TDSolutionsCenter™
Integrated Technology Showcase

Mitel & Microsoft
Solution for Unified Communications
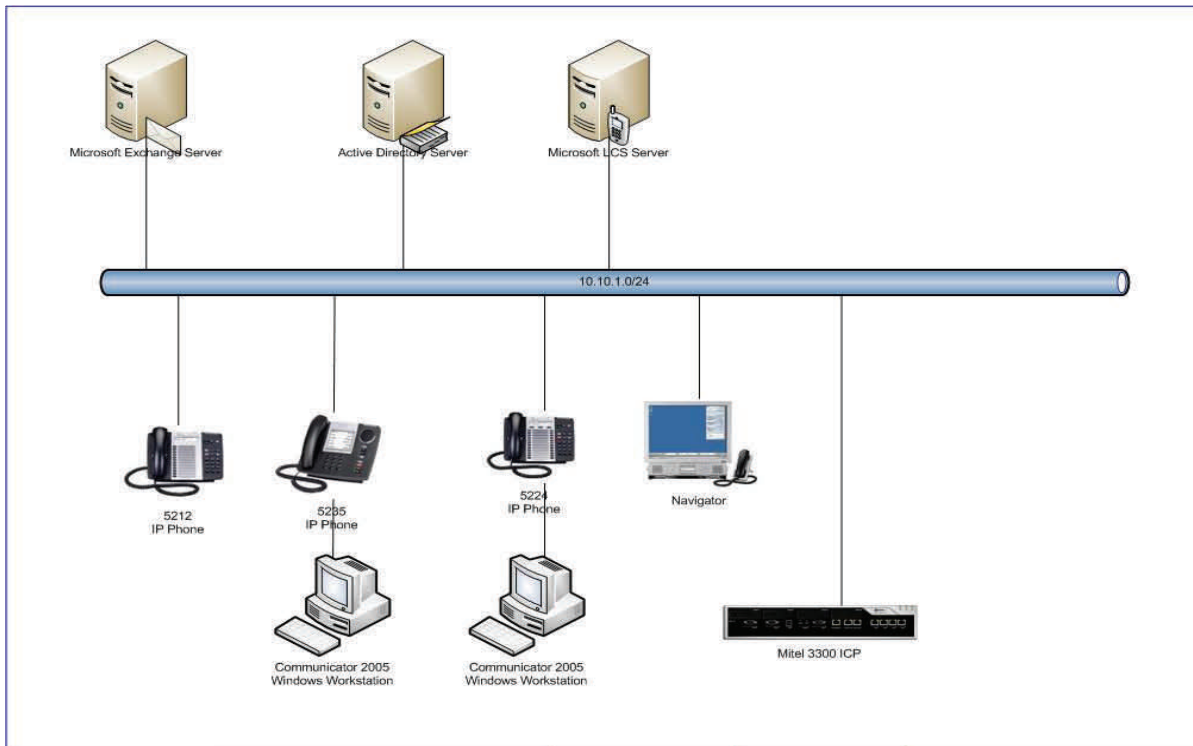
MITEL
Microsoft

Solution Overview: Organizations are looking towards advanced communications solutions in order to compete in a "flat world" where barriers to real-time communications do not exist and accessibility to federated clients, partners and suppliers is increased. Presence, availability, and in-the-moment collaboration and decision-making are major elements that drive business process improvement and enhance information worker productivity in a community of users. Through unified communications, information workers communicate seamlessly across different communication devices and business applications, relying on technological convergence to IP-based systems.

Mitel®, a leading provider of IP communications solutions, has partnered with Microsoft® to provide an end-to-end unified communications solution. Mitel established itself as an early innovator in the Microsoft Real-Time Collaboration (RTC) ecosystem in 2004, and has since been on a collaborative path to bring extended telephony integration and advanced voice solutions to the Microsoft Office environment.

Today, this integration of Mitel's IP Communications Platform and rich voice applications demonstrate the interoperability of Microsoft's unified communications technologies: Microsoft Office Live Communications Server 2005 and Microsoft Office Communicator 2005. The Mitel Live Business Gateway allows connectivity to Live Communications Server 2005 for both Mitel solutions and legacy voice infrastructures based on open industry standards such as SIP, XML and CSTA. Working together, Mitel and Microsoft are enabling enterprises to evolve their communications platforms in a smooth, cost-effective manner, to facilitate increased efficiency and productivity.

Microsoft Products Involved: Exchange Server, Windows Server 2003, Live Communications Server , Office Communicator, and SQL Server.

Mitel Products Involved: Mitel 3300 ICP, Mitel Live Business Gateway, Mitel IP Phones 5212, 5224, 5235, and the Mitel Navigator.

Mitel – Microsoft Unified Communications Solution	Date: 20 March 2007	Rev: 1 of 1	MITEL it's about YOU
Tech Data Solutions Center, Clearwater, Florida			Microsoft

Contact Information: To learn more about this solution call the following System Engineers:

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Government:

Improved customer service is at the forefront of the agenda for all levels of government. However, achieving excellence in customer service is a challenge for most government organizations, as they aim to provide services across multiple disciplines. Departments often act as separate business units, using disparate systems, meaning communications are complex and disjointed. The result is poor customer service, as callers are often required to dial several numbers before reaching the department or person they are looking for.

Mitel® and Microsoft offers government the means to overcome these challenges and provide an efficient and effective means to communicate across diverse systems and to work with government clients to achieve coordinated customer service.

We bring together the key components of an effective communications system that will enhance staff performance to ensure that a high quality of customer care can be delivered consistently and efficiently across all levels of government.

Mitel designs solutions suited to individual needs, enabling organizations to take the best approach that meets their unique communication requirements: from an incremental approach to call center implementation to providing teleworking tools for home and remote workers. Mitel designs innovative communications solutions that enhance responsiveness and the delivery of public services while keeping costs in check.