MITEL

Communications Director

Gain the Edge

Intent on maintaining a competitive edge and gaining success in today's dynamic markets? Seize the advantage – maximize ROI by enhancing your business communication, collaboration, and customer responsiveness.

Achieving Success

Mitel's core communications software platform delivers a highly flexible, feature-rich IP telephony system that is scalable and simple to manage. It's designed to meet the needs of businesses from 5 to 65,000 users, whether they have a single site or multi-site networks that span the globe.

Mitel helps businesses respond to real-world business challenges with unified communications solutions that drive productivity, improve performance, and reduce costs. Mitel Communications Director (MCD) is the foundation that delivers the seamless integration of voice, email, unified messaging, mobility, presence, conferencing, collaboration, applications, and more – enabling faster, more effective communication. Mitel enables businesses to offer functionality tailored to the needs of specific job roles and individual preferences based on varying needs for external communication, the need to collaborate with others, degree of mobility, and other role-based drivers.

MCD includes the following core applications:

Mobility

MCD's embedded mobility solutions, such as Dynamic Extension and Hot Desking, and integration with BlackBerry® Mobile Voice System (MVS), deliver employees greater freedom to communicate from wherever their business takes them, without the burden of escalating mobility costs.

Dynamic Extension

MCD's embedded Dynamic Extension solution provides users with the ultimate in cost-effective, "no compromise" mobility by letting employees select up to eight devices (regardless of device type) to act as their business phone, so all of their phone numbers collapse into one, giving them a single identity through their business extension.

MITEL®
Simply Communicating®

Hot Desking

Ensure employees continue to be accessible and productive no matter which business location they are working from. Hot Desking allows employees to log into any Mitel IP Phone, located at any of your offices, or even at home, so they can access personal preferences and have their calls routed to the device they are logged in to.

Mitel Mobility for BlackBerry Mobile Voice System

With the combination of MCD and BlackBerry MVS, BlackBerry smartphones become extensions of the company's PBX, providing a single interface to all employees' business communications needs and securely maintaining a single identity for both inbound and outbound dialing. Customers always know where employees can be reached and the company can present them with a single corporate identity throughout the calling experience.

Unified Messaging

Employees have anywhere, anytime access to messages with an integrated, fully-featured voice mail system, Unified Messaging, and an automated attendant.

Contact Center

Mitel Contact Center Solutions help ensure the delivery of excellent customer service that nurtures relationships. Agent and supervisor tools drive productivity in your contact center, and real-time and historical reporting ensure operational efficiency.

Enterprise Manager

Looking to minimize system administration and maintenance costs? Mitel Enterprise Manager delivers your IT manager a suite of management tools to allow simple configuration, control, and management of MCD. It increases staff productivity by minimizing repetitive tasks and automating standard processes by enabling provisioning access to multiple sites and systems from a single interface.

Deployment Flexibility

Mitel's innovative call control software allows you to operate your communications system with flexibility, ease, and reliability on your choice of platform:

- The family of Mitel 3300 Controllers
- Industry standard servers from Oracle®, HP®, IBM®, and Dell®
- VMware® vSphere™ 4.0 and 4.1 virtualization platform, for businesses that want to manage communications like any other application in their data center
- Multi-Instance Communications Director (MICD) for the high-density call control required by large businesses and service providers.

This choice supports a range of deployment models (distributed, centralized, private and public cloud) and is future proof – as your IT strategy shifts, so to can your communications strategy.

Mitel Communications Director · MCD

| Mitel 3300 Controllers | Industry Standard Servers | Virtual MCD | MICD |

Business Continuity

MCD offers businesses reliable options to ensure business continuity in the event of a network outage or hardware failure. MCD can be run on certified Stratus® servers, which deliver both processor redundancy and RAID-protected hard drives, dual hot-swappable power supplies and fans, and redundant network connections.

Virtual MCD further enables you to take advantage of the business continuity services available through VMware, offering the ability to perform an automatic restart of virtual machines on alternate servers when a server failure happens. In addition to enabling pre-planned disaster recovery management policies for when a primary data center or server cluster is put out of service, virtual cluster can also be recreated on a backup data center.

Simple but Powerful, Web-Based Management

MCD delivers a broad range of administration functions and capabilities all within a simplified web-based management architecture that reduces the time and resources required to perform tasks and administer changes. An administrator can administer a multi-platform MCD solution from their web browser as if it was a single platform solution. System changes are automatically synchronized across the solution, and management control and tasks can be delegated across the organization, rather than relying on a centralized point.

Simple End User Provisioning

Quickly provision new employees with pre-formatted departmental and role-based templates. Employee information is automatically shared across all the other MCDs in the network to ensure that any employee on any system can immediately contact the newly added employees. Integration with Microsoft® Active Directory® means you can configure a user once in Active Directory, and the user will automatically be assigned a role template and configured within MCD – saving you considerable time, and simplifying large deployments.

Full Range of Mitel IP Desktop Portfolio and Accessories

MCD supports a full range of Mitel IP Desktop devices and accessories. From affordable entry-level phones to products that deliver advanced applications to the desktop, Mitel offers a broad range of analog, digital, and IP phones; consoles; softphones; conference units; and peripherals. Building on a legacy of success at the desktop, Mitel phones combine the ergonomics, feature-richness, and voice quality users expect.

Standards-Based Architecture

MCD adheres to industry standards, enabling businesses to leverage existing business infrastructure and provide a smooth transition path to the network-centric communications model. MCD's core call control features and functionality are the same regardless of the hardware platform. MCD operates across virtually any LAN / WAN infrastructure, coupled with native support for legacy networking standards such as Q.SIG and DPNSS, offering businesses the ability to protect existing investments irrespective of legacy PBX, while delivering all the advantages of a converged infrastructure.

SIP Protocol Support on MCD

In support of Mitel's support for open standards, MCD natively supports connection to both SIP lineside devices and SIP trunks. No extra hardware or software is required to support SIP users or trunks, greatly simplifying the solution administration when using the SIP Protocol.

Driving Return on Value

Mitel demonstrates a strong return on value to all employees with solutions that tie back to business goals and outcomes. MCD allows you to leverage your existing infrastructure investments to:

Drive down network costs	Reduce network management complexity.	Share applications across the network, thereby cost effectively enabling features and functionality that were not previously available or affordable.	Offer investment protection.
1	2	3	4

Delivering a Solid Return on Investment

Industry Leading Virtualized Voice

Virtual MCD, the core of Mitel's unified communications, runs as a virtual appliance on VMware vSphere 4.0 and 4.1 virtualization platform.

Virtual MCD offers businesses capital cost savings due to a reduction in server hardware and real estate and operational cost savings associated with simplified management and reduced power and server provisioning costs.

24 x 7 Availability

MCD operates across virtually any LAN or WAN infrastructure and can be deployed on redundant servers, in a distributed model where call control is managed at local sites, or in a hosted model where call control servers are co-located with gateways to deliver resilience and business continuity.

Any Device – Your Choice

Twin any internal or external device in the world from the heart of MCD and access all the IP in-call features of MCD. Dynamic Extension offers flexibility by working with any mobile or fixed device, over any network, with any carrier.

Realize Concrete Cost Savings

MCD helps to reduce costs associated with toll bypass, least cost routing, data center consolidation, SIP trunking, Moves, Adds, Changes, mobility, and much more.

Centralized Administration

Embedded multi-node management lets you manage multiple controllers – individually or within groups – from a single log-on at a single screen.

Mobility

With MCD, employees have the same "in-office" communications experience from anywhere with a single identity, phone number, voice mailbox, and extension.

Unified Communications and Collaboration

MCD supports integrated UC applications via the Mitel Applications Suite (MAS). MAS brings together a full complement of business critical software applications on a single server, including:

- Mitel Unified Communicator® (UC) Advanced
- Mitel NuPoint Unified Messaging™ (UM)
- Mitel Speech Auto-Attendant
- Mitel Unified Communicator (UC) Mobile
- Mitel Audio & Web Conferencing (AWC)
- Mitel Customer Service Manager (CSM)
- Mitel Business Dashboard
- Mitel Teleworker Solution

MAS enables IT departments to deploy applications based on individual user needs, with a simple, single point of access through the UC Advanced client for a consistent user experience.

Integration with Mitel Border Gateway (MBG) provides secure connectivity between LAN and public Internet, allowing Mitel call control to work seamlessly behind company firewalls.

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