



UCC GREECE 2018

Thomas Kolovos

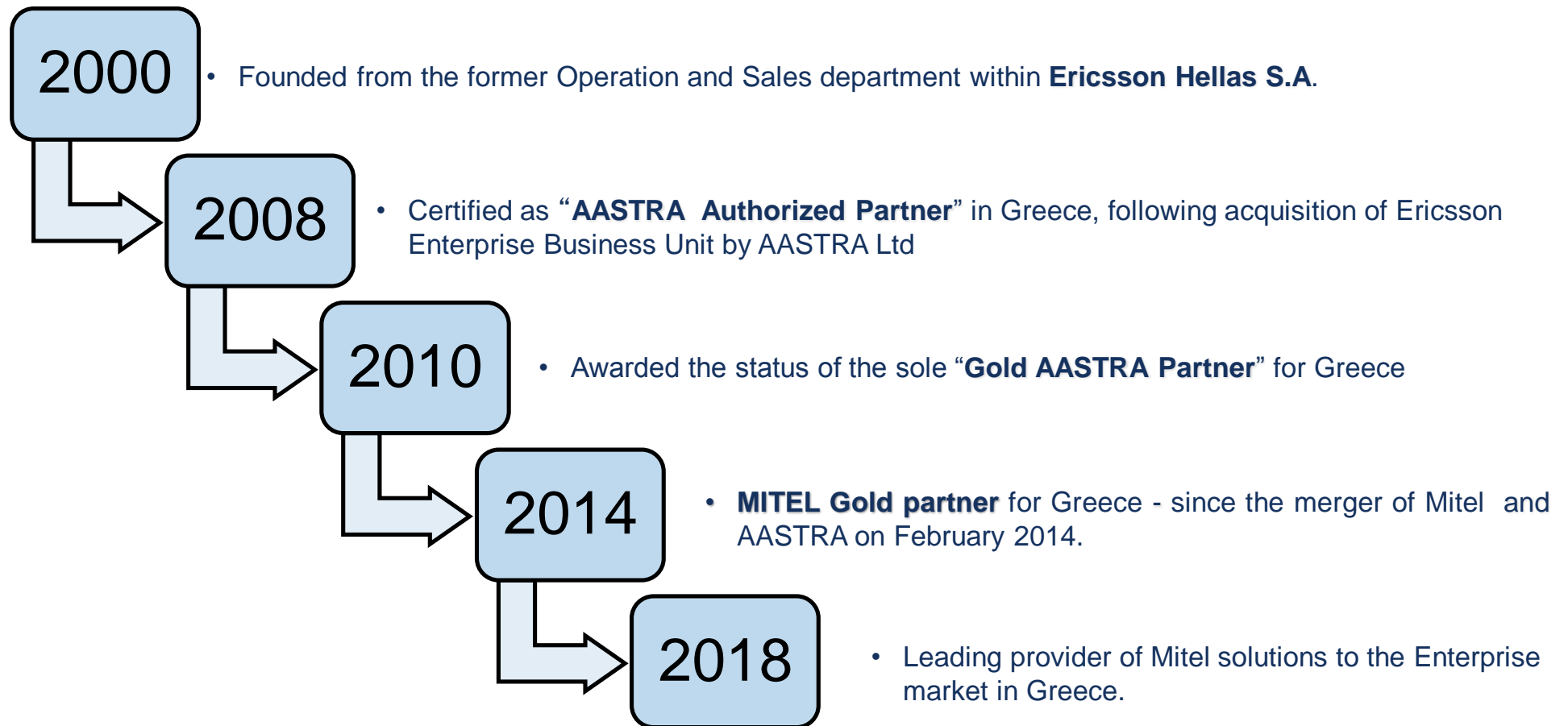
Business Development Director

Integrated Enterprise Networks S.A

©2017 Mitel. Proprietary and Confidential.



iEN's Story



Premier service. Premier quality.

- In a continuously evolving Telecommunications environment, IEN's product portfolio is helping any corporation to increase business productivity and profitability.
- Offering a wide range of Enterprise communication products from IP-PBXs, Industry Standard & Virtual Machine Server based Communications systems and HD terminals fixed & mobile, to state of the art Contact Center and Unified Communication solutions.



- With more than 18 years presence in the Telecommunications market, IEN S.A provides high level Telecommunications solutions and services, to a demanding client base, which includes Mobile Operators, Public Authorities, Call Centers, Mass Media, Multinationals, Banks, Hospitals, Hotels and Major Enterprises.
- For more information please visit our web site (<http://www.ien.gr>).



Mitel Power to Deliver - Globally



Only Company in **5** Gartner® MQs for Business Communications

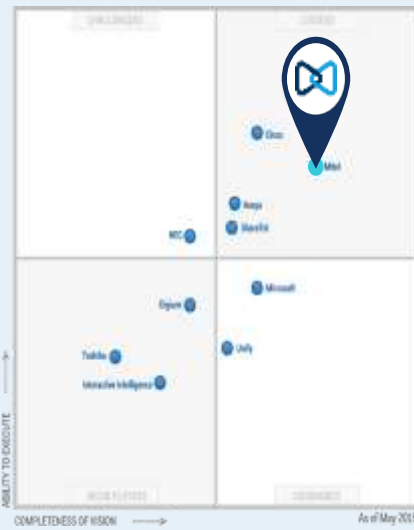
Leader

Leader

Leader

Visionary

Challenger



Magic Quadrant for **Corporate Telephony**

Magic Quadrant for **Unified Communications**

Magic Quadrant for **UC for Midsize Enterprises**

Magic Quadrant for **Unified Communications as a Service**

Magic Quadrant for **Contact Center Infrastructure**

Mitel by the Numbers



Operating in
100+
COUNTRIES



Over
\$1.2 BILLION
in **REVENUE**

More than
2 MILLION



1 out of 4 **prefers Mitel**

60 MILLION
End-User Customers

4,400
EMPLOYEES



Worldwide

#1
MARKET
SHARE

IN **5** CORE
MARKETS

Industry's
BROADEST
PORTFOLIO

Spans enterprise,
cloud, mobile



More than
1,600 Patents



MOBILE SOLUTIONS
in **47** of top 50 economies

2,500
Channel
PARTNERS

RECOGNIZED as a
LEADER **x3**
BY **Gartner**

Only Brand Across **5**
Gartner Magic Quadrants



\$1 BILLION
IN CAPITAL INVESTED
in **24** months

And the Growth continues...

May 2017.....

TOSHIBA

July 2017.....

 **ShoreTel[®]**

What we do. Powering connections

- Collaborate
- Manage the business
- Mobilize the workforce
- Always on

Companies across the globe rely on Mitel to power 2 billion connections every day so they can connect, collaborate and take care of their customers.



UCC SOLUTIONS – THE SELECTION CRITERIA. A ROAD MAP TO THE DIGITAL TRANSFORMATION.

- **Mobile First.** A “mobile first” UCC solution is a native mobile solution that fully leverages mobile capabilities, such as location information, to empower your mobile users.
- **Cloud Enabled.** Business requirements change over time and your UCC solution needs to offer flexible options that will enable it to adapt to your changing needs.
- **Millennial Focused.** A clean, easy-to-use interface — like the interfaces in their various personal apps — makes it easier to learn how to use a new tool, reduces confusion, and improves user acceptance and adoption.
- **Omni-Channel Experience.** Omni-channel means your UCC solution supports different communications channels working together in the same communications session.
- **Open and Extensible.** A UCC solution should provide extensibility and scalability that enables you to integrate new and existing business applications through an open application programming interface (API).

UCC SOLUTIONS – THE SELECTION CRITERIA. A ROAD MAP TO THE DIGITAL TRANSFORMATION.

- **Flexible Options and Features.** UCC isn't a one-size-fits-all solution. Different users have different requirements and personal preferences for how they communicate and collaborate with others.
- **Integrated Machine Learning and Artificial Intelligence.** Integrated cloud-based services like facial recognition, speaker recognition, and real-time speech transcription and translation accessible via open APIs.
- **Track Record of Innovation.** UCC technology is constantly evolving. There is a range of new innovations on the horizon that promise to make UCC even more effective such as WebRTC. Choose a vendor with a history of delivering solutions with carrier-grade reliability and future proof vision.
- **Robust Security.** Security is of paramount performance in any computing environment, and a UCC solution is no exception. Look for security features such as ✓ Secure Sockets Layer (SSL)/Transport Layer Security (TLS) encryption ✓ Strong server-side encryption ✓ Granular access control ✓ Detailed audit trails.

❖ Mitel has a full portfolio of UCC solutions that can be delivered in the cloud, on-premises, or in a hybrid environment.



On Premise



MiVoice



MiContact Center



MiCollab

Unified Communications



MiCloud

Infrastructure



Software



Device



Regardless of the size of your business or business vertical you operate in, Mitel is a clear choice.



A philosophical shift in the way we work.

Connect, communicate, collaborate, anywhere, anytime, on any device

5th Unified Communications & Collaboration Conference

Athens, May 4, 2018 Metropolitan Expo, Hall C2



The philosophy of one century is
the common sense of the next.

Henry Ward Beecher



Thank you

