

# Mitel Series X

## Overview

SERIES





### Where you are should not dictate how you work

Whether you're down the hall conferring with a colleague, across the city at a customer site, or on the other side of the country meeting a prospective client – you're mobile. Despite the expense, mobility is vital to doing business today and many companies are forced to increase their IT spend just to remain competitive. This trend will continue – in fact according to Gartner Inc., "Enterprises in North America will be supporting more mobile phones than desktop phones by 2011".<sup>1</sup>

Some companies are maintaining both fixed and wireless networks, others are paying hefty roaming charges while travelling the globe, and almost all are faced with purchasing or upgrading mobile phones for employees. The more mobile your workforce, the more you spend on support and service – until now.

Mitel® Communications Director call control software changes the equation. This powerful software, with the embedded Mitel Dynamic Extension solution, runs on Mitel proprietary 3300 Communications Platform (ICP) or industry standard Sun, HP and IBM servers, your choice, and works with any mobile device, over any network, with any carrier in the world.

You can even keep all your legacy telephones and phone system and simply use the Mitel solution as a gateway to upgrade performance with Mitel Mobility and all the features of Mitel IP phones. Without ever having to buy another phone, businesses are now able to simply add advanced mobility and IP telephony functions to their existing business communications system.

### Expanding your world of communications

Mitel's Dynamic Extension lets you work from anywhere in the world. In fact, mobile workers can have up to eight devices, regardless of device, as their business number – a mobile phone, home phone, remote office phone, or on any other device they choose. Employees remain available and connected to the business, enabling more cost-effective communication, quicker problem resolution, and faster decision making.

Once you call into your business communications system and authenticate from the device, it has all the attributes of your Mitel IP desk phone – so you can enter an extension number to reach a colleague, make long distance calls over the corporate network, or with the a single key, use any of Mitel's rich telephony features, including transfer and conference. After you finish a call, you can press a key to return to dial tone and make multiple calls without leaving your business PBX. Remote or mobile workers have the same telephony capabilities as on-site employees, making it easy to establish satellite offices or recruit employees with scarce skills regardless of where they are.

### Seamless panoramic mobility

Dual mode (cellular and Wi-Fi), fixed / mobile convergence allows you to make and receive calls with a single device and roam across Wi-Fi and cellular networks. For example, the cellular call you made or received on the way to the office can be seamlessly handed-off to your company Wi-Fi network as soon as you arrive.

With the push of a button you can hand-off a mobile call to your desk phone – or seamlessly move any call from your desk phone to your mobile. You choose – the call will follow.

<sup>1</sup> Gartner Inc. February 4, 2009 (<https://www.gartner.com/it/page.jsp?id=874012>)

This helps reduce the need to carry multiple devices, leverages a business WLAN investment and significantly reduces cellular expenses as calls can be routed via the least cost network.

When traveling internationally, users can easily access their corporate network using a Wi-Fi connection. At an airport, at the hotel or even at a café – calls can be made and received over Wi-Fi lowering international calling expenses for your organization.

### Presence and consistency wherever you are

Customers, suppliers, partners and colleagues need only dial your business phone number to reach you on any of the devices you have selected – allowing you to remain connected and accessible from anywhere. For example, while you are working at a customer site, a loaned desk phone could serve as your business extension.

Regardless of which device you use to answer or make a call, your office telephone number is displayed as the Caller Line ID at the other end, and your presence information is updated on the business network any time you are on a call using any of your devices. This makes it much easier for the business to access the expertise of the company, no matter where employees are working, and leads to first contact problem resolution.

### One mailbox reduces costs and keeps it simple

Dynamic Extension allows you to have one centralized mailbox to store all voice messages, instead of having individual mailboxes for each of your devices. This not only simplifies your message management, it eliminates the expense of multiple voicemail services.

Dynamic Extension comes with embedded voicemail for cost-effective voice messaging, renowned for its streamlined user administration and system management. High performance single or multi-server networks can also deploy Mitel NuPoint Unified Messaging for a robust carrier-grade messaging solution suitable for businesses of all sizes.

### The easiest way to mobilize your company

No need for proprietary server hardware, or device client software – transform any phone with the power and features of Mitel IP telephony. No need to standardize or buy mobile phones – employees can select any device with a phone number, including personal phones.

Access your business communications network when mobile and use it to make low cost calls. Use dual-mode mobile devices to hand-off cellular calls to Wi-Fi. Seamlessly move mobile calls over to your desk telephone, or vice-versa.

Mitel Communications Director with Dynamic Extension gives your workforce greater freedom to communicate from wherever the business takes them, without the burden of escalating mobility costs.

### As mobile as you need to be

A complete family of Mitel solutions ensures that all employees, from basic mobility users to advanced teleworkers and road warriors, have the right communications tools to be productive.

For those who need to work from anywhere at anytime, Mitel Unified Communicator (UC) Advanced provides remote access to capabilities like presence, secure instant messaging, conferencing and collaboration, as well as a PC based Softphone. With Mitel Unified Communicator (UC) Mobile, users who are constantly on the move are provided with more robust integration with Windows Mobile and Symbian devices – leading to increased cost savings and efficiency.

For satellite offices or employees that work often from home, Mitel Teleworker Solution offers a quick and easy way to connect to the business network. Users have access to the features they have at the office – all without the need for a VPN connection.

### The power of Dynamic Extension

Dynamic Extension provides phenomenal mobility at significantly less cost – a compelling solution from Mitel that quickly and simply turns the table on the expense of communicating in today's mobile workplace – so you can do business from wherever you find yourself.

[www.mitel.com](http://www.mitel.com)



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