



## Key Benefits

- Flexible hybrid Digital IP solution that can easily scale to address an evolving business
- One Number – No more out of the office for mobile employees
- Eliminate costly out sourced audio conferencing fees
- Comprehensive suite of embedded productivity applications
- Integration to business applications
- Low cost of ownership

## Overview

MiVoice Office 250, provides businesses with communications and collaboration software and services to allow the flexibility and simplicity needed to support today's competitive and ever changing business environment. MiVoice Office 250 is a fully featured, application rich communication solution which ensures staff can focus on the needs of the customers, drive efficiency across the business and help to reduce unnecessary costs often associated with delivering exceptional levels of customer service.

Whether you need a communication solution that supports digital handsets (enabling you to re-use existing wiring), a solution that delivers access for your business to the latest IP Phones and productivity enhancing UC applications, or even one that provides mobility solutions to support your employees on the go. MiVoice Office 250 is the answer.

## Ideal customer profiles

Organizations within the SMB market place (up to 250 users) who have mobile workers, a need to ensure a reduction in operating costs (i.e. eliminate conferencing fees) and an enhancement to staff productivity. Current customers operate within a wide range of differing business sectors including; manufacturing, retail, healthcare, law firms, education, real estate.

## Qualification Tips

### 1. HOW IS THE ORGANIZATION STRUCTURED?

- *Is the organization a single site business with 150 employees or less*
- *Is the organization intending to network multiple sites together*

### 2. IS THE ORGANIZATION LOOKING TO REDUCE COSTS IN THE FOLLOWING AREAS?

- *External hosted audio conferencing*
- *Mobility costs due to an increasingly mobile workforce*
- *Embedded applications as standard*

### 3. HAS THE ORGANIZATION ADOPTED CUSTOMER SATISFACTION IMPROVEMENT TARGETS?

- *Could customer responsiveness/satisfaction be improved by enabling an in-office experience for employees?*

### 4. IS THE ORGANISATION EXPANDING OR REDUCING REAL ESTATE?

- *How would the organization manage the provision or reduction of employees?*
- *Could mobile employees share desks to better manage real estate costs?*

## Key differentiators

Business productivity applications available Out of the Box

- *Unified Voice Messaging with Automated Attendant*
- *Meet-Me & Ad-Hoc Conferencing*
- *STAR – Flexible Routing*
- *Place in Queue and Estimated Answer Time*
- *Hot Desking*
- *Twinning – One Number*
- *Remote / Home Worker*
- *Reporting*

## Enhance productivity and lower costs

### 1. NO MORE OUT OF THE OFFICE

Ensure employees never miss important customer calls. Employees can "twin" their desk phone, with multiple devices, and enjoy a One Number in-office telephony experience from their mobile devices.

### 2. SIMPLIFIED ADMINISTRATION

For businesses with multi-sites the embedded Administration & Diagnostics Console enables a single administrator to monitor and manage the system from a single location.

### 3. ELIMINATE HOSTED AUDIO CONFERENCING FEES

Audio conferencing as standard delivers highly cost-effective and extremely flexible between employees or with customers. Removing the need for expensive outsourced conferencing costs.

### 4. REDUCE IT COSTS

MiVoice Office 250 provides a complete suite of productivity enhancing tools out of the box as standard. This reduces installation, maintenance and ongoing administration while also reducing office real estate is not wasted on providing room for large amounts of servers.

## Mitel Phone Manager\*

### CALL CONTROL, PRESENCE & IM FOR MIVOICE OFFICE 250

Mitel Phone Manager makes day-to-day office communications simple by giving users complete control over their telephone from their computer. Not only will this reduce training requirements but also ensures enhanced staff productivity.

### Key Features – Mitel Phone Manager

- Highlight & dial from desktop and web
- Call control from the desktop
- Call History
- Softphone (option)
- Presence
- Microsoft Outlook add-in for dialling & meet-me conference booking

### ADDITIONAL RESOURCES AVAILABLE

- *MiVoice Office 250 Brochure*
- *MiVoice Office 250 Vertical Brochures – Healthcare, Education, Retail & Professional Services*
- *MiVoice Office 250 Datasheets*
- *MiVoice Office 250 Presentations – Channel Partner & Customer*
- *MiVoice Office 250 Overview Video*
- *Mitel Phone Manager Brochures*



mitel.com

\* Availability of Mitel Phone Manager varies depending on region.

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