



# Mitel MiCloud Flex

## Product Description

MiCloud Flex is a purpose-built communications solution built on a leading public cloud platform that improves business productivity and is perfect for businesses of all sizes, delivering a unique experience, both internally and for your customers.

We live in a world where “mobile-first” is a rapidly expanding definition. Most companies no longer exclusively meet in-person or telecommute. Now, organisations are formed from a myriad of working styles – and that’s great for employees, but challenging for the companies trying to adapt.

Mitel Flex is a modern telephony solution that keeps your business connected, even when meetings happen more in the virtual world than the physical one. It’s cloud-based, which allows you to get the same support and reliability you’re used to, with feature-rich capabilities for multi-office and work-from-home environments.



## Mitel Flex benefits

- **Fully hosted end-to-end cloud solution** with robust system features and seamless integration.
- **Ideal for multi-office environments** where users can enjoy the same communications experience anywhere, anytime on any device with advanced security protection to ensure that sensitive data remains safe.
- **Collaborate smarter.** MiCloud Flex also boasts robust features including presence-based awareness, instant video communications, visual voicemail, attendant console and much more.
- **Work anywhere.** Deliver a single communications portal that displays consistently on desktops, laptops, smartphones and tablets.
- **Delight your customers.** Combine your contact center with CRM or other business applications to deliver real-time customer intelligence to agents across any medium.
- **Maximum flexibility and scale** with a dedicated instance hosted in secure data centers, you get maximum flexibility to create your own communications environment without the complexity of managing it yourself.



## Mitel Flex key features



### Enhanced mobility for remote teams

Mitel Flex is built on the same cloud infrastructure as Google’s most user-intensive services (such as Google Search and YouTube). This means you get high 99.999% SLA performance and efficiency for core voice, while still being able to use remote comms.

*Capable of supporting the largest remote teams, Mitel Flex can scale from 250 users to 50,000.*



### Crystal clear audio and video conferencing

When you work in a telecommuting environment, being able to host conferences remotely is critical. That’s why Mitel Flex comes with audio and video conferencing included. You can easily connect with your various teams on whatever device they have available, and enjoy 2160p resolution as well.



### Advanced collaboration tools

In addition to conferencing, being able to work on the same files as other teammates is vital when working remotely or over various office locations. Mitel Flex comes with powerful collaboration tools so that you can work with other staff in real-time – without meeting in person.



### Instant messaging included

Video and phone conferencing is great, except when it isn’t. Instant messaging gives you a simpler, more personal, and more asynchronous alternative when you need it. It’s a more organised solution than email, and it comes with Mitel Flex.



JT is a Mitel Platinum Partner. Platinum status is the highest accreditation available, making JT one of Mitel’s key partners. Mitel is a leading provider of communications solutions for a range of organisations – from small, single site businesses to large multi-site enterprise.

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