elitegroup

Why Move to MiVoice Business?

The Power of Upgrading from MiVoice 250 to MiVoice Business

From Challenge to Opportunity

So, you've been using MiVoice 250 and have been taking advantage of all the benefits and features it has to offer.

Now the solution is approaching end-of-life, you may be worrying about finding an alternative that will serve your business as well as MiVoice 250. The challenges of switching away from a trusted solution can seem intimidating:

> **How can you ensure that your new solution will provide the same capabilities?**

> **How can you avoid disruption or your standard of service being negatively impacted?**

> **Will the new solution fit your budget?**

What if there was a solution that not only meets these challenges, but opens up new opportunities for your business communications?
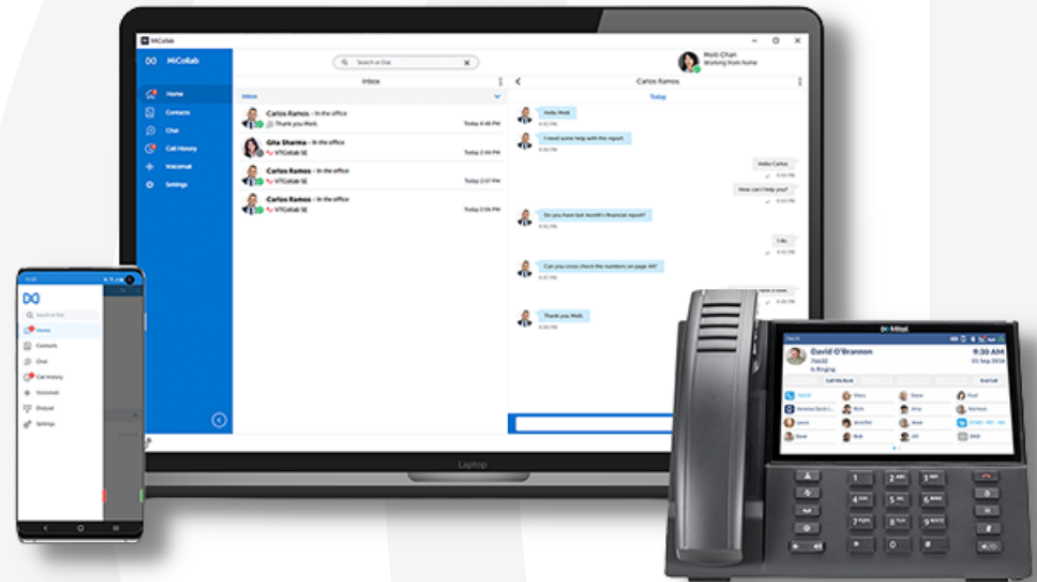
Say hello to MiVoice Business

What is MiVoice Business?

MiVoice Business is a feature-rich unified communications platform that provides your organisation with a communications, collaboration and customer experience solution.

With the option to host the solution on-premises, in the cloud or a hybrid of the two, it's a truly customisable solution that meets the exact needs of your business. MiVoice business boasts a wide range of features and options that makes it the perfect solution for businesses who have been utilising MiVoice Office 250.

This solution can be licenced with either a traditional upfront CapEx purchase or with OpEx subscription.

MiVoice Business Features

Summary

- ✅ Deep call control, collaboration, meetings with MiVoice Business and MiCollab.

- ✅ Advanced Enterprise-level features comparable to those you have enjoyed with MiVoice 250.

- ✅ Deployment flexibility: on-site, private cloud, public cloud (AWS/Azure).

- ✅ In-office, hybrid and home-working options.

- ✅ Broad portfolio of IP phones, market-leading wireless SIP-DECT devices and accessories for growth.

- ✅ Option to purchase via monthly subscription commercial terms.

- ✅ Smooth transition from your current Mitel communications platform to MiVoice Business.

Suitable For All Business Sizes

Whether you run a small business or a large enterprise, MiVoice Business is designed to meet the needs of businesses of any size at every stage of its growth.

With a range of options, tools and features available on a subscription basis, as well as one-off payments, you can choose a framework that fits your business needs. You can seamlessly scale your solution.

Which Deployment is Right For My Business?

When it comes to deployment, you can choose to host your solution on-premises, within the cloud or a hybrid of the two.

On-Premise Deployment

If you require more control over your solution, then an on-premise deployment maybe the right path for you. A dedicated in-house team will be required to manage the solution.

Hybrid Deployment

Alternatively, if you want to host your solution within the cloud, but want to remain in control of your solution, you can opt for a hybrid deployment.

Cloud Deployment

Your MiVoice Business solution will be hosted within our secure infrastructure and you will have access to our highly-skilled Azure engineers and professionals who will manage your solution.

Integrated Collaboration, Conferencing & Customer Experience Solution

MiVoice Business brings together multiple communication channels, collaboration tools, apps and features and contact centre capabilities.

MiCollab and MiTeam meetings offer enterprise collaboration software and real-time video conferencing to connect teams and allow them to work together, efficiently, regardless of location.

Whether your customer service team consists of a few agents, a team of a hundred or offices of thousands of representatives, MiContact Centre Business is an integration that can support your customer service initiatives.

MiVoice Office vs MiVoice Business
Feature Comparison

FEATURES	MiVoice Office 250	MiVoice Business
Application names	MiVoice Office Application Suite	MiCollab, MiTeam Meetings
Voicemail	YES	YES
Web conference screen record	NO	YES
Multi-point video conference	NO	YES
Multi-party conferencing	8 PARTIES PER CONFERENCE	100 PARTIES PER CONFERENCE
1:1 soft phone video	NO	YES
Mobile collaboration	NO	YES
Works on mobile	YES	YES
Works on Mac	NO	YES
Mitel 6900 Series Advance Features	ONLY 5300 SERIES NATIVE	YES

FEATURES	MiVoice Office 250	MiVoice Business
Phone wallpapers	YES	System-wide wallpapers only
Administration	Software-based management	Portal/console
Release upgrades	NO	YES
Auto-attendant	YES	YES
Voicemail-to-email transcription	NO	With MiCAM
Extension length	3, 4, 5 - Digit	4-7 Digit
Contact centre	MiVoice Office application suite/reporter	MiContact Centre Business
Call recording	YES	YES
Paging through phones	30 Max	32 Max
API toolkit	NO	YES

FEATURES	MiVoice Office 250	MiVoice Business
Advanced apps	With MiVoice Office Application Suite	Wide choice of integrations
Native Microsoft and G-Suite Integrations	NO	YES
Mitel Revolution - Mass Notification	NO	YES
Subscription (OpEx)	YES	YES
Scalability	NO	YES
Redundancy	NO	YES
Public Cloud	NO	YES

Say Hello to Better Communications with MiVoice Business

We understand that switching over to a new communications system can feel daunting - so we're here to make it simple.

Mitel
PLATINUM PARTNER

You can rely on our experienced, highly-accredited team of specialists to help you find the right MiVoice Business configuration for your organisation.

Microsoft Gold Partner

If you plan on hosting your solution within our secure Azure infrastructure, you can trust us to take care of the management of your deployment.

Speedy Support

Our team of customer service agents and expert engineers are on hand to help you to get the most out of your MiVoice Business.

Professional Services

You can rely on us to manage the implementation of your new Mitel solution within your business.

Get in touch with our specialists today!
Call: 0344 875 8880

Need more information?
Find our more **here**