



MiCloud Flex

A purpose-built communications solution built on a leading public cloud platform that improves business productivity.

The Power of Mitel Communications Meets the Cloud

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 when you decide to move to the cloud. Particularly as organisations try to extend advanced communications capabilities across multiple offices, mobile workers and a multitude of different devices.

MiCloud Flex is designed to deliver a unique experience, both internally and for your customers. MiCloud Flex is built on Google Cloud's proven reliability, security and scalability to deliver uptime and compliance you can depend on. It delivers a complete 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, rich enterprise and team collaboration, exceptional customer experiences— without the cost and complexity of a traditional, premises-based communications system. With MiCloud Flex, you have a fully integrated solution, rather than sourcing many disparate productivity apps from various non-integrated companies.

Google Cloud

Google Cloud Platform is a suite of cloud services that run on the same infrastructure that Google uses for its end-user products, such as Google Search and YouTube. In fact, seven Google products running on this very infrastructure serve over one billion users every day.

Google Cloud uses advanced software-defined networking and edge caching services to deliver fast, scalable, and consistent performance. When traffic is on the network, it no longer transits the public Internet, making it less likely to be attacked, intercepted, or manipulated.

MiCloud Flex on Google Cloud

- Fully hosted end-to-end solution with robust system features
- Integrations to meet business customisation requirements
- Dedicated single instance, secure environment
- 99.999% availability for core voice services
- Dual Data Center geo-redundant failover
- Advanced omnichannel contact center

MiCloud Flex Offers a Proven Portfolio of Cloud-Based Services

- MiVoice Business IP voice communications
- MiCollab and MiTeam Meetings collaboration tools
- MiCloud Flex Contact Center with built-in IVR
- Interaction recording, Workforce Optimisation and Workforce Management
- Business Analytics to monitor and improve call experiences
- Seamless disaster recovery and business continuity
- And a broad portfolio of IP/SIP-enabled phones

MiCloud Flex uses the same communication, collaboration and contact center applications as our on-site platforms. Users have access to the same easy-to-use features and functionality whether they're in the main office, working from a remote location or on the road.

You get significant value, paying monthly on a subscription basis. You get upgrades with full control over upgrade and maintenance windows.



And with no on-site equipment, you minimise the need for IT staff, maintenance, space, cooling and associated costs.

MiCloud Flex has several service plan profile options, so you can subscribe to the features that are right for your business. Mitel gives you the flexibility to mix and match service levels, allowing you to easily adapt to changing or growing business demands. All levels include business telephony features and great customer service.

Power and Scale for the Mobile Cloud Generation

MiCloud Flex is a 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.

Advanced Integrations with Your Business Processes

You can harness the power and scale of the cloud for better communications without disrupting your business. MiCloud Flex integrates easily with Skype for Business (MiCollab for Microsoft), Salesforce.com and other business applications to unify and enhance your communications. And with MiCloud Flex, integration with proprietary software and systems is available by leveraging a rich set of APIs.

Collaborate Smarter

Real-time communications is the key to better collaboration. With MiCloud Flex, you get the built-in capabilities of MiCollab and MiTeam Meetings 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, Skype (MiCollab for Microsoft) 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 communications portal displays 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 the channel of their choice and with the convenience of self-service. MiCloud Flex Contact Center is an enterprise-class, omnichannel customer experience management solution with advanced customer experience management that is proven to transform the way you interact with customers. It leverages Google Cloud Contact Center AI capability, drastically reduces the complexity associated with integrating multiple tools and generates deep insights into data and performance.

- 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 and resources
- Deliver advanced self-service capabilities with Speech enabled IVR messaging and routing
- Optimise operations by creating a blended contact center with Preview Dialer

MiCloud Flex is built on Google Cloud's proven reliability, security and scalability to deliver uptime and compliance you can depend on.

- Google Cloud Contact Center AI-powered Virtual Agent allows customers to have 24/7 access to human-like conversational service with no wait times
- Google Cloud Contact Center AI-powered Agent Assist - Human agents can focus on more complex cases, close them faster and more consistently, leading to higher agent retention



MiCloud Flex is Your Path to Better Communications

It's secure

MiCloud Flex offers a dedicated environment hosted in secure Google Cloud data centers with advanced multi-layered security measures including full encryption. Google Cloud data centers are built to satisfy the most stringent security standards and are fully certified to meet SOC 2 and HIPAA and many other compliance requirements. (<https://cloud.google.com/security/compliance>)

It's customisable

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

It's reliable

With MiCloud Flex, chances of your communications going down because of a single network outage or hardware failure is significantly reduced. MiCloud Flex features a high-availability geo-redundancy deployment for enhanced disaster recovery and additional availability of service.

It saves you money

Enterprises can realise big savings by moving their communications into the cloud. MiCloud Flex features subscription based pricing to minimise up front 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's flexible

At Mitel we understand that providing this flexibility is critical to ensuring business continuity. MiCloud Flex enables employees to work remotely for business or personal reasons, whether it is by choice or as a result of uncontrollable local, regional or global events is critical in the hyper-competitive, hyper-connected world we live in today.

Contact our New Business Development Manager Lillian Moloney today to enhance your remote working environment at lmoloney@4sightcomms.com or call her direct on + 44 (0)20 3005 5039.