



MiCollab

Creating a Collaborative Enterprise

April 2017

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Digitization Changes the World

Companies change,
processes change,
technology enables
more and more

Mitel is Developing
technology that can
make all customers
ready for the digital
Transformation.



What is Digital Transformation?

Digital: any technology that connects people, machines or information

Transformation: the realignment of the foundational concepts of a business

- From its operating model to its infrastructure
- Touching every business function

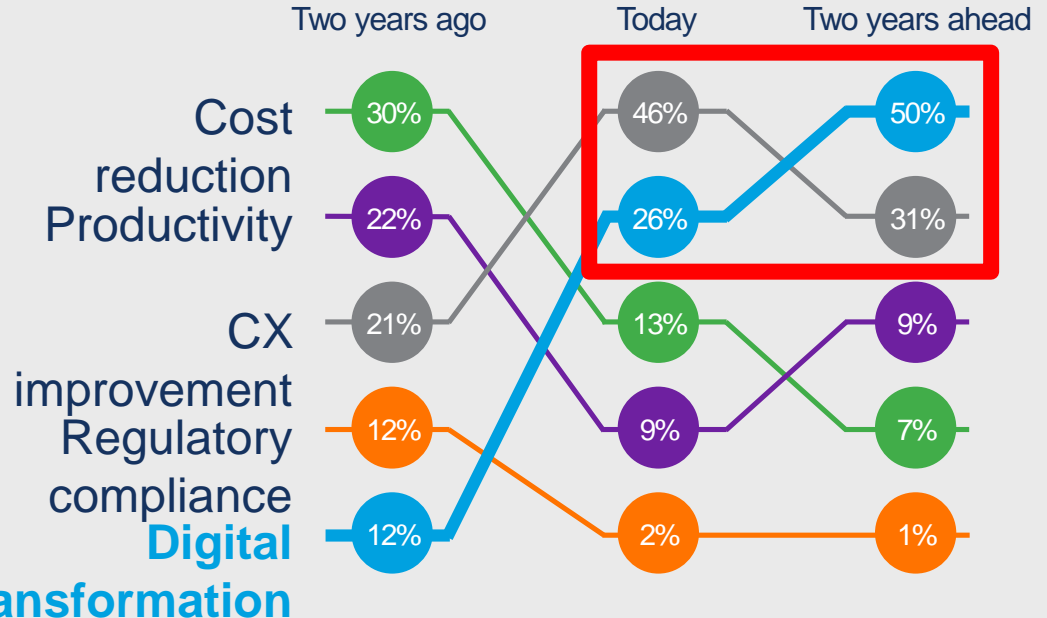
Digital Transformation: brings strong opportunities to transform and change existing business models

Digital Transformation changes Priorities

“What was the primary focus of your process improvement efforts two years ago?”

What is it today?

What will it be in two years time?”



Note: Not all answers are shown
Source: Forrester's Q2 2016 Digital Business Automation Survey

The Current Situation

More than ever, business are global, teams are spread across locations, and the workplace is becoming virtual.

Work is an activity, not a location.

Multinational, remote working, on the road for business

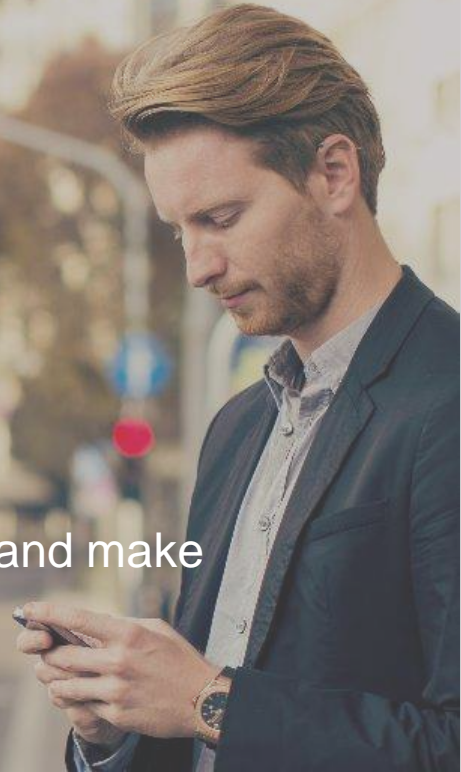
And as organizations become more diverse in terms of

Culture

Language

Location

It becomes harder to communicate with the people you need to and make decisions quickly enough to remain competitive.



Business is changing

Decisions are made in real time without the boundaries of geography, hardware, or infrastructure



Mobile



Demographics



Organization

Multiple Challenges: Technical, economical and demographic

Today Millennials account for 1/3 of the workforce, in only five years they will account for 50% of the workforce

They desire to make use of their own technology and social interactions at work – in particular the newer generations – who don't use email but rather prefer other forms of communication – such as SnapChat, Instagram

**They Use of their own technology in the workplace, They are avid believers of using technology to improve efficiency
However, many businesses have not yet adopted a BYOD or mobility strategy**

Business is changing

To remain competitive organizational silos need to be removed

70%

of professionals
will conduct business
on **mobile
devices**
by **2018**

71%

of organizations
**regularly
collaborate**
with **others**
outside their
own company

Businesses
with a
**connected
workforce**
see productivity
improve by
25%



Business is changing

What about how employees connect with others

Over **2/3**
of our workday
is spent
interacting
with others

Nearly
**15% of work
time is wasted**
due to inefficient
communications

As a result
businesses
lose \$11,000
per employee
every year



Powering Business Connectivity

A top-down view of a wooden desk. On the left is a vintage camera. In the center is a laptop with a person's hands typing on the keyboard. On the right is a smartphone. The background is a wooden surface with a typewriter partially visible behind the laptop.

The Way We **Work** has Transformed

- Often involves too many points of contact
- Causes delays to timely decision making
- Not favored by new-generation of employees
- Lost productivity and inefficiency due to use of various incompatible and unfamiliar tools or many different applications



“One touch to
connect real-time”

Vision

“To make communications
and collaboration seamless”

Mission

To deliver solutions that enable our customers to communicate and collaborate – anywhere, over any medium with the devices and applications of choice, securely



connect • communicate • collaborate

This is why Mitel introduced **MiCollab and MiTeam** – our mobile-first designed communications and collaboration solution, designed to provide businesses highly collaborative, workspace that aligns with how employees prefer to communicate in today's fast paced, mobile workplace



Real-time, Anytime

Developed with mobility and security in mind, to align with how employees prefer to work in today's mobile centric world



Be More Productive

Persistent, collaborative workspaces, that deliver a rich set of tools to enhance business performance across and beyond the business



Better Way to Connect

Instantly start real-time voice or collaboration sessions with colleagues, partners, or customers to enhance the quality of business decisions

connect • communicate • collaborate

*MiCollab is a **mobile-first communications** solution, designed to provide a highly collaborative, persistent workspace that **aligns with how employees communicate in today's mobile workplace***

MiCollab



**Unified
Communications**



**Collaboration
(Traditional)**



**Team
Collaboration**

By integrating collaboration, mobility, and messaging tools into a single, unified solution with a highly intuitive interface, people spend less time trying to connect and more time engaged in productive and innovative interactions.

MiCollab single point of access for:

- **Team Collaboration:** Share information and coordinate work on projects regardless of location or device
- **Presence:** Know whether people that you want to connect with are on the phone, away from their desk or available for a call or video call.
- **Instant Messaging** provides secure chat when a quick question or comment is good enough
- **Dynamic Status:** Change your status to give colleague notice of your whereabouts or availability
- **Corporate Directories:** Access everyone in your corporate telephone directory, and click to call
- **Collaboration:** Escalate a voice call to include rich web and video collaboration
- **Softphone:** Workers enjoy the same intuitive communications management they would experience in the office from a PC or laptop with a softphone.
- **Visual Voice Mail:** provide your users with visual notification of voicemail, including time, date and caller ID



MiCollab single point of access for:

- *Team Collaboration*
- *Presence information*
- *Instant Messaging*
- *Corporate Directory Access*
- *Click-to-Call*
- *Collaboration*
- *Call History*
- *Softphone*
- *Visual Voice Mail*
- *Point-to-Point Video*



PC, MAC, Web or mobile device client access

MiTeam



Persistent Workspaces



Communications

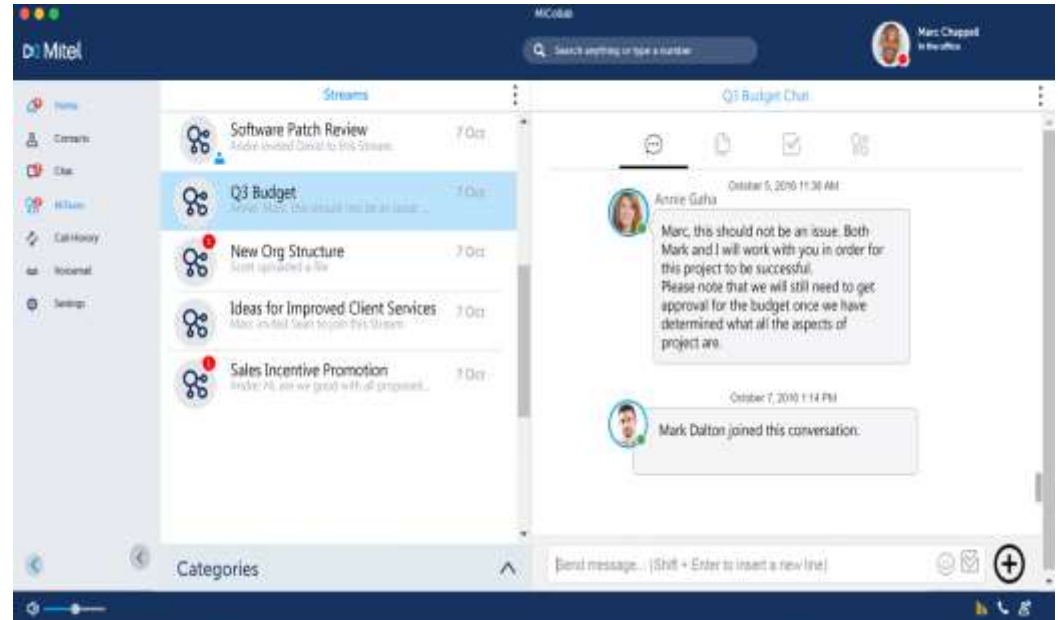


Collaboration

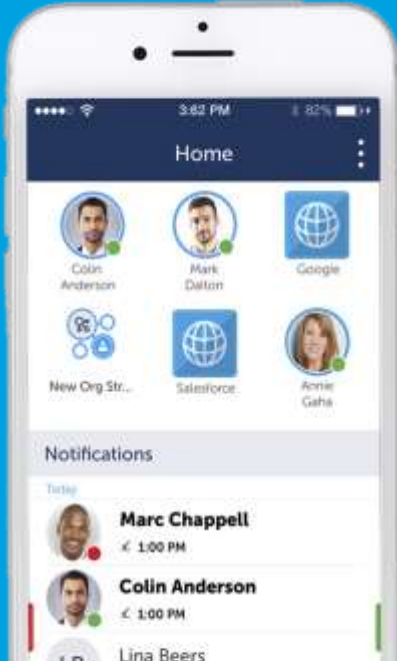
Through a single window pane users can access all of MiTeam's **persistent, collaborative workspaces** that deliver a rich set of content collaboration tools allowing text, voice, and video clips added to any project document, a history of group interactions with persistent workspace messaging, and tap-to-connect real-time conferencing

MiTeam single point of access for:

- *Persistent Chat*
- *Document attach and annotation*
- *Content storage*
- *To-do creation, assignment and mark done*
- Tap-to-connect team meetings
- Guest access to Streams
- Built-in search
- Team collaboration is a natural extension of MiCollab client



Personal Communications Dashboard



Rich, real-time presence information for IM, voice and video availability

Corporate and personal directory access from any location / device

One-tap escalation from IM to Voice / Video call or collaboration

Support for point-to-point or multipoint video

MiCollab provides a solution that simplifies the way employees work

Personal Productivity

Team Productivity

Large-scale conferencing
- *desktop & document sharing*

Team collaboration: MiTeam is a natural extension of MiCollab client

Built-in search function to locate people and content

Quick access to project management functions - such as to-do lists

Document annotation via text, voice memo, and MP4 video clips
Tap-to-connect team meetings

Business Productivity

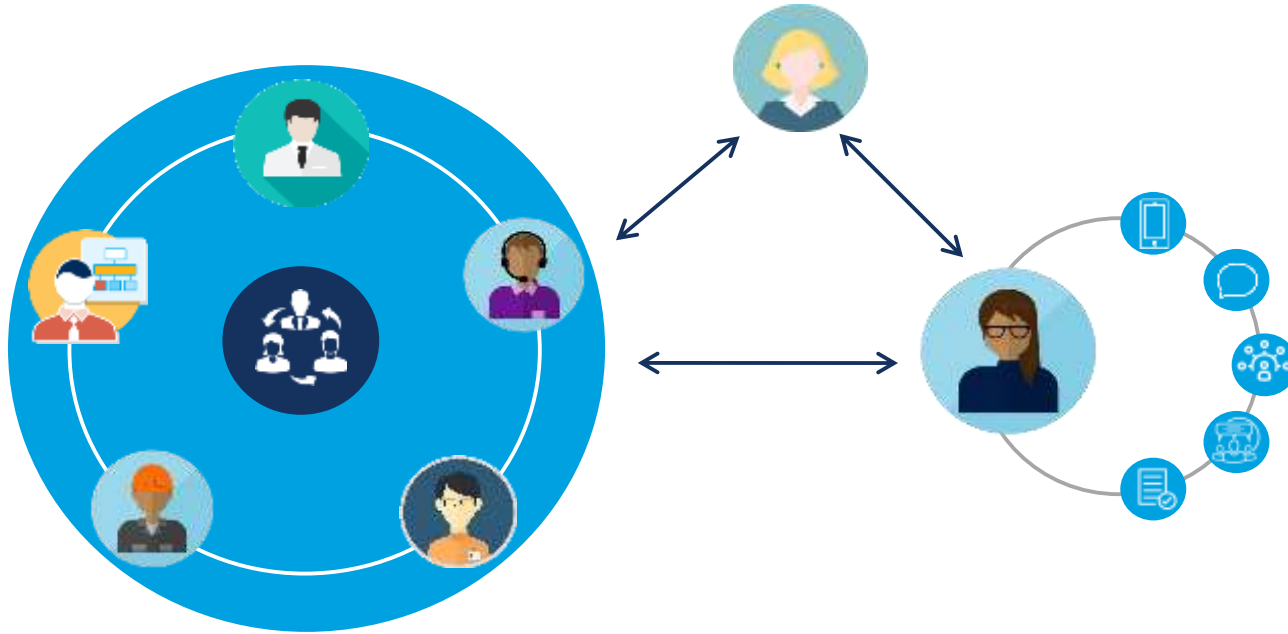
PC, Mac, Web or mobile device clients to address a range of employee needs / types

Guest access to Streams and conferences

Persistent workspace enabling team discussions and document change tracking

*MiCollab is a **mobile-first** communications solution, designed to provide a highly collaborative, persistent workspace that **aligns with how employees communicate in today's mobile workplace***

Collaborative Enterprise



connect • communicate • collaborate

Connected. Wherever you are around the world, stay in touch with colleagues, partners, and customers.

Mobile Optimized – designed from the ground up to maximize the capabilities of any mobile device.

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Single software stream migration path

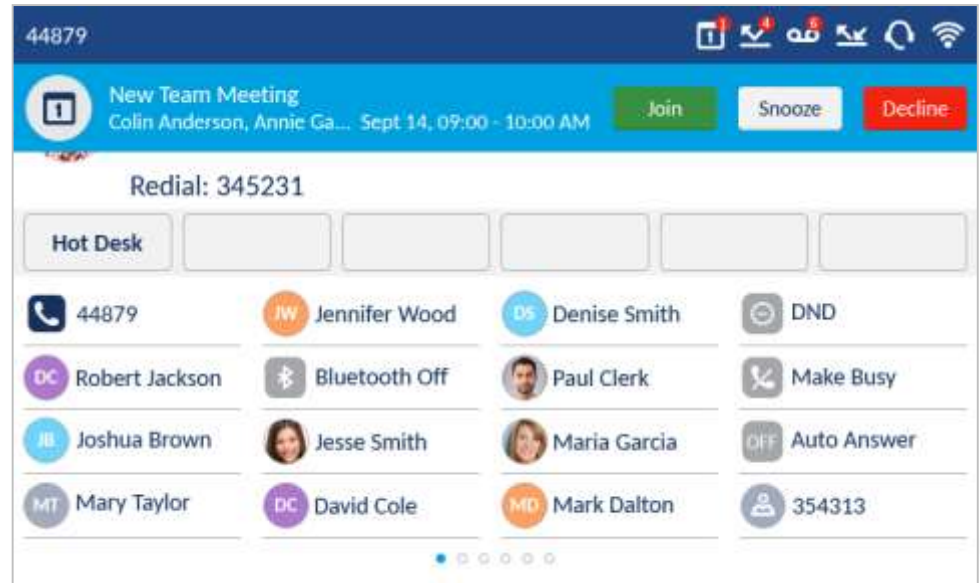


What's Next for Business Connectivity

Seamless Collaboration

Mitel is **making collaboration seamless** with MiCollab and 6900 series phones

- **Simplified Collaboration**
 - Integrate Moderator features into Web client
 - Simplified Join Conference page
- **6900 desktop phone integration**
 - Notice of upcoming meetings
 - One touch to join from 6900





Thank You