

MiCloud Flex

A purpose built communications solution that improves business productivity

Key Features

- Premium integrated cloud communications solution
- Dedicated and secure environment
- Advanced customization and integrations



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

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 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 Center with built-in IVR
- Interaction recording, Workforce Optimization 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 center applications as our on-site platforms. Users have access to the same easy-to-use features and 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 several service plan profile options, so you can subscribe to the features that are right for your business. Mitel gives you the flexibility 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.

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.

Transform Your Customer Experience

MiCloud Flex Contact Center is an 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 Center AI capability, drastically reduces the complexity associated with integrating multiple tools and generates deep insights into data and performance.

Advanced Integrations with Your Business Processes

MiCloud Flex integrates easily with Skype (MiCollab for Microsoft), Salesforce.com and other business applications to unify and enhance your communications.

Secure

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

FIND OUT MORE TODAY

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“ Britannic continue to be a key strategic partner of Markerstudy Group. It is the bringing together of best in class unified communication providers and turning them into world class solutions that separates you from the rest. Exciting times!

Dan Fiehn, CIO
Markerstudy Group

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.

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.

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.