



● **Secure, scalable unified communications built on Google Cloud**

transform business productivity ●

Businesses today need mobility, reliability, simplicity, and security out of their communications platform. Yet meeting those requirements can be a challenge, particularly as organisations try to extend those capabilities across multiple offices, mobile workers and a multitude of different devices.

OnlineUC Mitel

OnlineUC Mitel is designed to deliver a unique experience, both internally and for your customers. It delivers a complete, enterprise-class communications solution in Google Cloud to enable unified, scalable, mobile communications to anyone, anywhere and on any device. It's everything you need to take your communications to the next level - more mobility, rich enterprise and team collaboration, exceptional customer experiences - without the cost and complexity of a traditional, premises-based communications system. With OnlineUC Mitel, you have a fully integrated solution transforming your costs into a monthly pay-as-you-go model so you can focus on growing your business.

Google Cloud

The Google Cloud platform is a suite of cloud services that runs on the same infrastructure that Google uses for its end-user products, such as Google Search and YouTube, serving more than one billion users every day. OnlineUC Mitel leverages Google Cloud's secure infrastructure and global network of high availability data centers to facilitate reliable, secure communications while also supporting the stringent compliance requirements of heavily regulated industries like healthcare, government, education and finance.



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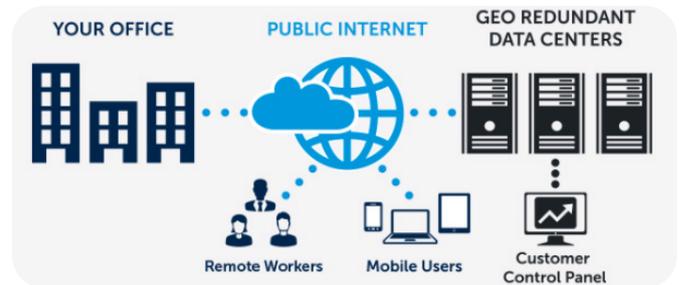
CORPORATE SERVICES

How does it work?

Google Cloud uses advanced software-defined networking and edge caching services to deliver fast, scalable, and consistent performance. Information and voice calls securely traverse the public Internet to reach their final destination using voice over Internet protocols (VoIP).

When traffic is on the network, it no longer transits the public Internet, making it less likely to be attacked, intercepted or manipulated.

Employees enjoy the same communications functionality regardless of whether they are in an office, on the road, or working from home.



Benefits of OnlineUC Mitel

- A fully-hosted end-to-end reliable, high-availability solution
- Robust system features
- Integrates to meet business customisation requirements
- Flexible, scalable pricing
- Advanced omnichannel contact centre capabilities
- Complete control over maintenance and update windows

OnlineUC Mitel offers a proven portfolio of cloud-based services

- MiVoice Business IP voice communications (including MiVoice Conference)
- MiCollab cloud collaboration tools
- OnlineUC Mitel Contact Center, MiCloud Call Recording, and MiCloud IVR
- MiCloud Analytics to monitor and improve call experiences and application performance
- Seamless disaster recovery and business continuity products (including survivable branch appliances)
- And a broad portfolio of IP/SIP-enabled phones

Why OnlineUC Mitel is your path to better communications

Scalable and flexible	Fully-customisable	Secure and reliable	Cost-effective
Add locations fast and securely	Support for a wide breadth of apps	Secure, reliable and compliant Google Cloud	Save on on-site capex costs, which include:
Migrate to cloud at your own pace	Custom user profiles supported	99.999% SLA performance for core voice	<ul style="list-style-type: none"> • Space/data centre • Deployment time costs • IT staff • Ability to scale
Cashflow-friendly opex model	Maximise total system value	Encrypted voice traffic	
Reduced demand on IT	Active Directory and API access	Dedicated instances for added security	
Supports growth, mergers and acquisitions	Effective BYOD support		

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Daisy is one of Mitel's largest platinum partners

72% of workers will be working remotely by 2021

*Microsoft 2019

By 2022, contact centre as a service (CCaaS) will be the preferred model of adoption

*Gartner 2019

50% said security and collaboration were the top challenges when adapting to home working

*Daisy Research 2020

Why Daisy?

Daisy delivers the support that you need, every step of the way. This support is end-to-end, starting with helping to define your business strategy for cloud and determining the best-fit technology, through to the design of your cloud blueprint, professional services implementation and managed services for ongoing support. Daisy has the depth of skills and experience to provide you with peace of mind in the cloud:

- Daisy has been a Mitel platinum partner for more than 20 years. As one of only two platinum partners in the UK, this highlights our technical capabilities and success in selling and delivering Mitel solutions
- 30 years' experience managing customer infrastructures
- Business continuity and resilience experience enables us to de-risk the cloud experience
- Strong heritage in managed services across all infrastructure and legacy technology
- Broad cloud capability across on-premise, private/community cloud and public cloud deployments – supported by industry-leading availability services
- As a UK leader in IT and communications as well as cloud, we have end-to-end experience in delivering connectivity, communications and continuity solutions

Have you thought about...?



Connectivity

We can also help with fast, reliable, secure and cost-effective connectivity. Robust and reliable data connectivity is the platform on which your business can succeed. By unlocking the true potential of the cloud, you're able to trade your services and collaborate more effectively with staff, customers and your supply chain. We deliver scalable, business-grade "always-on" internet performance.



Mobile

We have the most competitive commercials for Mobile solutions in the marketplace with flexible payment options. Increase productivity and efficiency with Unified Communications on your mobile. Do you have enough devices to cover all of your homeworking needs, and the means to control bill shock because of increased data, calls or SMS usage?

To find out more about **OnlineUC Mitel**, speak to one of our specialists today:

 **0344 863 3000**

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