



About Mitel | EMEA Region

QUICK FACTS

- Over 100 offices worldwide
- Over 3,000 employees
- Operating in over 90 countries
- Over 1,500 resellers worldwide
- #1 in the U.S. IP SMB market (up to 500 employees) in 2006 (Source: "InfoTrack for Unified Communications": InfoTech, April 2007)
- #1 in the U.K. enterprise communications market (Source: MZA, IQ2007)
- #2 in Western Europe in terms of IP extensions shipped (Source: MZA, IQ2007)

Mitel®, a leading provider of integrated communications solutions and services, operates in over 90 countries, offering easy access to support and service via our network of over 1,500 value-added resellers and partners. Our entrepreneurial heritage, starting with the introduction of the first private branch exchange in 1978, has continued over the company's history. Our continuing investment in research and development of IP-based communications solutions, alongside the development of numerous innovative and award-winning products, has propelled us into our current marketleading position as the telecommunications industry shifts from legacy technology to IP-based systems.

Mitel Solutions

Mitel offers business communications solutions designed with simplicity in mind. With unmatched reliability and scalability, Mitel's solutions enhance employee productivity, increase customer service, reduce costs, and generate new revenue streams. Our approach is unique. We see communications as an investment in a business' ongoing performance—not a one-time equipment acquisition. Our focus on understanding a business' needs means we provide tailored industry-specific and user-centric solutions.

Mitel's portfolio includes communications platforms and gateways, business telephones, and unified communications software applications. Whether for small offices or multinational enterprises, Mitel has the communications solutions, including hosted offerings to suit any business model. Our IP migration strategy enables businesses to maintain their existing infrastructure investment while taking advantage of the latest IP technologies. Leading the unified communications market with the latest in presence integration, Mitel provides businesses with what they want—choice.



it's about **YOU**

Mitel's Portfolio

Business Telephones – Mitel's award-winning phones are designed with the individual user in mind, while providing essential business collaboration tools with presence integration. Available in multi-button configurations or with intuitive graphical interfaces, Mitel phones can be industry-tailored to suit both standard and specialty applications—including industryspecific terminals for attendants, contact center agents, and command-and-control applications as well as reliable, secure desktop devices for everyday office use.

Communications Systems – Reliable, flexible, and scalable, Mitel's communications systems, including Inter-Tel 3000, Inter-Tel 5000, and Mitel 3300 IP Communications Platform (ICP), offer market-leading choice, with best-of-breed options for the small office right up to the multinational enterprise.

Collaboration – Extend team working beyond office boundaries with efficient access to information and people using leading-edge applications such as Mitel Quick Conference, Mitel Your Assistant™, and Inter-Tel Audio and Web Conferencing, and Inter-Tel Unified Communicator. Mitel's solutions offer relevant, presenceenabled business communications and collaboration capabilities to individuals inside and outside of the organization, independent of physical location.

Contact Center – Reduce costs, intelligently service contacts across multiple channels, and let agents focus on high-value interactions while increasing customer satisfaction. Mitel's customer interaction solutions allow the effective and efficient management of contact centers for both small and large applications and are designed with customer retention—and acquisition—in mind.

Messaging – From basic voice mail to advanced unified messaging, Mitel's Messaging Solutions, including embedded messaging and Mitel NuPoint Messenger™ IP, increase personal productivity, improve accessibility, and protect infrastructure investment.

Mobility – Successful decision making requires immediate access to the right people at the right time. Mitel offers solutions for personal, campus, or enterprise mobility – addressing the needs of the mobile knowledge worker. Mobile connectivity, including Mitel's Mobile Extension drives smart business, lowers costs, delivers a competitive advantage, and delivers results "in the moment".

Teleworking – Plug-and-work solution, using a full range of desktop or soft phones, allows companies to offer workers-on-the-go with all the features and functionality of their office phone and full presence at work—wherever they are.

Mitel Strategic Partners

Mitel and our partners develop integrated and innovative solutions, leveraging technology from industry leaders, such as Microsoft®, ProCurve Networking by HP, and Sun Microsystems™. Mitel makes it a priority to build long-term relationships with other companies. Mitel's Solutions Alliance provides a selection of third-party software and hardware options that integrate seamlessly with Mitel's portfolio.

Doing Business with Mitel

With Mitel it's about the relationship. While addressing the global market, Mitel meets local needs via our trained and certified network of over 1,500 resellers worldwide. Mitel's branch offices and Mitel authorizedPARTNERS provide unparalleled customer service and support. Mitel insists on delivering not only an exceptional communications solution tailored to each business, but the support and services that make an initial communications investment pay long-term returns..

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