Busy.

But always free.

MiCloud Flex

A flexible, purpose-built communications solution built on a leading
public cloud platform that improves business productivity.

Google Cloud

Mitel
Powering connections

britannic
technologies

FLEXIBILITY. CHOICE. OPPORTUNITY.

The Power of Mitel Communications Meets the Cloud

Business communications is much more than just telephones and email. It's an integral part of your business that impacts employees, partners and customers. Beyond just connectivity, businesses today need mobility, reliability, simplicity and security out of their communications platform. Yet meeting those requirements can be a challenge when you decide to move to the cloud. Particularly as organisations try to extend advanced communications capabilities across multiple offices, mobile workers and a multitude of different devices.

MiCloud Flex is designed to deliver a unique experience, both internally and for your customers. MiCloud Flex is built on Google Cloud's proven reliability, security and scalability to deliver uptime and compliance you can depend on. It delivers a complete solution in the 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 MiCloud Flex, you have a fully integrated solution, rather than sourcing many disparate productivity apps from various non-integrated companies.

Google Cloud

Google Cloud Platform is a suite of cloud services that run on the same infrastructure that Google uses for its end-user products, such as Google Search and YouTube. In fact, seven Google products running on this very infrastructure serve over one billion users every day.

Google Cloud uses advanced software-defined

MiCloud Flex on Google Cloud

- Fully hosted end-to-end solution with robust system features
- Reliable, high availability solution
- Flexibility to wrap your business communications solutions around your existing processes and workflows
- Dedicated single instance secure environment
- High 99.999% SLA performance and efficiency for core voice
- Dual Data Centre geo-redundant failover
- Advanced omnichannel contact centre

networking and edge caching services to deliver fast, scalable, and consistent performance. When traffic is on the network, it no longer transits the public Internet, making it less likely to be attacked, intercepted, or manipulated.

MiCloud Flex Offers a Proven Portfolio of Cloud-Based Services

- MiVoice Business IP voice communications
- MiCollab and MiTeam Meetings collaboration tools
- MiCloud Flex Contact Centre with built-in IVR
- Interaction recording, Workforce Optimisation and Workforce Management
- Business Analytics to monitor and improve call experiences
- Seamless disaster recovery and business continuity
- And a broad portfolio of IP/SIP-enabled phones

MiCloud Flex uses the same communication, collaboration and contact centre applications as our on-site platforms. Users can choose from the same easy-to-use features and enjoy the same functionality whether they're in the main office, working from a remote location or on the road.

You get significant value, paying monthly on a

subscription basis. You get upgrades with full control over upgrade and maintenance windows. And with no on-site equipment, you minimise the need for IT staff, maintenance, space, cooling and associated costs.

MiCloud Flex has flexible service plan profile options, so you can subscribe to the features that are right for your business. You can choose to mix and match service levels, allowing you to easily adapt to changing or growing business demands. All levels include business telephony features and great customer service.

Power and Scale for the Mobile Cloud Generation

MiCloud Flex is a native cloud solution that improves the way you communicate by eliminating the barriers to collaboration, enhancing customer service and tying your existing business applications together through an easy-to-use interface.

Advanced Integrations with Your Business Processes

You can harness the power and scale of the cloud for better communications without disrupting your business. MiCloud Flex integrates easily with Skype for Business (MiCollab for Microsoft), Salesforce.com and other business applications to unify and enhance your communications. And with MiCloud Flex, you can also integrate with proprietary software and systems we do not have integrations for by leveraging APIs.
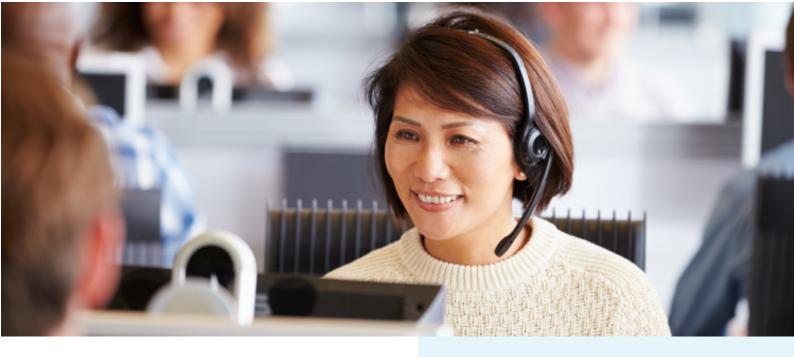
Collaborate Smarter

Real-time communications is the key to better collaboration. With MiCloud Flex, you get the built-in capabilities of MiCollab and MiTeam Meetings to foster real-time collaboration using voice, video, IM, document sharing and more – all from a single, unified application that moves seamlessly between desktops, mobile devices and the cloud.

- Bring Microsoft Outlook, Skype (MiCollab for Microsoft) and other applications into the conversation for true unified communications
- Enjoy robust features including presence-based awareness, instant video communication, visual voicemail, attendant console and much more
- Highly collaborative, persistent workspace for team-based meetings, conversations, contextual collaboration and project management

Master Mobility

Mobile communications are essential in a world where millennials will soon make up more than half of the workforce. Cloud communications brings mobility into all communications and allows colleagues and gives customers a choice of how they communicate.

- A communications portal displays on desktops, laptops, smartphones and tablets including Android and iOS devices
- Give customers the flexibility to communicate using voice, email, text or chat from any device

Transform Your Customer Experience

Enterprises face a new generation of consumers who expect personalised service that's low effort, available through the channel of their choice and with the convenience of self-service. MiCloud Flex Contact Centre is an enterprise-class, omnichannel customer experience management solution with advanced customer experience management that is proven to transform the way you interact with customers. It leverages Google Cloud Contact Centre AI capability, drastically reduces the complexity associated with integrating multiple tools and generates deep insights into data and performance that help you make the most of your opportunities.

- Combine your contact centre with CRM or other business applications to deliver real-time customer intelligence to agents, regardless of the manner your customer chooses to contact you (phone, email, web chat, SMS, social media, video, etc.)

- Identify customers based on stored profiles and intelligently route them to the right agents and resources

- Deliver advanced self-service capabilities with Speech enabled IVR messaging and routing

- Optimise operations by creating a blended contact centre with Preview Dialer

MiCloud Flex is built on Google Cloud's proven reliability, security and scalability to deliver uptime and compliance you can depend on.

MiCloud Flex is Your Path to Better Communications

It's secure
MiCloud Flex offers a dedicated environment hosted in secure Google Cloud data centres with advanced multi-layered security measures including full encryption. Google Cloud data centres are built to satisfy the most stringent security standards and are fully certified to meet SOC 2 and GDPR and many other compliance requirements.

It's flexible
MiCloud Flex gives you the opportunity to wrap your business communications solutions around your existing business processes and workflows through APIs and Open Media.

It's customer focused
By choosing MiCloud Flex as your next-generation customer care solution, you're giving customers more choices, faster responses, personalised interactions and self-service IVR and Chatbot capabilities that save them time (and save you money).

It's reliable
With MiCloud Flex, chances of your communications going down because of a single network outage or hardware failure is significantly reduced. MiCloud Flex features a high-availability geo-redundancy deployment for enhanced disaster recovery and additional availability of service.

It saves you money
Enterprises can realise big savings by moving their communications into the cloud. MiCloud Flex features valued bundle pricing to minimise licensing costs and a scalable pay-as-you-grow model that ensures enterprises do not pay for capacity they do not need. You can quickly add new users, connect new offices or activate new features, and do it all while driving down your communications and customer care costs.

Mitel Phones
Buy and Rent Options Available.

| MiVOICE 6920 IP PHONE | MiVOICE 6930 IP PHONE | MiVOICE 6940 IP PHONE | MiCOLLAB CLIENT | MiVOICE CONFERENCE PHONE |

Why Mitel?

Flexibility

Our flexible solutions provide the choice needed to empower business communications and support your customers in achieving their business goals.

Choice

With Mitel, teams have the choice to communicate in the way that works best for them – across voice, video, messaging, presence, audio conferencing, mobility and team collaboration.

Opportunity

We're here to help drive your customers' businesses through improved customer and workplace experiences, optimising opportunities for growth and efficiency.

With over 45 years of experience in the telecommunications industry, Mitel is the #1 provider of cloud technology and solutions worldwide. Since 2008, Mitel has become the fastest growing cloud communications provider powering connections with over 4.7 million users, more than twice as many as any other competitor.

Mitel… The leader in Cloud Communications

#1 IN FIVE CORE MARKETS

70M+ GLOBAL USERS IN 100+ COUNTRIES

#1 IN GLOBAL CLOUD USERS

MORE THAN **1.4M** UCaaS USERS GLOBALLY

#2 IN CONTACT CENTER SYSTEMS SHIPPED GLOBALLY

1M+ NEW UC USERS PER QUARTER

4.7M+ CLOUD USERS WORLDWIDE

#2 IN UCaaS WORLDWIDE

britannic technologies

THE SOLUTIONS PEOPLE
BRITANNIC IS THE TECH PARTNER FOR YOU.

When it comes to delivering disruptive ICT services for your organisation, it is as much about choosing the right technology partner as it is about choosing the right communications technology. You'll love working with Britannic for our great service, expert technical skills and a real hands-on approach to solving complex ICT challenges, but above all you will buy into our shared vision for the future.

Our expertise lies in finding creative solutions to even the most challenging of business problems. Its' not just about technology in isolation, it's about the whole innovative ecosystem, the culture and the change management.

Whether you need a technology partner that develops your integrated services for the future, or you'd like to move to a Managed Service Provider that takes ownership of your communications platform and network maintenance, with Britannic you get one team that does both.

We've worked with Mitel since 2002 and experience our partner's developments first-hand. That's how we know Mitel technology inside and out. That's also why our customers get the smoothest maintenance support and an early glimpse into the future of workplace technology. Our Mitel services build on leading technical skills, award-winning integration capability, added value, and a portfolio of digital transformation applications. Complemented with a personal approach and commitment to customer care. That's why businesses partner with us.

We're Your Partner for the Future

With Britannic, you'll discover the possibilities of technology, connect people, deliver resilient ICT services to desktops and mobiles, and develop your cloud or on-premise platform with application integrations that make every conversation easy, personal and productive.

To design your best solution and ensure technology adoption, we involve all project stakeholders from the start. Then we deliver and develop in line with our agreed plan. And it doesn't stop there; once we've delivered the plan, we'll focus on how it evolves with your digital transformation journey.

btlnet.co.uk

The Britannic Way

Your Team

With vendor-trained and accredited Engineers, PRINCE 2 Project Managers, our own IT Development Team and a dedicated Account Manager we build an Account Team around you that seamlessly extends your IT resource. We're around to help and share our knowledge.

Your Guide

Your Account Team guides you through our onboarding process and all platform development projects with a clear project plan, ICT road map, workshops for IT and Business Leaders, pilots and training sessions that encourage user adoption. We closely work with all project stakeholders from start to success.

Your Doers

Drawing on deep technical and project management skills, we deliver on our agreements fast and with predictable outcomes. We keep you up to date, hold regular service reviews and act on feedback. ISO accredited processes for Quality Management, Information Security and Business Continuity back our own operation.

Plain Sailing

Our proactive service team and tailored SLAs ensure that you always get the best performance out of your solution with 99.999% SLA uptime, 24x7 monitoring & support, 95% remote fix rate, plus regular system performance reviews and ongoing technology guidance.

Mitel Platinum Partner

Our Platinum Partner badge is your insurance that our solution, implementation and support services live up to Mitel's strict quality standards. Our close partnership gives you access to a wealth of technical resources and ideas. You can meet the Mitel team and tap into their knowledge at our joint technology briefings.

Innovation Power

We have released 20+ product innovations that complement Mitel's solutions and make integration with your business applications simple. On top of that, partnering with the smartest heads in the industry allows us to bring new applications, innovative middleware and connectivity services to your business.

Mitel | platinum solutions partner