



A MITEL E-BOOK

5 SIGNS YOU NEED TO UPGRADE YOUR PHONE SYSTEM





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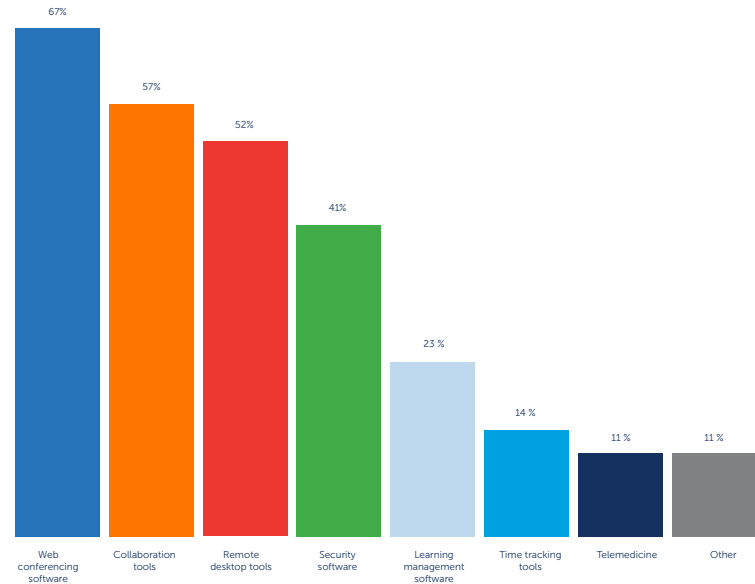
- 1 | Do you lack common features?
- 2 | Are you managing your business or worrying about your phone system?
- 3 | Does your phone system enhance your bottom line?
- 4 | Can you take your system anywhere?
- 5 | Are you up on the greatest and latest?

Do you lack common features?

Worldwide, organizations sent their employees home to work remotely amidst the pandemic. To ensure business continuity and productivity, IT leaders invested billions of dollars in web conferencing software and collaboration tools. If you had to invest in these tools, then your phone system let you down. It's time for an update to your system where these features are standard.

Updates introduce technology improvements and new features that continually increase your organizational efficiency, productivity and security.

Where are businesses increasing software spending?



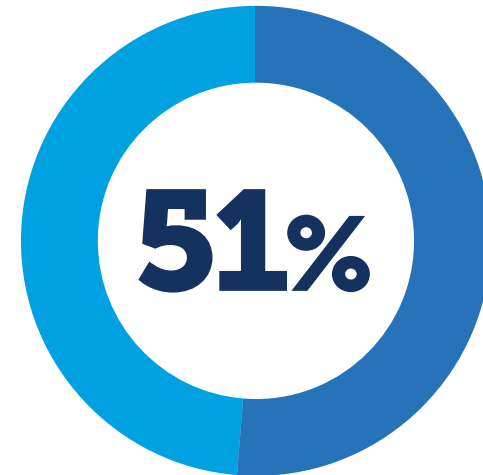
Details: Worldwide; TrustRadius; April 9-10, 2020; 2,168 respondents; TrustRadius database of software buyers and users ; Email survey

Are you managing your business or worrying about your phone system?

Your priority should be growing your business, not managing your phone system. So how do you know if you're investing too much time maintaining your current phone system? Easy, just ask yourself these four questions:

1. Do your employees **use their mobile devices** instead of your phone system?
2. Can you **add new licenses and services** quickly without overworking your IT staff?
3. Do **software upgrades** happen automatically?
4. Are you getting **one invoice from one vendor** or do you have multiple applications that basically do the same thing?

If your answers for one or more of these questions make you uncomfortable, you're spending too much time dealing with an outdated phone system. Today's systems can give employees mobility, scale with your needs, update automatically, and are so full of features, that you can simplify communications and collaboration to a single tool.



Organizations concerned that their IT infrastructure will cope with extra working from home.

Details: Worldwide; HfS Research ; April 2020; 631 respondents; 18 years and older; Representatives from major enterprises

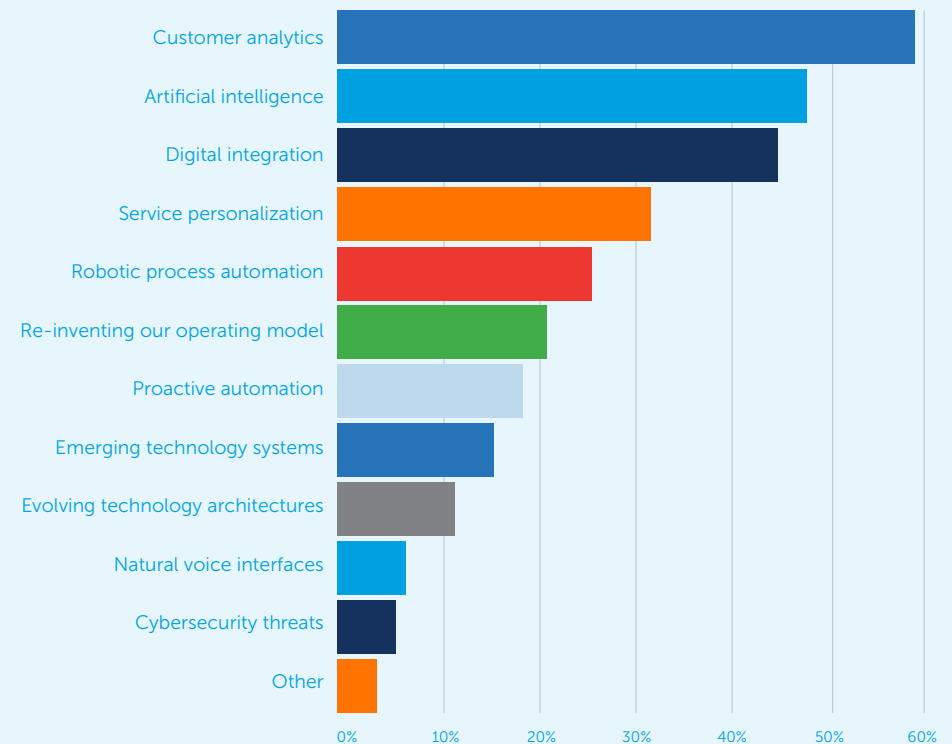
Does your phone system enhance your bottom line?

Like all the other technology investments you have made, your phone system should be strategic in helping to boost your bottom line. Integrating your phone system into your current technological environment provides access to intelligence that enables your people to be more efficient and productive. To see if your phone is doing its job, ask yourself these 4 questions:

1. Is your phone system **integrated with core applications** like CRM, ERP, ATS or others?
2. Does your phone system **provide invaluable data** that enables you to optimize staff levels, evaluate employee performances, analyze marketing spends, and understand customer behavior?
3. Does your phone system **help sales reps** be more productive?
4. Is your phone system a **powerful tool** for training and coaching employees?

If you answered, "No" to any of the above questions, count it a sure sign that it's time you tapped the hidden resource that is your phone system, and put it to work for you.

What are the top 3 things that will shape your CX capability during the next five years?



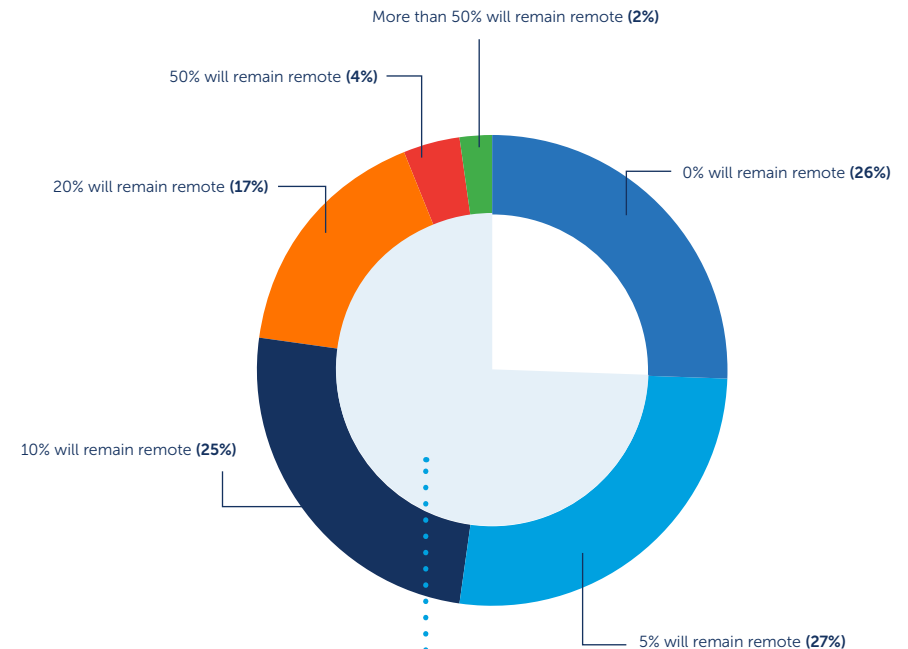
Source: Dimension Data; NTT Worldwide; April 15 to July 15, 2018; 1,114 respondents; Questionnaire

Can you take your system anywhere?

The ability to take calls from anywhere no longer a novelty, it's a necessity, and your phone system should support you wherever you go. Whether you still work from home, you have returned to the office, you're working from the road or at a coffee shop, your phone system should allow you to communicate with customers as though you're at work. If you can't use a desk phone, computer or mobile phone to transfer a call to a co-worker because you aren't in the office, then you definitely need to update your phone system.

Nearly **75%** of organizations worldwide will have a portion of their workforce that will remain remote following the pandemic.

What percentage of your workforce will remain permantly remote post-COVID who were not remote before COVID?



Are you up on the greatest and latest?

What are you missing out on? Your phone system can do all these things and more. All you have to do is update your system. You're probably already paying for software assurance (SWA), so getting current comes at no additional cost to you. For incremental investment, you can add mobile communication, collaboration and video seamlessly to your system and save thousands of dollars over piecemealing services from specialized vendors.

Check out this Migration Matrix to see what capabilities getting current unlocks for you.

MIVOICE BUSINESS MIGRATION MATRIX

Collaboration technologies and cross-tenant communications will be critical to more and more business processes. After all, successful businesses rely on the seamless sharing of ideas, thinking and experience, even if teams are separated by geographical distance. Sales teams, customer service agents and other departments, require integrated systems that not only keep them in contact with their clients, but improve the customer experience at a time in which communication is more important than ever. By ensuring they are on the right version to suit their needs, teams can be flexible, adaptable and always ready to meet emerging challenges.

Mivoice Business	Phones	Table 1 of Mivoice Business (Compatible by version)	Table 2 of Mivoice Business (Compatible by license)	Control Center (Compatible by software)	Control Center (Compatible by license)	MTeam (Compatible by license)
Mivoice v5	5300 Series	MIC6AB 871	MIC6AB 880-970	MCC Business 881	MCC Business 881	
Mivoice v6	5300 Series	MIC6AB 881	MIC6AB 881	MCC Business 891	MCC Business 891	
Mivoice v7	5300 Series	MIC6AB 891	MIC6AB 891	MCC Business 901	MCC Business 901	
Mivoice v8	5300 Series	MIC6AB 901	MIC6AB 901	MCC Business 911	MCC Business 911	
Mivoice v9	5300 Series	MIC6AB 911	MIC6AB 911	MCC Business 921	MCC Business 921	
Mivoice v10	5300 Series	MIC6AB 921	MIC6AB 921	MCC Business 931	MCC Business 931	
Mivoice v11	5300 Series	MIC6AB 931	MIC6AB 931	MCC Business 941	MCC Business 941	
Mivoice v12	5300 Series	MIC6AB 941	MIC6AB 941	MCC Business 951	MCC Business 951	
Mivoice v13	5300 Series	MIC6AB 951	MIC6AB 951	MCC Business 961	MCC Business 961	
Mivoice v14	5300 Series	MIC6AB 961	MIC6AB 961	MCC Business 971	MCC Business 971	
Mivoice v15	5300 Series	MIC6AB 971	MIC6AB 971	MCC Business 981	MCC Business 981	
Mivoice v16	5300 Series	MIC6AB 981	MIC6AB 981	MCC Business 991	MCC Business 991	
Mivoice v17	5300 Series	MIC6AB 991	MIC6AB 991	MCC Business 1001	MCC Business 1001	
Mivoice v18	5300 Series	MIC6AB 1001	MIC6AB 1001	MCC Business 1011	MCC Business 1011	
Mivoice v19	5300 Series	MIC6AB 1011	MIC6AB 1011	MCC Business 1021	MCC Business 1021	
Mivoice v20	5300 Series	MIC6AB 1021	MIC6AB 1021	MCC Business 1031	MCC Business 1031	
Mivoice v21	5300 Series	MIC6AB 1031	MIC6AB 1031	MCC Business 1041	MCC Business 1041	
Mivoice v22	5300 Series	MIC6AB 1041	MIC6AB 1041	MCC Business 1051	MCC Business 1051	
Mivoice v23	5300 Series	MIC6AB 1051	MIC6AB 1051	MCC Business 1061	MCC Business 1061	
Mivoice v24	5300 Series	MIC6AB 1061	MIC6AB 1061	MCC Business 1071	MCC Business 1071	
Mivoice v25	5300 Series	MIC6AB 1071	MIC6AB 1071	MCC Business 1081	MCC Business 1081	
Mivoice v26	5300 Series	MIC6AB 1081	MIC6AB 1081	MCC Business 1091	MCC Business 1091	
Mivoice v27	5300 Series	MIC6AB 1091	MIC6AB 1091	MCC Business 1101	MCC Business 1101	
Mivoice v28	5300 Series	MIC6AB 1101	MIC6AB 1101	MCC Business 1111	MCC Business 1111	
Mivoice v29	5300 Series	MIC6AB 1111	MIC6AB 1111	MCC Business 1121	MCC Business 1121	
Mivoice v30	5300 Series	MIC6AB 1121	MIC6AB 1121	MCC Business 1131	MCC Business 1131	
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Mivoice v44	5300 Series	MIC6AB 1261	MIC6AB 1261	MCC Business 1271	MCC Business 1271	
Mivoice v45	5300 Series	MIC6AB 1271	MIC6AB 1271	MCC Business 1281	MCC Business 1281	
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Mivoice v53	5300 Series	MIC6AB 1351	MIC6AB 1351	MCC Business 1361	MCC Business 1361	
Mivoice v54	5300 Series	MIC6AB 1361	MIC6AB 1361	MCC Business 1371	MCC Business 1371	
Mivoice v55	5300 Series	MIC6AB 1371	MIC6AB 1371	MCC Business 1381	MCC Business 1381	
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Mivoice v77	5300 Series	MIC6AB 1591	MIC6AB 1591	MCC Business 1601	MCC Business 1601	
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Mivoice v87	5300 Series	MIC6AB 1691	MIC6AB 1691	MCC Business 1701	MCC Business 1701	
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Mivoice v98	5300 Series	MIC6AB 1801	MIC6AB 1801	MCC Business 1811	MCC Business 1811	
Mivoice v99	5300 Series	MIC6AB 1811	MIC6AB 1811	MCC Business 1821	MCC Business 1821	
Mivoice v100	5300 Series	MIC6AB 1821	MIC6AB 1821	MCC Business 1831	MCC Business 1831	

We hope these five signs have saved you time determining if it's time to update your phone system. Get on the latest and greatest version of your system and learn what capabilities you've been missing out on. Your system can do more than you ever thought it did.

To learn more about your Mitel system and to download other related eGuides, white papers, and to view product demos please visit www.4sightcomms.com.

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