



Westcon



Mitel MiVoice Office 400 subscription

Why Mitel MiVoice Office 400 subscription is important to your business



Per user per month subscription models are increasingly being requested by customers



Gateway to cloud applications
MiTeam Meetings, MiVoice Office Web/ Mobile App, Mitel One



Hybrid Cloud migration path for customers who are not ready to move to a full cloud solution.

What is it?

All the capabilities of the **MiVoice Office 400 Solution** in a simple, affordable subscription commercial model that matches what customers are looking for

A **Hybrid Cloud offer** supporting a customer and partners journey to the cloud

A **great way to deliver cloud-based next gen apps** and a way forward for customers with legacy Mitel platforms



Target segment

SMB and Mitel Installed Base

SMB Controller



of which a maximum of 50 users can be **Entry, Premier or Elite**

Virtual



of which 300 users can be **Entry, Premier or Elite**



Entry Users

- All inclusive SIP UC with 2 devices+ Softphone and Chat available on Web and/ or mobile. Along with core voice services.
- Enterprise Voice Mail
- Auto-attendant
- Conference bridge
- Call recording
- SIP Trunk channels

Premier Users

- Entry + MiTeam Meetings
- #### Elite
- Premier+ ACD Agent with unlimited skills
 - CRM integration
 - Can be 1560 Operator

Monthly user and monthly subscription

Cloud-based apps

Collaboration

Video conferencing

Mobile



The benefits

Partner benefits

- Step into a recurring revenue model
- "Own" your base
- Drive your base forward
- Leverage skills you have

Customer benefits

- New services to help connect your team and your customers
- Cash flow friendly with no hidden costs
- Leverage what you already have

MiVoice Office 400 user profiles - UC

User Profile	Telephony	Entry	Premier	Elite
MiVoice Office 400 entitlement				
User	✓	✓	✓	✓
SIP terminal	✓(2)	✓(2)	✓(2)	✓(2)
Dialer				✓
OIP ACD agent				✓
1560 console				✓
Mitel meetings & calling entitlement				
Softphone		✓	✓	✓
Chat		✓	✓	✓
Screen sharing			✓	✓
Scheduled meetings			✓	✓
Calendar integration			✓	✓
Meetings recording			✓	✓
PSTN - call in numbers			✓	✓
PSTN - call out meetings			✓	✓
Meetings productivity tools			Agenda, task management/ decisions2	Agenda, task management/ decisions2
Meetings size			Limited (100)	Max (250) 3
Chat & collaboration				
Storage		Up to 1Gb	Up to 10Gb	Unlimited
Retention (files and storage)		12 months	12 months	12 months
Retention chat		24 months	24 months	24 months

1. Subject to storage limits as defined
2. Will be available in future releases of Mitel One
3. Increased Meeting capacity will be delivered in a future release

User profiles - other features

Feature	Telephony	Entry	Premier	Elite
PBX features on SMBC or virtual appliance	✓	✓	✓	✓
Security and feature upgrades (SWA)	✓	✓	✓	✓
Enterprise voice mail	✓	✓	✓	✓
Presence on phone and SSP	✓	✓	✓	✓
In call features – hold, transfer, add a call	✓	✓	✓	✓
Audio conferencing (ad hoc)	✓	✓	✓	✓
Conference bridge (dial in)	✓	✓	✓	✓
Call recording (embedded, manual or automatic)	✓	✓	✓	✓
Audio conferencing – conference bridge	✓	✓	✓	✓
Auto attendant	✓	✓	✓	✓
ACD agent (OIP based, CCS excluded)				✓
CRM integration (dialer)				✓
PC operator 1560 or 1560IP				✓

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