **REDUCES COSTS AND DELIVERS FAST ROI**

MiCollab provides the tools you need to ensure productive collaboration while cutting travel expenses, eliminating downtime while in transit and dispensing with "pay as you use" charges associated with other tools. The result is better, faster collaboration that reduces your costs and delivers a fast ROI while driving increased productivity and employee satisfaction.

---

### **KEY COMPONENTS AND FEATURES**

- **MiCollab Client**
  - **MiCollab Web Portal**
  - **Unified Messaging and Speech Auto Attendant**
  - **Audio, Video and Web Conferencing**
  - **Cloud Services Application Integration**
-



## MiCOLLAB CLIENT

A single access point for all your business communication and collaboration needs, MiCollab Client enables real-time access to collaboration capabilities by everyone in your organization, regardless of location or device.

**PRESENCE** – know whether people you want to contact are on the phone, away from their desk or available for a video call, instant chat or other collaboration session.

**MESSAGING** – includes visual voice mail with presence information on the person who left the message and a range of options for dealing with the message.

**SOFTPHONE** – workers enjoy the same intuitive communications management they would experience in the office from a remote PC or laptop with an embedded software-based IP phone.

**MOBILITY** – installed as a client on supported BlackBerry®, Android™ and iOS® devices, key collaboration features are extended to mobile users of all kinds.

**WEB ACCESS** – get access to key collaboration features from remote locations using any computer or Web-enabled mobile device.

**POINT-TO-POINT VIDEO COLLABORATION** – place a video call with the click of a button, whether for a scheduled collaboration session or an impromptu brainstorm.

**ATTENDANT CONSOLE** – offers rich presence information for multitasking attendants, receptionists and administrators.

**INTEGRATION WITH BUSINESS APPLICATIONS** – enhance your other communications and productivity tools, such as Outlook, Microsoft Office, and Google.

## **MiCOLLAB WEB PORTAL**

MiCollab Web Portal provides remote access to advanced collaboration features, including:

**DYNAMIC STATUS** – displays current status and lets you change, add, edit and delete dynamic statuses

**OFFICELINK** – for placing calls from the Web and Mobile Portals

**CALL HISTORY** – history information for missed, received, and placed calls

**CORPORATE CONTACTS** – a list of corporate contacts, with a search function and detailed information

**MESSAGES** – a list of current voice mail and fax messages that are downloadable to your smart device

**ACCOUNT OPTIONS** – a way to edit dynamic extensions and update passwords and voice mail PINs.

## **UNIFIED MESSAGING AND SPEECH AUTO ATTENDANT**

Unified messaging enables people to manage voice mail, email and fax messages from their personal phones and devices. Its features include:

**MESSAGE RETRIEVAL** – Retrieve voice, text and faxes from one synchronized message store.

**OUTLOOK CLIENT PLUG-IN** – Install an additional program in Outlook with a toolbar to manage voice messages.

**FAX SERVICES** – Proactively provide fax senders with transmission status information right in the email inbox.

**SPEECH COMMANDS** – Hands-free message navigation for commands such as play, forward, delete and keep.

## **AUDIO, VIDEO AND WEB CONFERENCING**

This comprehensive audio conferencing and Web interaction application improves collaboration and information sharing among employees and with customers, partners and suppliers. Its features include:

**SCHEDULED AND AD-HOC CONFERENCING AND WEBINARS** – a variety of collaboration sessions ranging from scheduled calls (one-time or recurring) to sessions “on the fly.”

**PARTICIPANT MANAGEMENT** – a consolidated view of audio-only and collaboration participants, with integrated moderator controls.

**DESKTOP AND APPLICATION SHARING** – spontaneously share desktops, presentations, software applications, graphics and data of every kind.

**MULTI-POINT VIDEO CONFERENCING** – a personal collaboration experience with live video to participants.

**PUBLIC AND PRIVATE CHAT** – instant message with the option of archiving session transcripts.

**REMOTE CONTROL** – participants can easily take control of another desktop for “back and forth” collaboration.

**WEB-BASED COLLABORATION VIEWER** – lets people participate in collaboration sessions from a Web browser.

**FILE TRANSFER** – instantly transfer files to all or selected collaboration participants to share the most recent versions of documents.

**DOCUMENT MANAGEMENT** – place important files in public or private areas for future use.

**POLLING** – solicit audience feedback with targeted polling questions throughout a conference, and then share aggregate or individual results with participants.

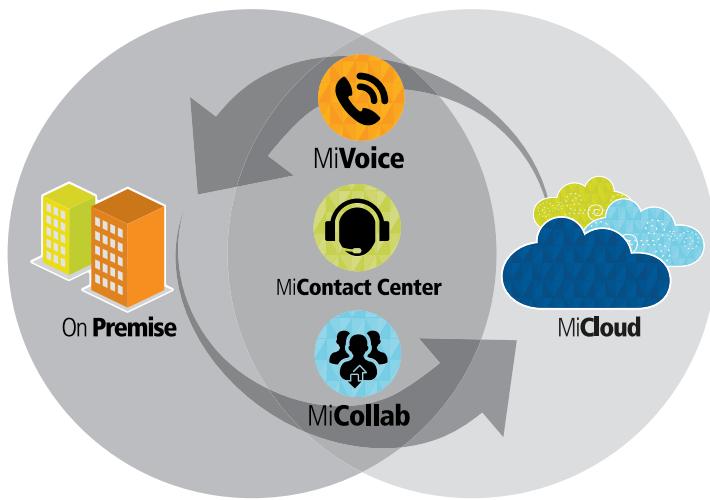
**CONFERENCE RECORDING** – save a complete record of a conference call or collaboration session in industry-standard formats for distribution and export to a team or group.

## **CLOUD SERVICES APPLICATION INTEGRATION**

Out-of-the-box integration of Mitel collaboration features with Google hosted offerings.

# BUSINESS COMMUNICATIONS DEPLOYED YOUR WAY— ON PREMISE, IN THE CLOUD, OR BOTH

Mitel's Freedom Architecture, single software stream, and industry leading virtualization capabilities mean you can deploy your communications solution in the public cloud, a private cloud, or both.



## DEPLOY WHERE YOU WANT, HOW YOU WANT, WHEN YOU WANT

Mitel solutions leverage your existing investment in technology, adding value with communications and collaboration features that you need to achieve your business goals. Whether it's an on-premises legacy or IP deployment, virtualized, cloud-based or a combination, Mitel solutions work with your other critical business applications.

The Mitel solution's single software stream means it can easily accommodate your changing needs and preferences over time. So you can deploy on premises today and then move to a private, public or hybrid cloud model tomorrow if you want. The software stays the same—only the location changes.

Mitel's open architecture, single software stream and virtualization capabilities make it all possible, while delivering a lower total cost of ownership and a quicker ROI than other companies.

### ABOUT MITEL

Our globally connected world has forced businesses to rethink how they communicate. Mobile lifestyles, a flood of technology, economic pressures and an "always on" mentality have created both opportunity and challenges for organizations of all sizes.

Mitel® (Nasdaq: MITL) simplifies complex communications and keeps businesses in step with the pace of change. Our innovations make it easier to connect and collaborate, while reducing costs and implementation headaches. We partner with market leaders like VMware® and Research in Motion® (RIM®) to make our solutions integrate seamlessly with theirs—increasing value to customers.

Mitel's Freedom Architecture is transforming the industry, providing the flexibility and simplicity required for today's dynamic work environment. Through a single cloud-ready software stream, Mitel delivers a powerful suite of advanced communications and collaboration capabilities that provides freedom from walled garden architectures, enables organizations to implement best-of-breed solutions, extends the "in-office" experience anywhere and on any device, and offers a choice of commercial options to fit business needs.

MITEL | SIMPLY COMMUNICATING®

Your local Mitel authorized distributor:  
**Executone Systems Co. of LA, Inc.**  
1016 Harimaw Ct. E.  
Metairie, LA 70001  
(504)-838-9600  
sales@executonesystems.com  
www.executonesystems.com

11.13.13

| GLOBAL HEADQUARTERS                            | U.S.   | EMEA   | CALA   | ASIA PACIFIC                                       |
|--|--|--|--|--|
| Tel: +1(613) 592-2122<br>Fax: +1(613) 592-4784 | Tel: +1(480) 961-9000<br>Fax: +1(480) 961-1370 | Tel: +44(0)1291-430000<br>Fax: +44(0)1291-430400 | Tel: +1(613) 592-2122<br>Fax: +1(613) 592-7825 | Tel: +61(0) 2 9023 9500<br>Fax: +61(0) 2 9023 9501 |

FOR MORE INFORMATION ON OUR WORLDWIDE OFFICE LOCATIONS, VISIT OUR WEBSITE AT [MITEL.COM/OFFICES](http://MITEL.COM/OFFICES)

THIS DOCUMENT IS PROVIDED TO YOU FOR INFORMATIONAL PURPOSES ONLY. The information furnished in this document, believed by Mitel to be accurate as of the date of its publication, is subject to change without notice. Mitel assumes no responsibility for any errors or omissions in this document and shall have no obligation to you as a result of having made this document available to you or based upon the information it contains.

M MITEL (design) is a registered trademark of Mitel Networks Corporation. All other products and services are the registered trademarks of their respective holders.

© Copyright 2013, Mitel Networks Corporation. All Rights Reserved.

mitel.com

