Total scalability.
Zero compromise.

Cloud communications, done your way...

OnlineUC Mitel

A secure, scalable unified communications
solution leveraging Google Cloud

Mitel®   Google Cloud

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Enterprise quality meets flexibility

Business communications is much more than just telephones and email. It's an integral part of your business that impacts employees, partners and customers. Beyond just connectivity, businesses today need mobility, reliability, simplicity and security out of their communications platform. Yet meeting those requirements can be a challenge, particularly as organisations try to extend those capabilities across multiple offices, mobile workers and a multitude of different devices.

OnlineUC Mitel is designed to deliver a unique experience, both internally and for your customers. It delivers a complete, enterprise-class communications solution in the cloud to enable unified, scalable, mobile communications to anyone, anywhere and on any device. It's everything you need to take your communications to the next level - more mobility, team collaboration and better customer experiences without the cost and complexity of a traditional, premises-based communications system. With OnlineUC Mitel, you have a fully integrated solution, rather than sourcing many disparate productivity apps from various non-integrated companies.

Power and scale for the mobile cloud generation

OnlineUC Mitel is a native cloud solution that improves the way you communicate by eliminating the barriers to collaboration, enhancing customer service and tying your existing business applications together through an easy-to-use interface.

OnlineUC Mitel offers a proven portfolio of cloud-based services

- MiVoice Business IP voice communications (including MiVoice Conference)

- MiCollab cloud collaboration tools

- OnlineUC Mitel Contact Center, MiCloud Call Recording, and MiCloud IVR

- MiCloud Analytics to monitor and improve call experiences and application performance

- Seamless disaster recovery and business continuity products (including survivable branch appliances)

- And a broad portfolio of IP/SIP-enabled phones

Advanced integrations with your business processes

You can harness the power and scale of the cloud for better communications without disrupting your business. OnlineUC Mitel integrates easily with Skype for Business, Salesforce, Google and other business applications to unify and enhance your communications. And with OnlineUC Mitel, you can also integrate with proprietary software and systems we do not have integrations for by leveraging APIs.

Collaborate smarter

Real-time communications is the key to better collaboration. With OnlineUC Mitel, you get the built-in capabilities of MiCollab to foster real-time collaboration using voice, video, IM, document sharing and more—all from a single, unified application that moves seamlessly between desktops, mobile devices and the cloud.

- Bring Microsoft Outlook, Google, Skype and other applications into the conversation for true unified communications

- Enjoy robust features including presence-based awareness, instant video communication, visual voicemail, attendant console and much more

- Highly collaborative, persistent workspace for team-based meetings, conversations, contextual collaboration and project management

Master mobility

Mobile communications is a mandate in a world where millennials will soon make up more than half of the workforce. Cloud communications brings mobility into all communications and allows colleagues and customers to choose how they communicate.

- A single communications portal displays consistently on desktops, laptops, smartphones and tablets including Android and iOS devices

- Give customers the freedom to communicate using voice, email, text or chat from any device

Transform your customer experience

Enterprises face a new generation of consumers who expect personalised service that's low effort, available through many channels and with the convenience of self-service. OnlineUC Mitel Contact Center is an enterprise-class, omnichannel customer experience management solution with advanced customer service features that is proven to transform the way you interact with customers.

- Combine your contact center with CRM or other business applications to deliver real-time customer intelligence to agents, regardless of the manner your customer chooses to contact you (phone, email, web chat, SMS, social media, video, etc.)

- Identify customers based on stored profiles and intelligently route them to the right agents / resources

- Deliver advanced self-service capabilities with IVR messaging and routing

- MiContact Center Ignite Preview Dialer to optimise operations by creating a blended contact center

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The benefits of OnlineUC Mitel

The perfect blend of cloud flexibility and on-premises security

OnlineUC Mitel is all about getting your cloud, your way. It is a purpose-built communications solution built on the Google Cloud Platform. This unique and hybrid communication solution resides in a dedicated geo-redundant data center that allows you to maintain full control of updates, rollouts and business workflows with seamless integration to cloud apps, backup and redundancy.

It's completely secure and compliant

Communications are hosted in secure, Tier 3+ data centers with optional advanced security measures including full encryption. Our data centers are built to satisfy the most stringent security standards and are fully certified to meet SOC 2 and HIPAA compliance.

It's customisable

OnlineUC Mitel gives you the flexibility to wrap your business communications solutions around your existing business processes and workflows through APIs and Open Media.

It's customer focused

By choosing OnlineUC Mitel as your next-generation customer care solution, you're giving customers more choices, faster responses, personalised interactions and self-service capabilities that save them time (and save you money).

It's reliable

With OnlineUC Mitel, your communications will never go down because of a single network outage or hardware failure. OnlineUC Mitel features a high-availability deployment or available geo-redundancy for enhanced disaster recovery and additional availability of service.

It saves you money

OnlineUC Mitel features valued bundle pricing to minimise licensing costs and a scalable pay-as-you-grow model that ensures enterprises do not pay for capacity they do not need. You can quickly add new users, connect new offices or activate new features, and do it all while driving down your communications and customer care costs.
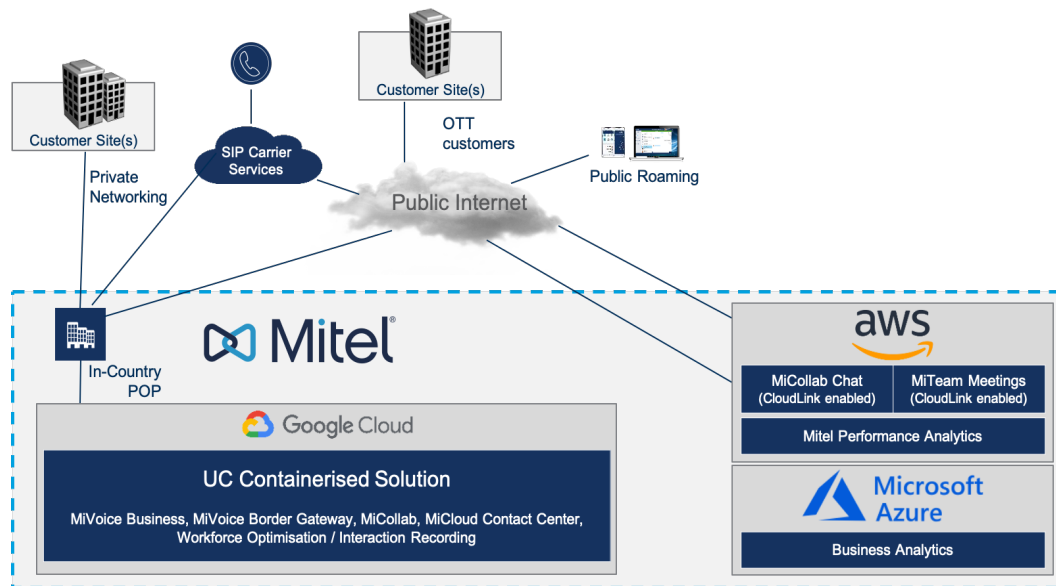
It saves you time

OnlineUC Mitel can be quickly deployed supporting a global footprint and, once deployed, your IT department no longer has to spend hours provisioning, maintaining and upgrading hardware and software. OnlineUC Mitel is available as a completely managed service in the cloud; Mitel maintains the virtual environment (including the hardware) and provisions the extra capacity when needed.

When is OnlineUC Mitel a good fit?

- You have aging onsite deployments that are due for major upgrades or replacement

- You want to move to the cloud but need control, greater security and advanced integrations

- You want to control releases, updates and environments to avoid business disruption

- You have experienced rapid growth and need a communication system that can scale

- You are expanding to multiple locations

- You want to limit internal IT resources and are looking for advanced cloud communication services that you can control

- You have proprietary software requirements, software and integrations

- You require additional disaster recovery, security and compliance

OnlineUC Mitel architecture

For a no-obligation chat or to arrange a demo - our specialists are on hand to talk about how we can help you transition your business to cloud-driven collaboration.

Call: 0344 863 3000
Visit: dcs.tech/onlineuc-mitel

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