

MITEL

## FREEDOM for the End User

### Freedom to work – anytime, anywhere, on any device

With today's diverse workforce, communications solutions must conform to the needs of individuals and organizations, not the other way around. Whether desk workers, teleworkers, or road warriors, your users demand the same consistent, feature-rich communications experience they have in the office, no matter where they are or whatever device they're using.

#### Set yourself free

Mitel®'s unique "Freedom Architecture" provides a rich user experience along with the flexibility and simplicity organizations need to adapt to today's dynamic work environments. Through a single software stream, Mitel delivers a diverse spectrum of communications capabilities and configurations so businesses can tailor their end-user solutions and network topography to their unique communications needs – without compromise or complexity.

#### Mitel's Freedom Architecture gives you the:

- Freedom of an "in-office" communications experience from anywhere
- Freedom to use almost any mobile device you choose
- Freedom of a single identity, with one phone number, voice mailbox, and extension





## Break free with Mitel

Through a single software stream, Mitel's Freedom Architecture makes it easy to deliver tailored communications solutions to meet the individual needs of your end users:

### Freedom for Desk Workers

Break free from a one-size-fits-all solution, reduce phone tag and voice mails, and take control over your own communications with one-click access to the tools and people you need, when you need them.

### Freedom for Corridor Warriors

Break free with one phone number that follows you wherever you need to be, along with the same features and functionality of your desk phone and desktop on your mobile device, so you can stay connected and be more productive, regardless of your location.

### Freedom for Telecommuters

Feel free to work at home or from any remote location with the same functionality and features you have at the office.

### Freedom for Road Warriors

Break free with the ability to choose the mobile device that works best for you, with a single phone number and voice mailbox, and the freedom of having your availability updated automatically so customers and colleagues always know when, where, and how best to reach you.

## Flexibility + Simplicity = Freedom

That's the formula for Mitel's Freedom Architecture. Combining our powerful call control solution with a rich suite of flexible options gives organizations the freedom to implement flexible, tailored communications solutions – without complexity.

The heart of Mitel's Freedom Architecture is the Mitel Communications Director (MCD), a single software stream that underpins a diverse spectrum of communications capabilities and configurations. MCD call control software allows you to operate your communications system with flexibility, ease, and reliability on your choice of platform such as the family of Mitel 3300 Controllers or industry standard servers from Oracle®, HP®, IBM®, and Dell®.

MCD's embedded Dynamic Extension solution provides users with the ultimate in cost-effective, "no compromise" mobility by letting you select up to eight devices, regardless of make, to act as your business phone, so all of your phone numbers collapse into one, giving you a single identity through your business extension.

MCD and Mitel's Freedom Architecture support the industry's largest range of desktop devices and accessories, both wired and wireless, along with a powerful suite of applications including multimedia collaboration, customer relationship management, and unified messaging, as well as support for extensive third-party applications to meet the unique needs of your diverse workforce.

### Freedom to choose

The power to build solutions to the precise needs of your end users: that's freedom. Feel free to add any of these applications to build your own freedom architecture with Mitel:

#### Mitel Unified Communicator® (UC) Advanced

UC Advanced provides a single access point for all business communication and collaboration needs, along with real-time access to everyone in the organization – on or off the premises. UC Advanced Web and Mobile Portals allow easy viewing of corporate contacts and presence information; call history details; voice mail message details; and downloading and playing voice mail messages – from virtually any smartphone.

#### Mitel Unified Communicator (UC) Express

A serverless unified communications client that provides productivity enhancements like click-to-dial, incoming caller ID pop-up, PC-based missed calls and speed calls lists, and personal directory integration.

#### Mitel UC Advanced Mobile

With UC Advanced Mobile, users benefit from advanced unified communications capabilities – including location-based presence – on almost any mobile device. Additionally, Mitel Mobility for BlackBerry® Mobile Voice System integrates with Mitel's advanced business communications applications, simplifying the call experience.



### Freedom for the End User



### Mitel Applications Suite (MAS)

MAS brings together a full complement of business-critical software applications on a single server to give organizations freedom of choice in deploying their unified communications solutions. This scalable solution – including Mitel NuPoint Unified Messaging™ (UM), Mitel Speech Auto-Attendant, Mitel Unified Communicator (UC) Mobile, Mitel Audio & Web Conferencing (AWC), Mitel Customer Service Manager (CSM), Mitel Business Dashboard, and Mitel Teleworker Solution – enables IT departments to deploy applications based on individual user needs, with a simple, single point of access through the UC Advanced client for a consistent user experience. Integration with Mitel Border Gateway provides secure connectivity between LAN and public Internet, allowing Mitel call control to work seamlessly behind company firewalls.

As a software offering, MAS is accessible on a variety of Mitel platforms or industry standard servers. Smaller organizations also have the option of deploying it as a turnkey solution by combining MCD and MAS on a Mitel 3300 Controller.

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