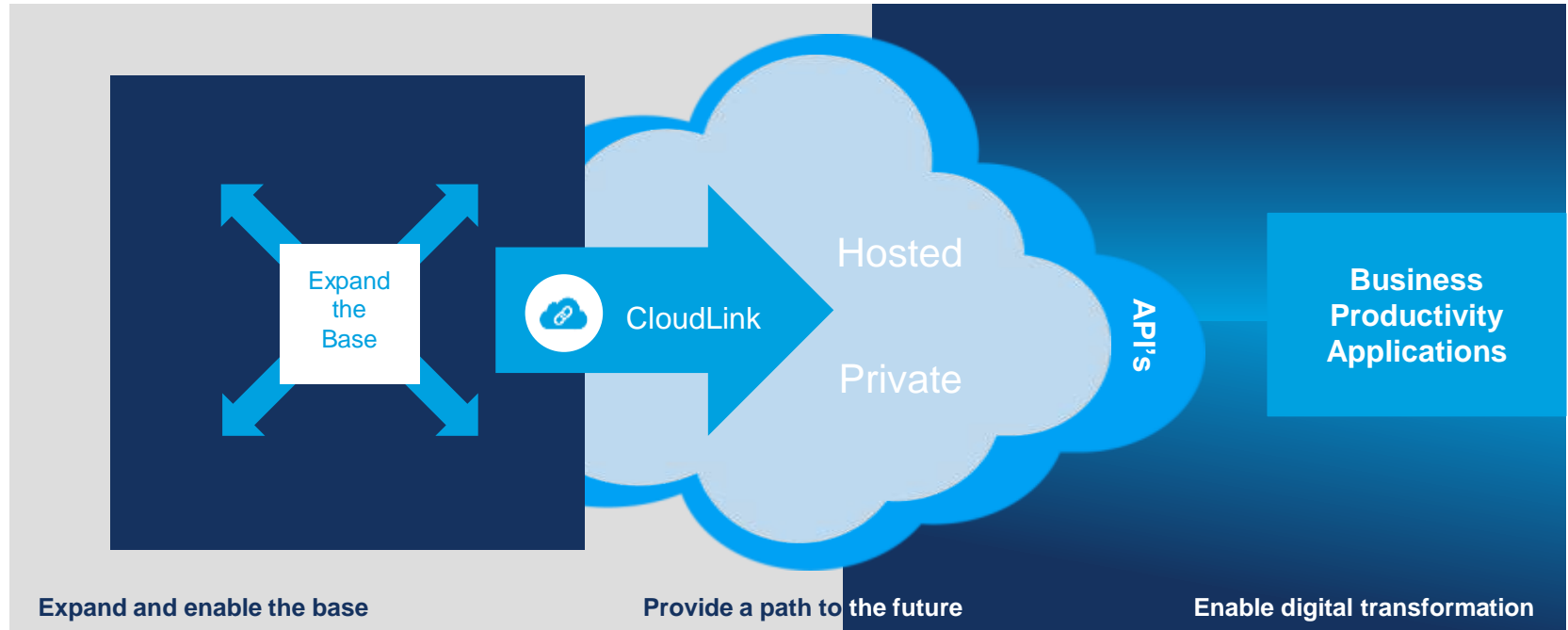




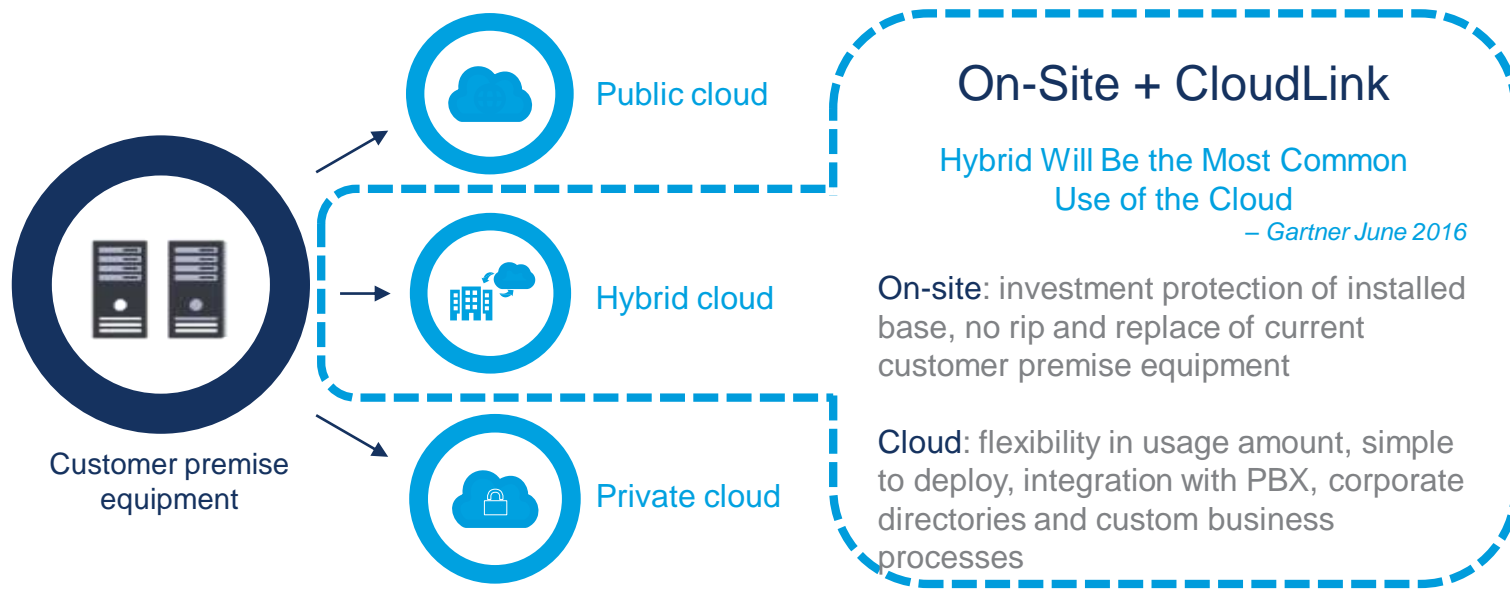
Mitel CloudLink and IoT Scenarios

May 2018

CloudLink is the Path To The Future for Partners and Customers



Mitel is Making Everything Cloud-Capable



Mitel #1 provider of Hybrid UC Requirements

– Gartner November 2016

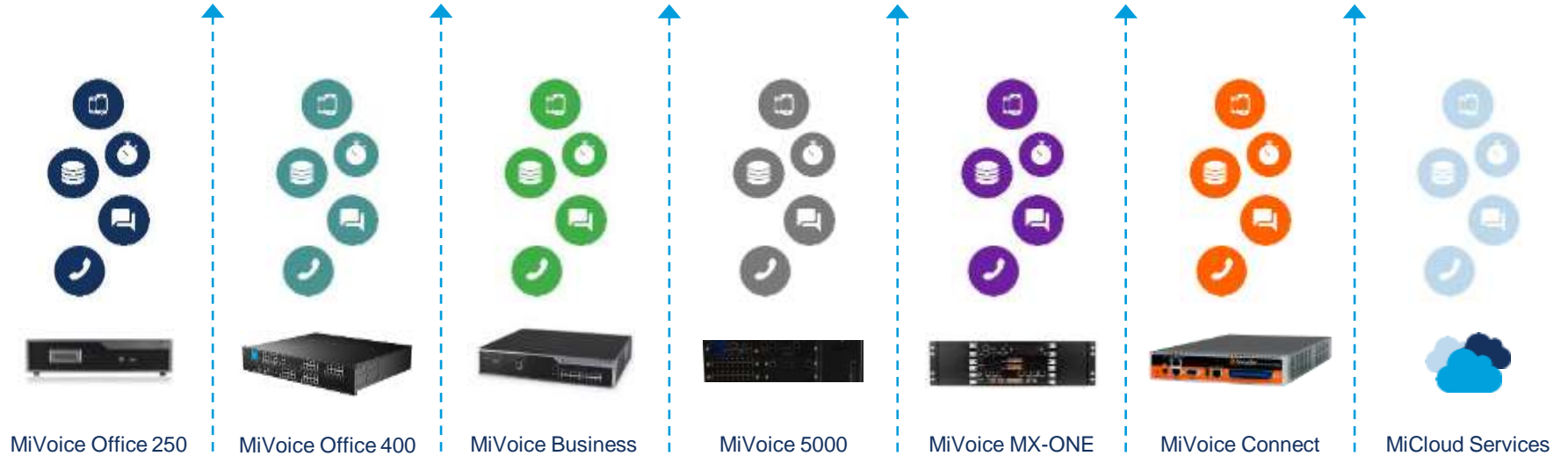


Why?

It's all about the applications.

CloudLink is our way to deliver these next-generation of applications and cloud services to our customers.

Historical Application Development



Innovate Across the Portfolio: Build Apps Once



- Leverage Application Innovation Into Legacy Platforms
- Smooth Customer Migration into the Cloud

Mitel CloudLink Applications

Similar to how Apple enables people to
build apps for Apple devices...



Mitel CloudLink Applications

Mitel CloudLink enables people to build communication apps on Mitel platforms.



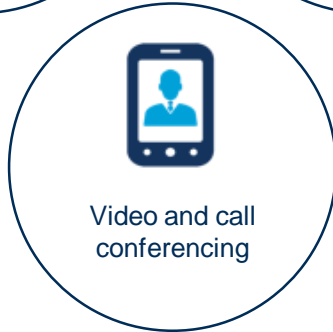
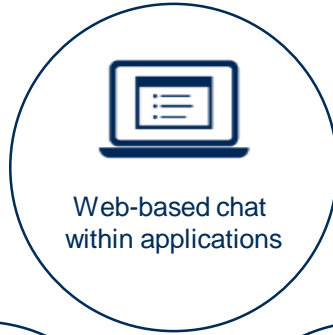
Mitel CloudLink is for everybody.

Open to developers and non-developers,
Mitel CloudLink is for everybody.

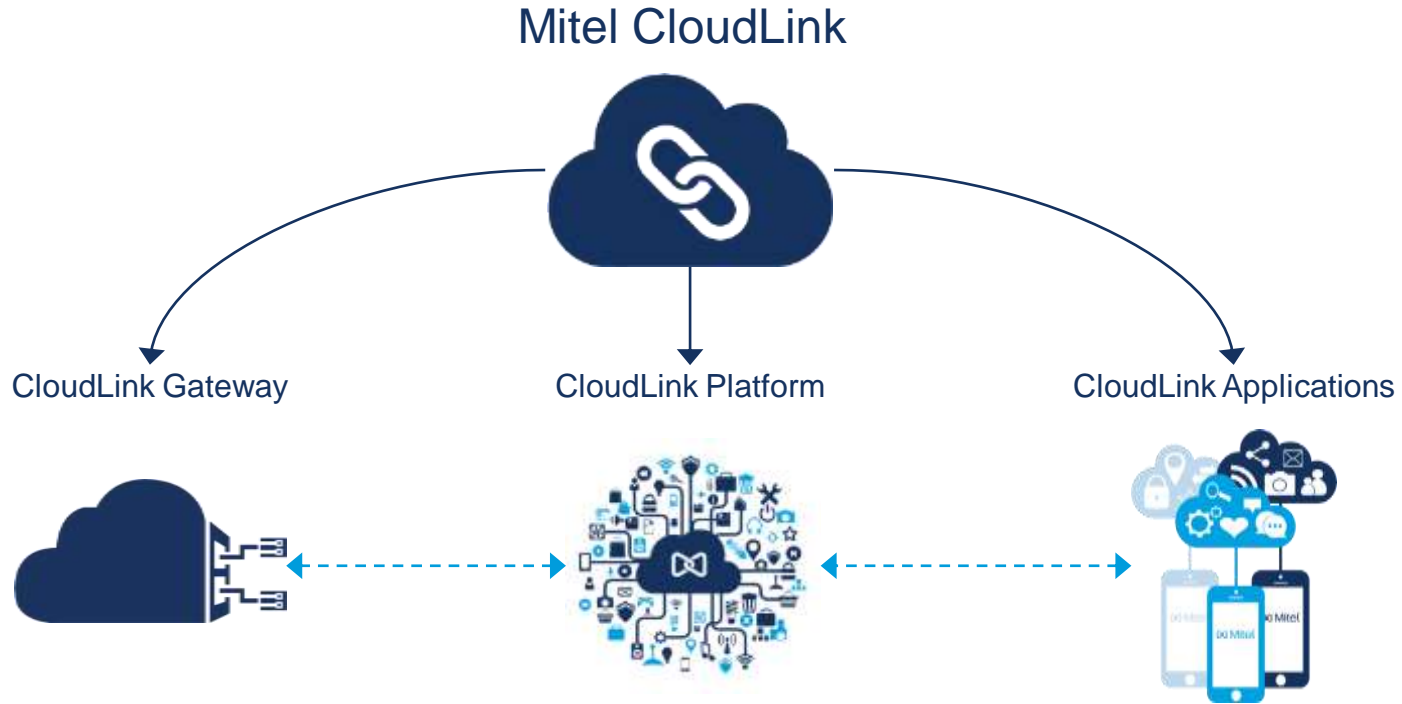
Mitel provides the base infrastructure, APIs, micro services and development tools for users to easily add Mitel communications into their apps.



What can you build with Mitel CloudLink?



Mitel CloudLink - What is it?





CloudLink Gateway

Enablement Technology

Mitel CloudLink Gateway



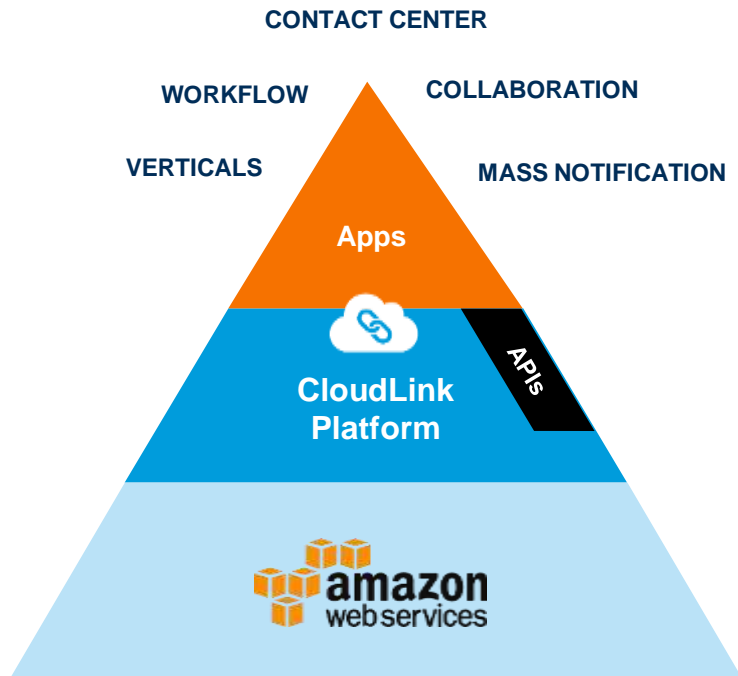
- Simple plug-and-play onboarding
- Streamlined cloud administration
- Secure, instant link to the cloud
- Access to the latest CloudLink apps



CloudLink Platform

Deliver Better Collaboration Experiences

Mitel CloudLink Platform



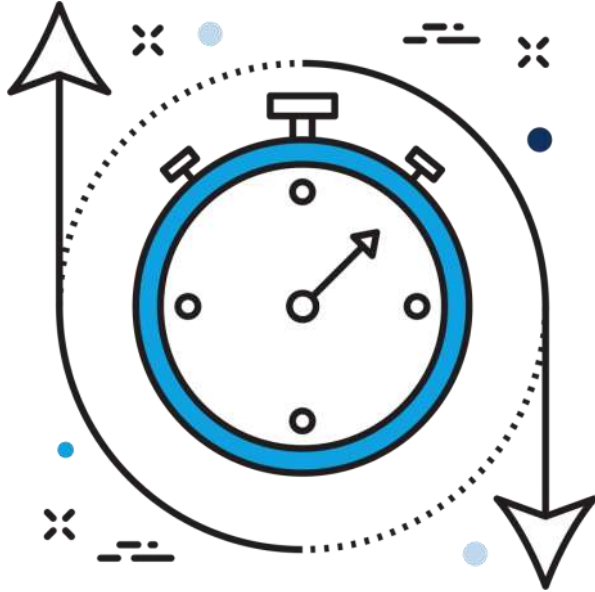
- Open interface to collaboration functions
- Cutting-edge cloud technologies
- Built for scale and global reach



CloudLink Applications

Tailored and built for customer communities.

Mitel CloudLink Applications



- Vertical apps to address specific needs
- Apps bridging all customers to the cloud
- Easy to buy



The first CloudLink application is...



Mitel OfficeLink

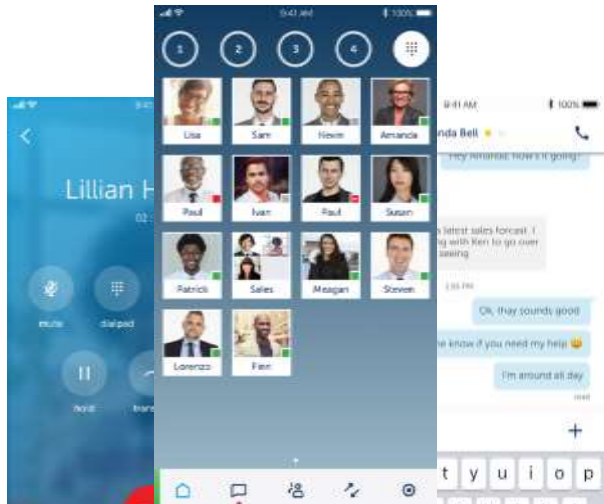
Opportunity isn't knocking...it's calling.

Mitel OfficeLink – Your Business Phone in Your Hand



- Tailored to how small businesses work
- Better user experiences
- Modern design and simple to use interface
- Easy and low-cost solution

Mitel OfficeLink – Tailored for Small Business Communities



**A Business Phone
as Mobile as You**



**Stay Connected and
Always Available**



**Simple and Straight-
forward Design**

Simple to use and easy to manage, Mitel OfficeLink gives you the features of a business phone system in a mobile application. Now you can use your mobile phone to answer and direct multiple customer calls in real time, wherever you and your employees happen to be.

Use Case – Warehouse Environment



- Answer calls from anywhere
- View presence of all employees
- Single-touch transfer to right department

Use Case – Field and Delivery Services

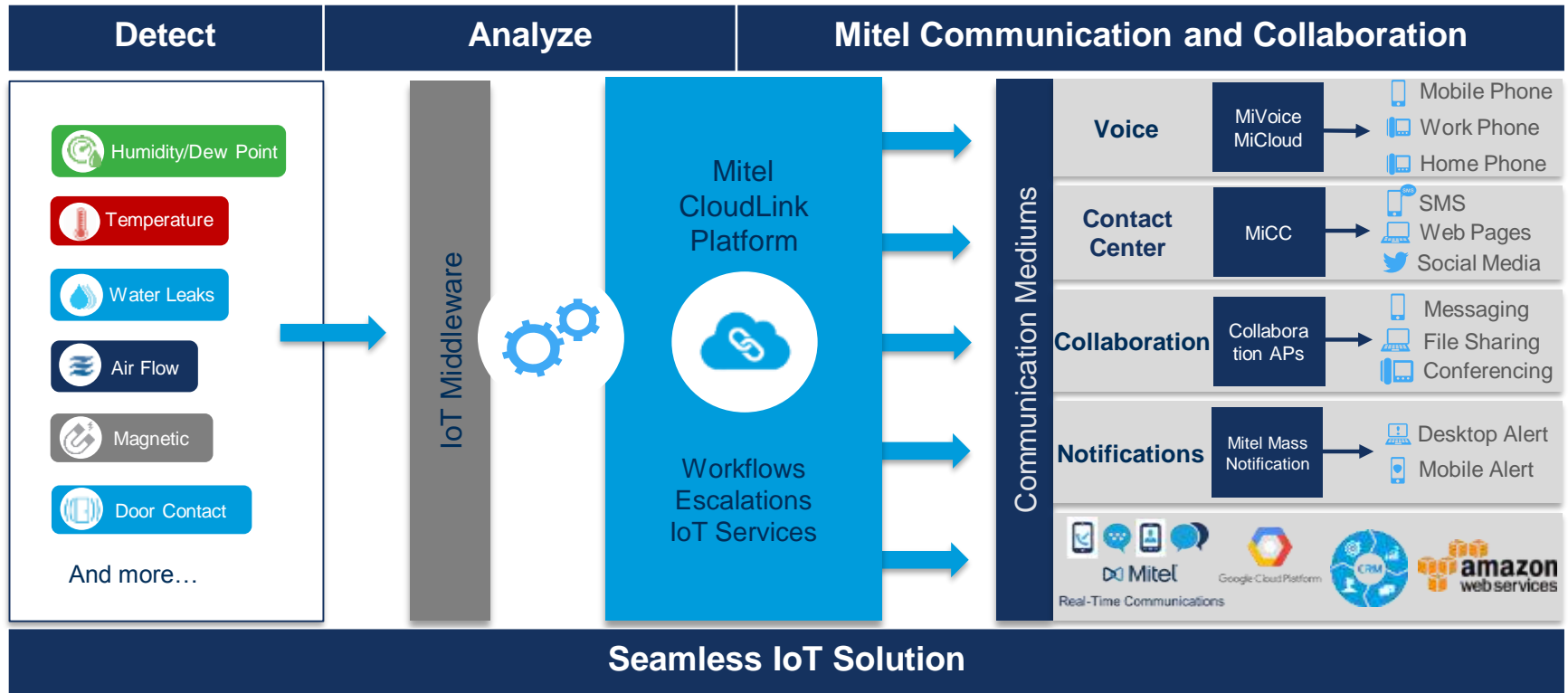


- Touch to talk simplicity
- Immediate real-time collaboration
- Streamlined group notifications



IoT Scenarios

Giving Machines a Voice



Using MiCC Business APIs and Open Media for IoT use cases

LISTEN



Ingest events from IoT connected devices

ROUTE



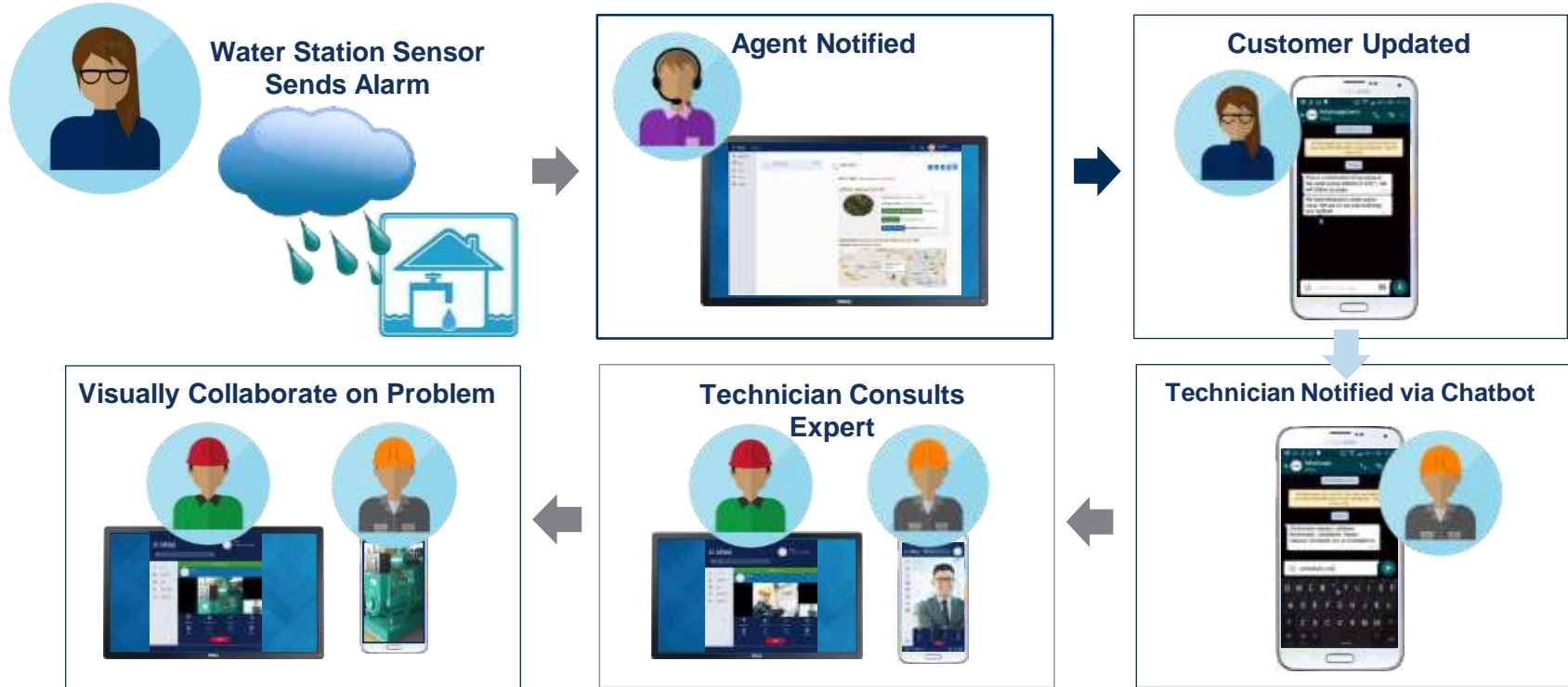
Trigger events in real time based on routing workflows

ENGAGE



Proactively engage customers for service and support

Use Case: IoT-enabled customer experience



Giving Machines a Voice – Site Security



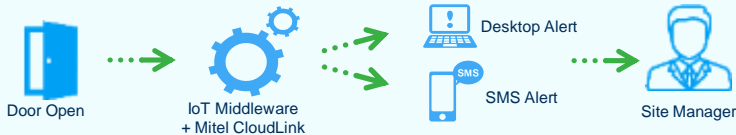
Problem

- Need to protect expensive assets from:
 - Theft/Unauthorized access
 - Tampering
 - Equipment damage

Solution

- Door contact, temperature, and motion sensors plus video surveillance integrated with IoT middleware and Mitel

Scenario 1: Door Open



Scenario 2: Security



Scenario 3: Temperature



Unique Mitel Value

- Real-time voice, chat, video escalation and alerts
- Reliable communication from sensor through workflow to resolution
- Notifications on any device, in any location with confirmed audit trail

Giving Machines a Voice – Food Safety

Problem

- Monitoring refrigerator temperature with perishable items
- Detecting the need for maintenance before failure
 - FDA (FMSA) regulations
 - Loss prevention

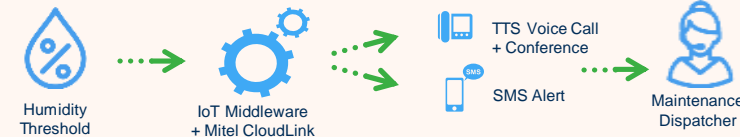
Solution

- Humidity, door, and temperature sensors integrated with IoT middleware and Mitel

Scenario 1: Temperature



Scenario 2: Humidity



Mitel Value

- Reliable communication from sensor through workflow to resolution
- Real-time voice, chat, video escalation and alerts
- Notification on any device, in any location with confirmed audit trail

Giving Machines a Voice – Environmental Management



Mitel Value

- Reliable solution to ensure data center is monitored and alerted around the clock
- Mitel enhances the workflow and provides real-time alerts for immediate response
- Mass notifications can be sent to staff on any device in any location



#Mitel

Giving Machines a Voice – Asset Tracking



Problem

- Real-time emergency dispatch needed 24/7 with location context
- Audit trail needed to confirm response of emergency personnel and to detect unauthorized use

Solution

- Contact sensors and video feed integrated with IoT middleware and Mitel



Mitel Value

- Reliable communications software provides real-time alerts of critical assets
- Mitel enhanced workflows improves response times to address emergencies
- Immediate collaboration and communication deters theft of key items

Giving Machines a Voice – Property Management

Problem

- Pest infestations need to be detected immediately, especially in food service environment
 - Health code compliance
 - Food safety and loss prevention from contamination

Solution

- Monitored pest traps to detect capture
- Pheromone sensors to monitor pest activity

Scenario 1: Insect



Insect
Pheromone Detected



IoT Middleware
+ Mitel CloudLink



Desk Phone

SMS Alert



Insect
Control

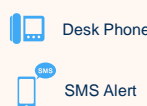
Scenario 2: Rodent



Rodent
Captured



IoT Middleware
+ Mitel CloudLink



Desk Phone

SMS Alert



Rodent
Control



Mitel Value

- Reliable communication solution in critical areas for immediate resolution
- Mass notifications sent to staff on any device in any location
- Around the clock communications and collaboration



#Mitel