

Professional Services Solutions



EMEA REGION

Professional Service Communications

– The Challenges



1.

Challenge

Clients insist services are readily available with direct access to skilled professionals.

Solution

The first point of answer to any client call is critical. Presence tools enable employees to view the status of a colleague before passing through calls. Hot Desk facilities allow employees to work at locations of choice and still be contacted on one number. Speech enable directories can remove internal calls from switchboard operators leaving them free to serve clients.

2.

Challenge

Attracting and retaining key talent and providing a balanced work/life are major business objectives.

Solution

Take advantage of broadband to extend corporate communications into, employees homes and client premises. Mobility solutions ensure key staff and fee earners can work from locations of their choice without having to utilise different communication tools, frequently incorporating their own choice of mobile handset.

3.

Challenge

Accurately billing for chargeable communications.

Solution

From simple call recording and telephony charging to integration with specific third party practice management applications, to ensuring all time for communication is billed, Mitel can implement or work with applications that ensure mistakes in billing are reduced and all time is captured.

4.

Challenge

Costs associated with deployment may seem overwhelming especially when cost removal may be a key business challenge.

Solution

The Mitel® Communications Platform is designed to work with Mitel and other manufacturer's telephone systems, enabling practices and agencies to get the most out of their current telephone system while adding new IP communications via the Mitel platform. Costs can also be reduced when applications such as audio conferencing are deployed.

5.

Challenge

Incorporating voice continuity into well planned Business Continuity programs.

Solution

From redundant hardware, resilient call routing, and multiple call answering points to teleworking, speech enable directories, recorded announcements and hot desk facilities with mobile extension functions, the Mitel communications platform forms a key part of all voice and business continuity programs.

6.

Challenge

Corporate Social Responsibility and Environmental Programs now form a key part of business strategy.

Solution

At Mitel, the R&D team have integrated power consumption considerations and environmental concerns into all functional design requirements. As a result, the power consumption of our most popular IP phone sets is amongst the lowest in the industry. Mitel 5340 IP Phones automatically enter low-power mode that turns off LCD backlight and uses about 80% less energy than full power.



Powerful Professional Communication Solutions

Next generation communications – your key to success

Professional Service Organisations face an increasingly competitive environment. New entrants into the market offer services in different ways resulting in price pressures, while new recruits, especially via graduate intake programs, demand flexible working and are increasingly demanding that consumer technologies they use in their personal lives are available in the work place. Added to this clients are now expecting services to be available 24 / 7 in many cases with self-service help desks.

IP Communications from Mitel provides Professional Practices and agencies with a means of differentiating themselves from the competition.

Mitel's Professional Service Portfolio enables the professional knowledge worker to consistently be readily accessible to clients and colleagues, and when required be part of a global team working from a location that is most suitable for the worker and the client.

These solutions enhance employee job satisfaction, ensure that clients can reach their key contacts at any time from any location while at the same time reducing cost and increasing billable recorded communication time.

Mitel helps you to gain a competitive edge with mobility, collaboration and business continuity solutions that enhance client services, streamline business processes and lower the total cost of ownership all with flexible deployment options and a clear migration path.

Enhancing the Overall Communications Experience

You and your clients benefit in many ways

Creating the professional impression

Handled properly, telephone communications can create a positive impression of client service, handled incorrectly it will create a negative impact which the business may not be able to recover from. For this reason, having the right tools in place to manage incoming calls is pivotal to successfully managing contact with clients.

To ensure incoming calls are being answered in a timely and professional manner and call traffic is running smoothly, switchboards given to operators who have a complete view of all employees contact status are a must.

For organisations with multiple offices and offices around the world, many companies are turning to Mitel to deploy solutions that provide hot desk facilities across these locations with collaboration tools to enable employees to work from any offices and collaborate in virtual teams with both their colleagues and clients.

For Partners, Fee Earners and Knowledge Workers

Over and above the improvements in general communications, Mitel can provide businesses the opportunity to extend the office from a fixed location to a virtual location allowing and providing new ways of working.

Employees can make calls on a PC without the need for a desktop phone or a mobile device. Utilising broadband and a Mitel Your Assistant softphone, users can easily extend communications to their home office or to work from client premises. This has a positive impact on the quality of life for both the employees and the clients who are often forced to work unconventional hours.

Using broadband telephony from Mitel, personal assistants and support staff can still manage calls for co-workers and provide traditional manager/secretary support services without being tied to a geographic area or compromising any of the management features.

With Your Assistant, executives can conduct discreet communications during meetings via secure instant messaging. Workers will not be disrupted by outside sources and can stay in contact with other members of staff. When presence notification is added, teams of individuals no longer need to be collocated, each user can take responsibility of indicating their own availability and contact status.



For the IT Department

The reduction of IT and Operations Management related costs are increasingly a key performance measure for IT Directors and Managers. The Mitel Communications Platform sits at the heart of these measures and affects many aspects of communications.

The acquisition of new office sites often incurs large communication replacement costs. The Mitel 3300 can act as a gateway to this existing infrastructure allowing migration to Mitel IP telephony to take place over time.

Mobile phone call costs can often form a large part of IT related expenditure. Mitel Mobile Extension unites the corporate PBX with the cell phone through a single number that enables mobile workers to receive all of

their calls regardless of their location or telephony device. Mitel Mobile Extension helps to reduce these costs by enabling Mobile Extension calls that were answered in the office or home on a cell phone to be handed back to the desk phone quickly and easily.

As a business grows, concerns often surround the cost and complexity of system management. Enterprise Manager is a suite of management tools that allow simple configuration, control and management of Mitel's enterprise product portfolio. It allows access to multiple sites and systems from a single interface lowering business costs and increasing staff productivity.



Every bit counts Carbon Reduction and IP Communications

At Mitel, we are on a journey to reduce our carbon footprint. We have long been engaged in designing and developing technology with a view to environmental sustainability. We aim to reduce our carbon footprint through reducing the energy our products consume.

Along with designing energy efficient products, our aim is to help create new ways of working that not only reduce carbon emissions, but help you to work smarter, not harder and reduce your operating costs.

Individual devices such as phones may not appear to have a big impact on power consumption; however, the cumulative impact of large numbers of devices can have a significant impact on your energy bill. As a result, the power consumption of our most popular IP phone sets is amongst the lowest in the industry.

Mitel 5340 IP Phones power management features: When not in use, they automatically enter low-power mode that turns off LCD backlight and uses about 80% less energy than full power.

However it is not only technology that is playing a role in driving up energy consumption. Individual behaviour seriously impacts carbon emissions. With Mitel, Knowledge Workers and their supporting colleagues can actively reduce travel. Voice over IP allows organisations to move away from a fixed facility approach. Communications can be extended to where the network reaches, be it LAN, WLAN, WAN or broadband .

Added to this with Mitel Audio Conference, virtual meeting facilities can be created instantaneously. With Audio Conference, you can conduct business with colleagues, clients, suppliers and remote staff, regardless of location.

When a team is working virtually, presence tools provide users with the ability to determine if a person is available either online, or, available for some other type of communication exchange. With Your Assistant, users can locate people regardless of where they are so that an instant message, e-mail or voice communication can be exchanged with them in real time.





Intelligent Evolution

When you choose a communications solution, you're investing for the long term.
At Mitel we're committed to protecting the value of your investment.

Intelligent Evolution is Mitel's approach to developing simple, cost-effective business communications solutions. We enable our customers to efficiently and affordably take advantage of the latest technology while preserving their ability to add users, capabilities and applications as their needs and business evolve.

Total Solutions

Mitel provides all-in-one solutions that are flexible enough to combine voice, data conferencing, remote working options and much more. We make it possible for you to choose exactly what you need to help grow your business.

Anticipated Growth

Mitel solutions grow with your business. You can buy what you need now and add additional functionality and applications as your company and requirements evolve. For additional flexibility and ease of migration, our integrated communications platforms support both Internet Protocol (IP) phones and traditional business telephones.

Investment Protection

Mitel communications systems are proven to be extremely manageable, cost effective and feature-rich solutions for business. Flexible and expandable, Mitel solutions provide customers with a simple, rational and affordable path forward, leveraging their existing technology investments to deliver ongoing, long-term benefits.



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