

# MITEL CORPORATE OVERVIEW

Mitel® (Nasdaq:MITL) is a leading global provider of business communications and collaboration software and services. Mitel's Freedom architecture provides the flexibility and simplicity organizations need to support today's dynamic work environment.

Through a single cloud-ready software stream, Mitel delivers a powerful suite of advanced communications and collaboration capabilities that; provides freedom from walled garden architectures and enables organizations to implement best-of-breed solutions on any network; extends the "in-office" experience anywhere, on any device; and offers choice of commercial options to fit business needs.

We operate in over 100 countries, with the support of over 1,600 value-added resellers and partners. For more than 35 years, businesses worldwide have invested in and relied on Mitel's market leading portfolio of communications solutions, managed services and network services to help them improve their business performance.

## MITEL FREEDOM

- Connect with one number, one identity, one software stream.
- Communicate, collaborate from anywhere, on any device.
- Break away from 'walled garden' architectures.
- Choose commercial options to fit your business.

## MITEL SOLUTIONS

Mitel is at the forefront of the most recent evolution in the business communications market, Unified Communications and Collaboration (UCC). UCC combines multiple IT capabilities, enabling an efficient approach to communicating and improving how individuals, groups and organizations conduct business.

## QUICK FACTS

- More than 100,000 customers in over 100 countries
- Over 1600 value added resellers and partners worldwide
- Revenues of US \$650 million, fiscal year 2011 (ended April 30, 2011)
- 2000 employees
- Market Share – IP Extensions Shipped
  - #2 in the UK
  - #3 in the US
  - #3 globally

— Source: Corded PBX IP-PBX, Q2 2011, World, MZA

Mitel's portfolio of products are designed to easily integrate with a wide variety of existing systems and business processes, including virtualization, allowing businesses the freedom to evolve as their need dictates. Whether updating an existing telephony system, adding collaboration tools, improving customer service, or supporting mobile and remote workers, Mitel provides businesses with a comprehensive communication solution that can be tailored to their needs and is simple to implement, manage and use.

We provide solutions for education, government, healthcare, hospitality, retail and financial markets. We develop applications to enable business process improvements. We complement our product offerings with a rich suite of services that range from planning and design through to implementation and support. In the US market we also offer a hosted telephony service and a wide range of network services.

### MITEL'S PORTFOLIO

**Communications Systems** – Reliable, flexible, and scalable, Mitel's communications systems, including the cloud-ready software Mitel Communications Director (MCD), Mitel 5000 Communications Platform (CP), and our hosted offer in the U.S. called Mitel AnyWare. We offer market-leading choice, with best-of-breed options for the small office right up to the multinational enterprise. Mitel offers freedom of deployment; on industry standard servers, in virtualized data center environments on VMware, on Mitel hardware, or as a service from the cloud.

**Collaboration** – Extend teamworking beyond office boundaries with efficient access to information and people, using leading-edge conferencing and collaboration applications from the Mitel Applications Suite. Provide users with desktop and mobile device access to these tools through Mitel Unified Communicator® (UC) Advanced. This solution offers audio and web conferencing, presence, video and messaging capabilities to individuals inside and outside of the organization, independent of physical location.

**Mobility** – People are increasingly more mobile and connected. Successful decision making requires immediate access to the right people at the right time. Mitel offers solutions for mobile staff within the office as well as addressing the needs of corridor rovers and road warriors. Connect any mobile device utilizing Mitel's Dynamic Extension or provide highly functional integration with BlackBerry®, Android™ or Apple® devices and tablets, which can lower costs, deliver a competitive advantage, and deliver results "in the moment".

**Teleworking** – Work at home as if you were in the office. This plug-and-work solution, using a full range of desktop or soft phones, allows companies to offer remote workers all the features and functionality of their office phone and full presence—wherever they are.

**Customer Interaction** – Efficient and extraordinary customer service has never been more important than it is today. Enable staff and call center agents to intelligently and efficiently service clients across multiple media, such as voice, chat and email, and from any location. Let staff focus on high-value interactions while increasing customer satisfaction. Mitel's Customer Interaction Solutions also allow the effective and efficient management of service oriented staff and contact centers for small to large organizations that are designed with customer retention—and acquisition—in mind.

**Messaging** – From basic voice mail to advanced unified messaging, Mitel's Messaging Solutions, including Mitel NuPoint Unified Messaging™ (UM), increase personal productivity, improve accessibility, and protect infrastructure investment.

**Business Telephones** – Our phones are designed with the individual user in mind, while providing essential telephony, collaboration and presence capabilities. Available in multi-button configurations or with intuitive graphical displays, Mitel phones can be industry-tailored to suit both standard and specialty applications—including specific terminals for attendants, contact center agents, and conference room applications, as well as reliable, secure desktop devices for everyday office use.

## **PROFESSIONAL AND MANAGED SERVICES**

Our services, including our TotalSolution Program, helps address the total cost of ownership with end-to-end professional service and financial solutions. Mitel services enable companies to focus on what they do best—running their business. In the US market we also offer a hosted telephony service called Mitel AnyWare and network services from Mitel NetSolutions, such as local connectivity, long distance, mobile and data networking. We can take care of all of our customers communications needs for a simple, fixed monthly fee.

## **MITEL STRATEGIC PARTNERS**

Mitel and our partners develop integrated and innovative solutions, levering technology from industry leaders, such as Oracle®, Research in Motion® (RIM), VMware®, Mitel Solutions Alliance partners and Mitel Affiliate companies. Mitel makes it a priority to build long-term relationships with other companies to create better solutions for our customers. Mitel's Solutions Alliance provides a selection of third-party software and hardware options that integrate seamlessly with Mitel's portfolio. The Mitel Affiliate program is focused on establishing first mover advantage in new technologies and applications with such companies as Benbria, Isca Networks, Martello, Net Vitesse and Teldio.

## **DOING BUSINESS WITH MITEL AND OUR AUTHORIZED PARTNERS – THE FREEDOM TO SUCCEED**

With Mitel it's about the relationship. While addressing the global market, Mitel meets local needs though our regional offices in partnership with our network of over 1,600 trained and certified resellers worldwide (Mitel authorizedPARTNERS). Together we strive to provide unparalleled customer service and support. Mitel insists on delivering not only an exceptional communications solution tailored to each business, but the support and services that make an initial communications investment pay long-term returns.

MITEL | SIMPLY COMMUNICATING®

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FOR MORE INFORMATION ON OUR WORLDWIDE OFFICE LOCATIONS, VISIT OUR WEBSITE AT [MITEL.COM/OFFICES](http://MITEL.COM/OFFICES)

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