

MiCloud Connect  
Built for Remote Work

Supporting growth,  
while continually  
improving.

Connecting your business to your  
customers when you need it most.



 Mitel®  
Powering connections



# MiCloud Connect Better Every Day

Our commitment to keeping you  
and your employees connected  
is stronger than ever.

Your Communications system plays a critical role in  
your business operations and your company's success.

The modern workplace requires a complete  
communications and collaboration system that  
lets employees interact with ease and empowers  
efficient management and adaptation to an  
evolving business environment.

In this guide, you'll discover how MiCloud Connect  
delivers on this commitment and gives your  
business the connectivity it needs, in an era where  
employees can be working from anywhere.



# Connecting today's working world

The age of the 9 to 5 is over, and the age of the office may be coming to an end too.

Instead, we're in an era of flexibility, remote working and customers who expect personalized service, simplicity and instant availability.

You need to look at new ways of staying connected with employees and stakeholders – remote working technologies that make it easy for teams to stay productive wherever they are. A scalable, reliable communications system that can grow with your business and adapt to today's changing requirements and demands.

The answer lies in the cloud. And it's why MiCloud Connect is the complete communications, collaboration and contact center service for your business.



67% of SMBs have established (for the first time) or expanded (an existing) Working From Home (WFH) program due to the pandemic.<sup>1</sup>

<sup>1</sup> [mitel.com/learn/resource-center/pandemic-workforce-and-workplace-impact-plans](https://mitel.com/learn/resource-center/pandemic-workforce-and-workplace-impact-plans)





# All-in-one cloud communications

By combining an intuitive user experience with Google Cloud's proven reliability, MiCloud Connect makes communications simple and secure and delivers benefits across the board:



## Voice

Rich PBX features, advanced call controls and softphone, mobile and IP desk phone options so you can talk and meet from anywhere effortlessly.



## Collaboration

Bring teams together with messaging, video conferencing, screen sharing, file sharing and more. Users can stay connected while on the go with our web, mobile and desktop applications.



## Contact Center

Enjoy our simple yet powerful customer experience capabilities, integrated within the software.

## Easy to Use, Simple to Manage

MiCloud Connect's intuitive user interface makes it easy for end users and admins to get work done fast with single-click functionality, a seamless experience across devices and real-time management.





# Start the experience

The transition to a new cloud phone system doesn't have to be painful. Mitel's customer success teams make sure you're supported every step of the way from onboarding to training to ongoing support.

Once you're up and running, you can begin to enjoy the many features that come with MiCloud Connect:

- Robust client for settings, call control, chats and events
- Available for PC, Mac, iOS and Android
- Audio and video conferencing with web sharing
- Built-in VPN
- Individual and group chat
- Business SMS
- Team collaboration with persistent workspaces
- Native integrations with leading CRMs and calendars
- Softphone and web dialer
- Mobile-first design
- Integrated contact center
- IP desk phones





# Protecting your business

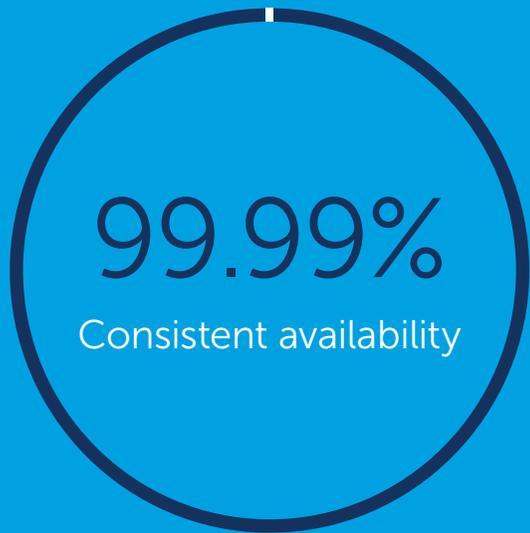
MiCloud Connect helps to  
keep your business secure  
by detecting and defending  
against potential data threats.

- MiCloud Connect is certified SOC 2 compliant, so you can be confident your communications will remain private and secure.
- MiCloud Connect is HIPAA certified, allowing healthcare teams to focus on patient care while ensuring privacy of their sensitive information on a secure platform.
- Data is protected against intrusions with data encryption in transit and at rest as well as anti-virus protection.
- Our systems are proactively monitored, protecting data with automated infrastructure scanning and end-to-end encryption.



Click resources  
to learn more:

- > [Blog: A Vendor's Prescription for HIPAA Security & Compliance](#)
- > [3 Reasons Why The Cloud is Every Business' Ultimate Safety Blanket](#)



Click resources  
to learn more:

➤ Video: MiCloud Connect on Google Cloud

# Delivering communications continuity

We're here to keep mission-critical business communications running at top speed.

MiCloud Connect is built on Google Cloud, helping to ensure 99.99% true, consistent availability and allowing us to scale on demand, easily supporting growth.

It's architected with enterprise-class security measures and redundancy at network, infrastructure and application layers to maximize uptime and scalability.

A new certified SD-WAN solution further improves business continuity, while proactive monitoring tools ensure self-healing and identify potential issues before they arise.

In addition, cloud phone services are backed by Mitel's cloud Service Level Agreement (SLA) for extra reassurance.





# Growing with your business

MiCloud Connect is expanding to serve your modern business needs and is designed to be updated with modern features.

- MiCloud Connect easily transitions between devices, with a mobile and desktop client for video, chat and file sharing.
- We are constantly adding new features, with rolling releases every few weeks.
- Microsoft Teams and CRM integrations plus flexible screen pop and click-to-dial tools, make it easy to work with your current software and workflows.



Click resources  
to learn more:

- > Video: MiCloud Connect overview
- > MiCloud Connect Demo



What you buy today, will grow with you tomorrow.  
MiCloud Connect's flexible service plans ensure you're never overpaying for features you don't use and give you the power to add functionality and upgrade permissions as and when your business needs changes.





## Here's what our customers say:

"Sometimes, a customer and the representative have different recollections of what was said on a call. Now, we can quickly listen to the actual call and determine exactly what transpired. Our goal is to provide excellent customer service. The MiCloud Connect phone system assists in achieving that goal."

**Kim Warrick**, Client Services Manager, NJ SHARES

"Mitel supports the system during office hours, but we rarely have to log a support call. The collaboration between Mitel and Warmworks has been positive. Overall, we're very happy with the results of the MiCloud Connect implementation."

**Michal Drozdowicz**, IT Development Manager, Warmworks

"The relationship with Mitel from start to launch date has been very positive and staff have been on hand 24/7 to ensure we had a smooth transition and seamless integration from one system to another. It's an ongoing working relationship: as our company grows and changes, we collaborate with Mitel on updates and new developments, providing valuable future proofing for the business."

**Andrew Mabbutt**, CEO, Feefo

"We absolutely made the right decision going with MiCloud Connect."

**Gary Sheehan**, CEO, Cape Medical Supply





All of your business  
VoIP conversations  
from one, single client.  
Are you ready?

Conferencing to call management. Voicemail to built-in VPNs.  
Routing calls to recording them. And much more.

Today's working world means staying in touch has never been more important. And we'll support your business with a modern solution that ticks all the boxes.

Cloud-based communications and collaboration that make everyday meetings and interactions easier than ever with enterprise-grade VoIP phone services, instant messaging, audio and web conferencing and multi-point video. All with powerful, yet simple, administration for IT teams.

**This is MiCloud Connect – and you can find out more  
by visiting [mitel.com/micloud-connect](https://mitel.com/micloud-connect)**





[mitel.com](https://mitel.com)

