AMPLIFYING OPPORTUNITIES

The success of any business, large or small, depends on the effectiveness of its communications.

But as today's SMB teams become more virtual, and employees become more mobile, staying connected to colleagues, customers and partners is becoming a major challenge.

According to our recent research, employees are overwhelmed by the vast array of communications options open to them (from phone and email, to fax, instant messaging, and, of course social media).

It's a cause of frustration, and can have a major impact on team performance, productivity and customer service.

Costs of communications

As communication options proliferate and teams become ever more virtual, travel expenses are on the rise and the cost of keeping employees connected to one another, and to customers, is increasing.

Today's businesses must maintain effective communications with an increasing number of mobile workers. They must be able to offer their homeworkers the same tools and features they can access in the office, and they must now carry the costs of managing and securing new Bring Your Own Device (BYOD) initiatives.

Added to this, audio and video conferencing costs are on the rise as remote staff and virtual teams seek to collaborate more efficiently. And, of course, integration of all these devices and technologies into the network is adding greater complexity and more expense.

Delivering customer service

At the same time, customers are becoming more demanding. They want to engage with businesses on their own terms, whether that's over a social network, a live web chat or over the phone. How effectively firms can deliver these options, and how quickly they can react to inquiries, is often the difference between retaining and losing customers.

"IT'S NOW TIME TO AMPLIFY COLLECTIVE EFFORT AND DRAMATICALLY IMPROVE PERFORMANCE WITH A UNIFIED COMMUNICATIONS SOLUTION FROM MITEL."

Mitel
Powering connections

THE SOLUTION

Unified Communications (UC) offers a solution to these challenges

A Unified Response

UC takes all the ways your people communicate - email, phone, fax, instant messaging, video conferencing, web collaboration and more - and integrates them into a single place. There's no need to switch between screens, programs, contact lists, email accounts and all the other things that can slow down even the simplest communications.

Improve your business performance with Unify OpenScape Business - the all-in-one future-proof Unified Communications Solution for SMBs.

OpenScape Business is designed specifically to meet the different communications requirements of today's dynamic small and medium-sized companies. Whether they want to deploy traditional voice or fully featured UC, OpenScape Business delivers a cost-saving, easy to manage 'all-in-one' solution.

It comes pre-configured with UC out of the box, is simple to deploy, fully scalable, and offers the easiest path to rolling out full, IP-based UC across the company's user.

The Value of OpenScape Business

Helping firms serve customers and employees even better, by: speeding up communications to resolve customer issues, enhancing team collaboration to improve decision making, and injecting mobility so being out of the office doesn't mean being out of touch.

Boosting employee productivity and getting more done, by: enabling access to powerful communications applications, from one click conferencing to social collaboration tools, in the office, on the road or at home.

Delivering independent mobility and collaboration from anywhere, by: facilitating effective and secure communication between multiple sites and remote workers regardless of device, location or network.

Maximizing limited budgets and reducing high operational costs, by: offering the flexibility of an on-premise or virtualized service that's deployed on top of existing infrastructure, doesn't require additional hardware and can easily scale from voice to UC, via a smart deployment model. Its UC features reduce travel expenses and eliminate third party conferencing costs.

A Unique SMB Solution

- Delivering extended voice and UC functionality in one box than any other vendor

- Flexible deployment models for any kind of infrastructure, appliance or pure SW based, – available as on-premise, private cloud based or combined solution

- Permanent (CAPEX) or subscription based (OPEX) usage models give customers full flexibility to adjust communication needs

- Superior ownership experience with no rip and replace required when deploying UC functionality or scaling to support more users

- Enterprise-quality, cost saving Voice over IP (VoIP) on existing networks

- The easiest and most affordable path from voice to Unified Communications

- UC available on major mobile platforms; supporting Android and Apple iOS

- Go Hybrid: Adding private cloud-based services for collaboration (video, screenshare, telephony)

- Providing interworking and integration capabilities with Microsoft 365 and Microsoft Teams

- Seamless, simple support through web-based management tools

Software Upgrade Entitlement Rights

OpenScape Business provides investment protection and stability with 3 or 5 years of Software Upgrade Entitlement Rights included, ensuring that you always have the ability to upgrade to the latest level of technology innovation for your communication solution.

"OPENSCAPE BUSINESS IS DESIGNED SPECIFICALLY TO MEET THE DIFFERENT COMMUNICATIONS REQUIREMENTS OF TODAY'S DYNAMIC SMALL AND MEDIUM SIZED COMPANIES."

OPENSCAPE BUSINESS

Unified Communications built specifically for small and mid-sized businesses

- The most complete all-in-one UC platform: presence, telephony, conferencing, instant messaging, voicemail, directory, fax and contact center.

- Easy-to-access UC that works seamlessly as part of Microsoft Outlook with features that need just a few clicks to use!

- Architectural design that delivers a rock-solid foundation of security, reliability, serviceability, and manageability that works out of the box.

Live Call Recording
Capture all the details of important calls without the distraction of taking notes

Favorites List
Keep the contact and presence information of key colleagues handy, and reach them in just a click

Integrated Presence
Stay on top of team availability and how they can best be contacted. Use presence to automatically forward calls to mobile when out of the office

Web-Collaboration
Attend meetings from wherever you are including video and work effectively with other attendees*

Outlook Integration
Integrate UC functionality into your Groupware via myPortal for MS Outlook

One Number Service
Be reachable at a single number, regardless of location or device – just share the office number and the system does the rest.

Personal Notifications
Receive automated notifications by email, SMS or phone call when faxes and voicemails are incoming

Instant Messaging
Communicate with colleagues in real-time when email isn't fast enough or the phone is busy

Social Collaboration
Seamlessly engage, with colleagues and customers across available social networks - using chat capabilities and presence visibility.

*OpenScape Web Collaboration is an optional UC feature that can be added to OpenScape Business

ENHANCING WORKFORCE MOBILITY

OpenScape Business delivers the mobility today's dynamic SMBs need to ensure staff stay productive wherever they are, on whatever device they choose to use.

OpenScape Business' my portal to go delivers UC functionality to all major mobile platforms from Android to Apple iOS.

Fax Mailbox
Save time with your own fax mailbox that lets you read incoming faxes in MS Outlook and send them as easily as printing a document

Visible Voicemail
Scan, sort, and play back all voicemails in MS Outlook – and become more efficient by accessing voicemail and picking the most important message first

Directory Access
Search through Exchange or LDAP directories to find and contact colleagues with ease

Call Journal
View and sort call histories, check open call lists before leaving the office, and keep track of customer communications

Drag & Drop Conferencing
Get conference calls up and running in seconds by dragging and dropping contacts straight from the directory

Call Pop-ups
See calls on the PC as they come in. Answer or forward them, record the call, send an email or chat message to the caller or start a Web Collaboration session - all with a simple mouse-click

Personal Auto-Attendant
Search through Exchange Provide callers with a professional, customized menu of options when users can't be reached

Click-to-Dial
Click on a contact's phone number directly from any website or application to dial quickly and accurately

Mobility - Call Me!
Set any phone to receive inbound calls, while always displaying the office number for outbound calls. All calls, including mobile and home calls, will be routed over the corporate network

DELIVERING A SINGLE EXPERIENCE, WHEREVER YOU ARE

OpenScape Business delivers a consistent experience however users choose to access its services – on the desktop, through groupware or on their smartphones and tablets.

Enhancing the UC experience

Smarter Communications

myPortal @work simplifies access to UCC and VoIP functions within a new common user experience

available for Windows and macOS operating systems; from presence-based status announcements to favorite lists, conferencing, quick contacts search, phone book, instant messaging. Click-to-dial, voicemail, call journals and even more listed and well-structured in a single new conversations view.

"ACCESS ALL OF YOUR COMMUNICATIONS: VOICE, CONFERENCING, VOICEMAIL, FAX, INSTANT MESSAGING, EMAIL AND CONTACTS - DIRECTLY FROM WITHIN MICROSOFT OUTLOOK."
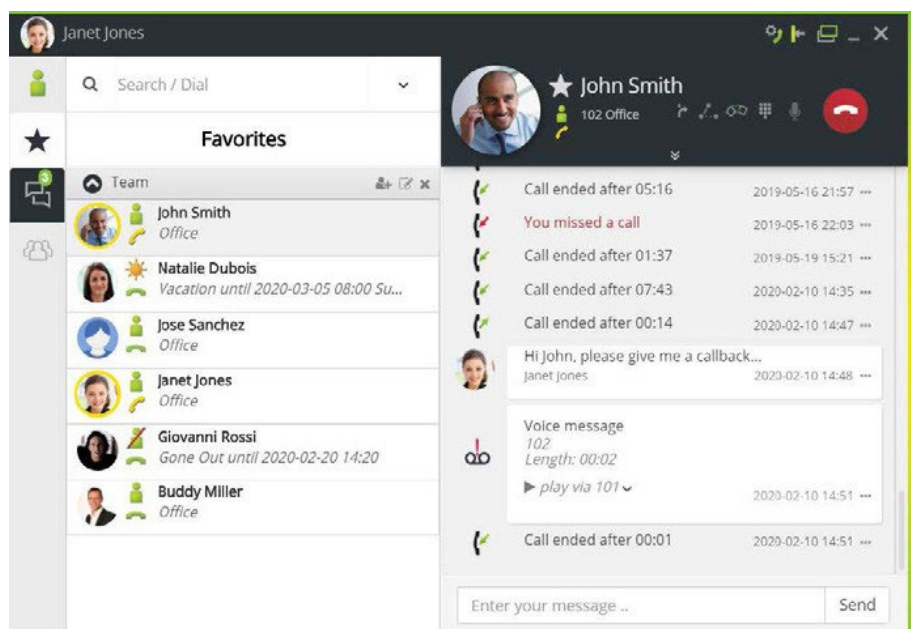
Groupware-Integrated UC

myPortal for Outlook seamlessly integrates all the UC Suite functions of myPortal for Desktop with Microsoft Outlook – delivering access via an intuitive toolbar, enabling users to:

- Access all of their communications - Voice, conferencing, voicemail, fax, instant messaging, email and contacts - directly from within Microsoft Outlook
- Supporting Microsoft Contact Card to initiate calls and chat messages quickly directly from your Outlook Contacts
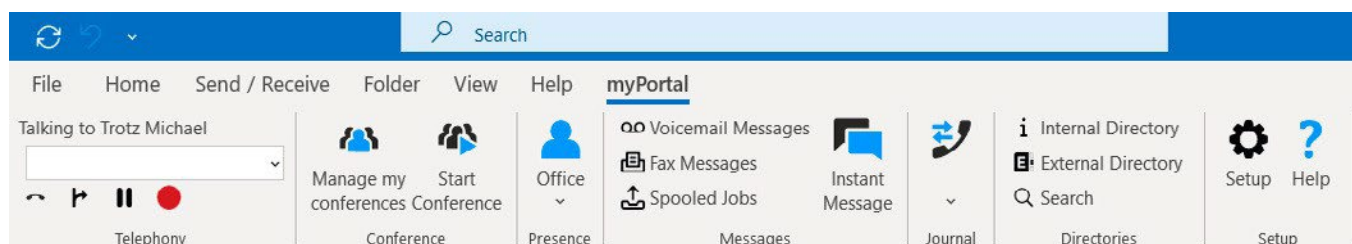
MOBILITY MADE EASY

The mobile App myPortal to go, is the OpenScape Business Interface for smartphones and tablets.

Integrating mobile devices into the business communication system, myPortal to go, for smartphones and tablets enables:

- Access to the most important OpenScape Business features from online smartphones and tablets, independent of the user's current location

- Access to directories, favorites, voicemail and call journals

- Users to manage their presence, and view the status of all other system users

- Connection control of the user's office extension

- Adjustable dialing methods (via integrated VoIP, Callback, GSM or call-through) to lower communications costs myPortal to go with integrated VoIP

myPortal to go with integrated VoIP
The myPortal to go app combines integrated VoIP services with powerful UC functions for mobile workers independent of their current location or device.

"ACCESS TO THE MOST IMPORTANT OPENSCAPE BUSINESS FEATURES FROM ONLINE SMARTPHONES AND TABLETS, INDEPENDENT OF THE USER'S CURRENT LOCATION"

POWERFUL INTEGRATIONS

Specialized Services
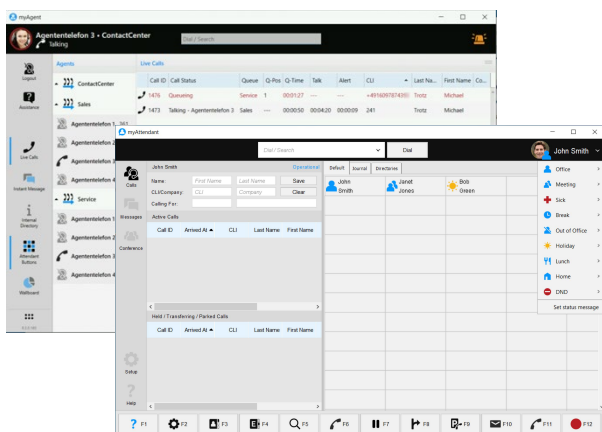
Desktop contact center

The OpenScape Business multimedia contact center client, myAgent, delivers the full suite of contact center features in a single desktop view.

This incorporates everything from call queue information and relevant customer information pop-ups accompany incoming calls, to access to customer data and call histories. Advanced functionality includes:

- Customer engagement options, such as voice calls, E-Mail and Fax messages
- Intelligent routing capabilities for all media: skill based, preferred agent, VIP support for callers
- Collaboration and call transfer to experts to accelerate call resolution
- The ability to launch a 3rd party application within the current call
- Directory access to 3rd party databases using the OpenDirectory Service via LDAP, ODBC or SQL connector

Switchboard

OpenScape Business myAttendant is a presence-aware switchboard application that presents a single, consolidated view of all the company's users and their presence status, making it easy to transfer calls to employees as soon as they become available.


"THE CONTACT CENTER CLIENT, MYAGENT, DELIVERS THE FULL SUITE OF CONTACT CENTER FEATURES IN A SINGLE DESKTOP VIEW."

CLOUD-BASED SERVICES

Microsoft Teams Integration

OpenScape Business myPortal for Teams plugin offers telephony and UC services embedded in Microsoft Teams.

Beside the myPortal for Teams plugin, OpenScape Business offer further interworking options in combination with Microsoft Teams (via Microsoft Direct Routing).
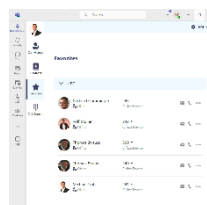

Unify Phone

Unify Phone adds powerful collaboration capabilities from the cloud to your current OpenScape solutions delivering a hybrid-working experience.

Unify Phone for Unify Video by RingCentral - customers looking to migrate to cloud for messaging and meetings with telephony integration to OpenScape Business platforms providing a great unified user experience.

Unify Phone for OpenScape - customers looking for an easy to use telephony softphone from the cloud connected to OpenScape Business for hybrid and mobile working.
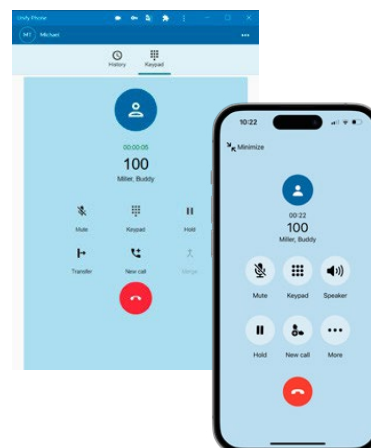
EASY TO DEPLOY, SIMPLE TO SCALE

OpenScape Business offers flexible and scalable deployment models - from standalone to multi-site small and medium-sized businesses.

The only all-in-one Unified Communications solution for SMBs, OpenScape Business has been designed from the ground up to be easy to deploy, manage and use.

With UC functionality available out of the box, getting started requires limited in-house IT expertise, and optimized management interfaces assure efficient administration and maintenance.

OpenScape Business can be deployed on top of existing network infrastructures, on premise (bundled software and hardware), as pure software or hardware that runs in a virtualized environment - so set up is low cost and low risk.

It's easy to scale to meet the demand of growing businesses. There's no need to rip and replace your existing technology when migrating from voice to UC.

Plus, OpenScape Business supports multi-site and multiple platforms as if they were one system – ensuring the lowest total cost of ownership for geographically dispersed businesses.

"WITH UC FUNCTIONALITY AVAILABLE OUT OF THE BOX, GETTING STARTED REQUIRES LIMITED IN- HOUSE IT EXPERTISE"

The OpenSpace Business Portfolio

Providing ease of installation and support

All-in-one Appliance

OpenScape Business X1/X3/X5/X8

Up to 200 Voice and UC users and 2000 users in a network

Or

Private Cloud Virtualized Software UC

OpenScape Business S

Up to 200 Voice and UC users and 2000 users in a network

Virtualization with VMware, Microsoft Hyper V, KVM, Google Cloud or server based

UC Software

Using a common architecture across all deployments

THE ALL-IN-ONE PATH TO UNIFIED COMMUNICATIONS

Deploying UC across small and medium- sized businesses will accelerate team performance and productivity, increase engagement with customers to improve loyalty, and dramatically reduce communications costs.

Accessible from any device, from any location, and at any time, OpenScape Business delivers the all-in-one path to true Unified Communications on existing networks.

It comes fully packaged, is easy to deploy and support, with flexible licensing options and will grow with the business. And there's no need to rip and replace existing infrastructure because it works on top, seamlessly and efficiently.

Contact your Mitel partner to set up a free 90 day evaluation of OpenScape Business

mitel.com

Mitel®
Powering connections