

Mitel MiCollab

Keeping people connected and productive –
anytime, anywhere, on any device



MiCollab is the flexible, affordable real-time communications solution that can be implemented on any network or mobile device to enable faster, more effective business communications

Ensuring effective real-time communications is essential in today's fast-paced global marketplace. Unified Communications and Collaboration solutions can enable people to connect and collaborate more easily and effectively, no matter where they are, how they work or what device they use.

Key Benefits

- Enhanced collaboration and productivity
- Mobile first design provides an in-office experience any time, anywhere, on any device
- Integrates with and enhances common business applications from third-party vendors
- Flexible premise or cloud-based deployment options that can evolve with your needs
- Easy deployment and administration

Mitel® MiCollab is a complete Unified Communications and Collaboration solution that provides your employees with all the tools they need to stay connected. It enables your employees to effortlessly communicate and collaborate with colleagues, customers, and partners through an integrated suite of services that are accessed via a single client – making every interaction efficient and productive.

Whether your business is large or small, MiCollab delivers the cost-effective capabilities needed to increase business productivity, build a competitive advantage and help drive business success.

Enhanced collaboration and productivity

With MiCollab, your employees can connect quickly and simply in rich, collaboration sessions, whether planned or impromptu. Individuals, workgroups and others outside the business can meet to share ideas and work together toward common project goals.

By integrating all required communications and collaboration tools in a single, unified solution, MiCollab makes connecting with others easy, and helps streamline business processes. MiCollab increases employee collaboration and productivity by reducing communications latency, managing workflows, and eliminating device and media dependencies.

An in-office experience, any time, anywhere, on any device

MiCollab's mobile first design enables an in-office experience for all your mobile employees, remote teleworkers and business travelers, using the device of their choice – be it a smartphone, tablet or PC.

For example, MiCollab can be used to view the availability of colleagues who may have the answer to a critical question. Even if employees are out of the office, they can be located and contacted on their mobile device and provide the answer(s) using IM, a voice call or video discussion.

Integrates with leading business applications and IT frameworks

Like all Mitel communications solutions, MiCollab supports a range of deployment options. Whether it's software deployed on an industry-standard server or into a virtual environment using VMware or Hyper-V technologies, MiCollab fits comfortably into existing IT infrastructures. MiCollab's virtualization capabilities also make it ideal for cloud deployment within a private datacenter or hosted in a private Infrastructure-as-a-Service (IaaS) environment.

MiCollab also integrates with leading business frameworks and cloud services, such as Microsoft® Outlook®, IBM® Lotus Notes® and Google®, and other UC application tools, such as Microsoft® Lync®, ensuring that your employees can communicate using their tool of choice.

For example, if your business currently uses Microsoft® Lync®, MiCollab integrates with it to add rich, high-quality voice and mobile UC capabilities.

Easy deployment and administration

With MiCollab, your IT administrators can manage all of the organization's collaboration tools using a single, user-friendly, Web-based interface. Role-based user templates simplify the addition of new users and applications, allowing the entire solution to be provisioned from Active Directory.

MiCollab Client

A single access point for all your business communication and collaboration needs, MiCollab Client enables everyone in your organization to access real-time communications capabilities regardless of location or device.

PRESENCE – know whether people you want to contact are on the phone, away from their desk or available for a video call, instant chat or other collaboration session.

MESSAGING – quick access to voice mail with visual message handling and presence information of the person who left the message.

SOFTPHONE – workers enjoy the same intuitive, office-based communications experience from a remote PC, laptop, smartphone, and tablet with an embedded software-based IP phone.

MOBILITY – installed as a client on supported iOS®, Android™, BlackBerry® and Windows® Phone devices, key communications and collaboration features are extended to mobile users of all kinds.

WEB PORTAL – access key unified communications and collaboration features from remote locations using any computer or web-enabled mobile device.

MiCollab comprises:

- Unified Communication (UC) clients for the desktop and mobile device that provide a uniform communication experience for employees
- Web Portal for remote access to core functions
- Unified Messaging services that make message storage and retrieval simple, yet flexible
- Audio, Web and Video Conferencing services to address a variety of conferencing needs for both the office-bound and mobile employee

POINT-TO-POINT VIDEO COLLABORATION – place a video call with the click of a button, whether for a scheduled collaboration session or an impromptu meeting.

ATTENDANT CONSOLE – offers rich presence information for multitasking attendants, receptionists and administrators.

INTEGRATION WITH BUSINESS APPLICATIONS

– enhance communications and productivity with integration to other business applications, such as Outlook®, Lotus Notes®, IBM® Sametime, and Google®.



MiCollab Client on iPad®

MiCollab Web Portal

MiCollab Web Portal provides remote access to advanced collaboration features, including:

DYNAMIC STATUS – displays current status and lets you change, add, edit and delete dynamic statuses.

OFFICELINK – for placing calls from the web and mobile portals.

CALL HISTORY – a record of missed, received, and placed calls.

CORPORATE CONTACTS – a list of corporate contacts, with a search function and detailed information.

MESSAGES – a list of current voicemail and fax messages that are downloadable to your smart device.

ACCOUNT OPTIONS – a way to edit dynamic extensions and update passwords and voicemail PINs.

Unified Messaging and Speech Auto Attendant

Unified messaging enables users to manage voicemail, email and fax messages from their personal phones and devices. Its features include:

MESSAGE RETRIEVAL – retrieve voice, text and fax messages from one synchronized message store.

OUTLOOK® CLIENT PLUG-IN – install an additional program in Outlook with a toolbar to manage voice messages.

FAX SERVICES – proactively provide fax senders with transmission status information right in the email in-box.

SPEECH COMMANDS – hands-free message navigation for commands, such as play, forward, delete and keep.

Audio, Web and Video Conferencing

Comprehensive audio conferencing and web collaboration capabilities with features including:

SCHEDULED / AD-HOC CONFERENCING AND WEBINARS – a variety of collaboration sessions, ranging from scheduled calls (one-time or recurring) to on-the-fly sessions.

PARTICIPANT MANAGEMENT – a consolidated view of audio-only and collaboration participants, with integrated moderator controls.

DESKTOP AND APPLICATION SHARING – share desktops, presentations, software applications, graphics and data of every kind.

MULTI-POINT VIDEO CONFERENCING – a personal collaboration experience with live video.

PUBLIC AND PRIVATE CHAT – instant message with the option of archiving session transcripts.

REMOTE CONTROL – participants can easily take control of another desktop for back and forth collaboration.

WEB-BASED COLLABORATION VIEWER – lets people participate in collaboration sessions from a web browser.

FILE TRANSFER – instantly transfer files to all or selected collaboration participants.

DOCUMENT MANAGEMENT – place important files in public or private areas for future use.

POLLING – solicit feedback throughout a conference for personal use or shared with all participants.

CONFERENCE RECORDING – record conference calls or collaboration sessions for distribution and export to a team or group.

For more information, please visit www.mitel.com