



**elitegroup**

TECHNOLOGY | COMMUNICATIONS | SERVICES

# MiUC Cloud

**Advanced, Customisable  
Business Communications  
Solution in the Cloud**

Powered by



Powering connections

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## Enterprise Quality Meets Flexibility

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, particularly as organisations try to extend those capabilities across multiple offices, mobile workers and a multitude of different devices.

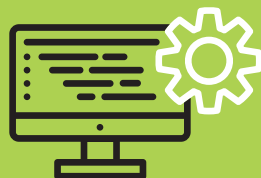
MiUC Cloud is designed to deliver a unique experience, both internally and for your customers. It delivers a complete, enterprise-class communications solution in the cloud to enable unified, scalable, mobile communications to anyone, anywhere and on any device. It's everything you need to take your 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. With MiUC Cloud, you have a fully integrated solution, rather than sourcing many disparate productivity apps from various non-integrated companies.

## Power and Scale for the Mobile Cloud Generation

MiUC Cloud 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.

### Benefits

- Fully hosted end-to-end solution
- Robust system features
- Reliable, high availability solution
- Global reach
- Premium customer service
- Advanced contact centre



## MiUC Cloud Offers a Proven Portfolio of Cloud-Based Services

- **MiUC Business IP voice communications** (including MiUC Conference)
- **MiCollab cloud collaboration tools**
- **MiUC Contact Centre, MiUC Call Recording, and IVR**
- **MiUC Analytics to monitor and improve call experiences and application performance**
- **Seamless disaster recovery and business continuity products** (including survivable branch appliances)
- **And a broad portfolio of IP/SIP-enabled phones**



## Advanced Integrations with Your Business Processes

You can harness the power and scale of the cloud for better communications without disrupting your business. MiUC Cloud integrates easily with Skype for Business, Salesforce, Google and other business applications to unify and enhance your communications. And with MiUC Cloud, 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 MiUC Cloud, you get the built-in capabilities of MiCollab 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, Google, Skype 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

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Mobile communications is a mandate 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 customers to choose how they communicate.

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



## Transform Your Customer Experience

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Enterprises face a new generation of consumers who expect personalised service that's low effort, available through many channels and with the convenience of self-service. MiUC Cloud Contact Centre is an enterprise-class, omnichannel customer experience management solution with advanced customer service features that is proven to transform the way you interact with customers.

- 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.)
- Integrations via Open Media enables you to customise your customer engagements through Mitel Professional Services or via own customisations with the appropriate Developer program subscription and training
- Identify customers based on stored profiles and intelligently route them to the right agents / resources
- Deliver advanced self-service capabilities with IVR messaging and routing
- MiContact Centre Ignite Preview Dialer to optimize operations by creating a blended contact centre

## MiUC Cloud is Your Path to Better Communications

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### It's completely secure and compliant

Communications are hosted in secure, Tier 3+ data centres with optional advanced security measures including full encryption. The MiUC Cloud system is also dedicated to you and can be configured as an extension of your private network, and our cloud centres are built to satisfy the most stringent security standards.

### It's customisable

MiUC Cloud gives you the flexibility to wrap your business communications solutions around your ideal and existing business processes and workflows. MiUC Cloud integrates easily with Microsoft Lync / Skype for Business, Salesforce, Google and other business applications to unify and enhance your communications. And MiUC Cloud is about having the ability to customise - either through defined APIs or we can customise on your behalf.

### It's customer focused

By choosing MiUC Cloud as your next-generation customer care solution, you're giving customers more choices, faster responses, personalised interactions and self-service capabilities that save them time (and save you money).

### It's reliable

With MiUC Cloud, your communications will never go down because of a single network outage or hardware failure. MiUC Cloud features a high-availability deployment or available geo-redundancy for enhanced disaster recovery and additional availability of service.

### It saves you money

Enterprises can realise big savings by moving their communications into the Mitel cloud. MiUC Cloud 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.

### It saves you time

MiUC Cloud can be quickly deployed supporting a global footprint and, once deployed, your IT department no longer has to spend hours provisioning, maintaining and upgrading hardware and software. MiUC Cloud is available as a completely managed service in the cloud; Mitel maintains the virtual environment (including the hardware) and provisions the extra capacity when needed.

## Mitel Phones - Buy, Rent and Lease Options Available



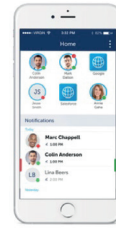
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IP PHONE



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IP PHONE



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MICOLLAB  
CLIENT



MIVOICE  
CONFERENCE PHONE

## Why Elite?

We service over **7000** UK-based and international business customers across all industry sectors



Financial  
Sector



Retail  
Sector



Education  
Sector



Construction  
Sector



Travel/  
Tourism



Charity  
Sector



Logistics  
Sector



Manufacturing  
Sector

## Accreditations and Technology Partners



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ISOQAR  
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vodafone

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gold  
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