

# MITEL APPLICATIONS SUITE

## A UCC SOLUTION THAT KEEPS COST DOWN AND DRIVES UP PRODUCTIVITY

Unified communications and collaboration (UCC) is a whole lot easier with Mitel® Applications Suite (MAS). It is a comprehensive, integrated solution that combines collaboration, mobility, and messaging into a single application.

### KEY BENEFITS

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- PROMOTES USER AGILITY AND COLLABORATION
  - SIMPLIFIED ADMINISTRATION
  - RANGE OF DEPLOYMENT OPTIONS, INCLUDING VIRTUALIZED ENVIRONMENTS
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#### PROMOTING USER AGILITY AND COLLABORATION

Despite being physically separated, users appreciate being able to find each other quickly and connect without delays and long wait times for return calls and emails. MAS brings users together from anywhere on any device at any time for spontaneous and planned meetings complete with document sharing and white boarding. It's as if they were in a virtual meeting room!

#### SIMPLIFIED ADMINISTRATION

MAS operates on a single management console providing administrators with one view of the entire application. In addition, it comes with user templates that simplify the addition of new users and applications, enabling you to complete all provisioning from a single interface. Management is via a web browser that can be accessed from anywhere.

### RANGE OF DEPLOYMENT OPTIONS

Mitel offers many deployment options such as software only for deployment on an industry standard server, a virtual appliance for deployment in virtualized environments, and software pre-integrated on a business-class, rack-mounted server<sup>1</sup> to fit within your IT strategy today and seamlessly evolve with it in the future.

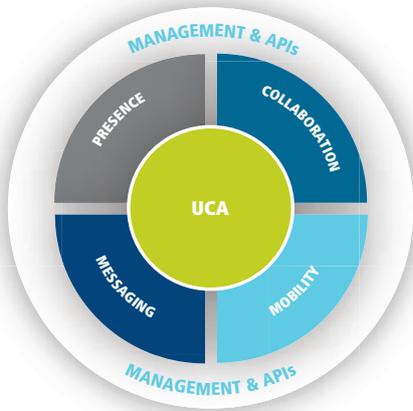
### DEPLOYS IN VIRTUALIZED ENVIRONMENTS

Deploy MAS in a virtual environment where it runs on industry standard servers alongside other business applications in a VMware® vSphere™ environment. Furthermore, virtualization lets you manage VMware vCenter™ management tools for productivity improvements and resource efficiencies in data center management and risk mitigation, with a single business continuity and disaster recovery plan across all of your business applications, including UCC.

<sup>1</sup> MAS software pre-integrated on a business-class, rack-mounted server is only available in the UK and North America.

**KEY FEATURES**

- UNIFIED COMMUNICATIONS CLIENTS
- PRESENCE
- MOBILITY
- COLLABORATION
- UNIFIED MESSAGING



A UCC application that keeps cost down and drives up productivity

**UNIFIED COMMUNICATIONS CLIENTS**

Mitel Unified Communicator® Advanced (UCA) is Mitel's award-winning unified communications application that gives you a single access point for all of your business communication and collaboration needs. It provides real-time access to everyone in the organization, on or off the premises, and enhances the effectiveness of "in the moment" communications.

**UCA DELIVERS:**

- Presence
- Secure instant messaging
- Point-to-point video
- Softphone
- Desk phone integration
- Corporate directory access
- Visual voice mail
- Detailed call history
- Integration with Microsoft® Outlook® and Office, and IBM® Lotus Notes®

**PRESENCE INDICATES A USER'S AVAILABILITY AND READINESS TO COMMUNICATE**

**USERS SHARE THEIR AVAILABILITY AND READINESS TO COMMUNICATE**

Regardless of location, UCA empowers users to see the availability of others before a conversation begins so they avoid time-consuming phone / email tag.

**USERS SELECT THE BEST WAY TO REACH OTHERS – BASED ON THEIR AVAILABILITY**

UCA gives users a visual on the status of colleagues on the network, so they can choose the most effective communication method that they think will get the best response, based on the person's availability – IM (secure chat), launch audio and video collaboration, phone call / voice mail. The other person receives the enquiry from where ever they are, on whatever device they are using at the time.

**DYNAMIC STATUS EMPOWERS USERS TO MANAGE HOW OTHERS REACH THEM**

Throughout a day, users will be in a variety of locations with varying availability. Dynamic Status allows the user to easily specify IM, presence, and call routing options when showing a specific status, such as In a meeting, On the phone, Away, In the office, etc. The status can be changed from within the UCA client, changed remotely from the UCA Web and Mobile Portal, or automatically updated based on the user's Outlook or Lotus Notes calendar information. Or, some users may prefer to use automatic status changes that are driven by their calendar or location based services like GPS, Bluetooth®, and Wi-Fi®.

**MOBILITY**

MAS mobility supports any combination of mobile user: the out-of-office traveler, the remote worker, or those always moving about the building or campus. No matter where they are, mobile employees with Android™, BlackBerry®, or iOS devices can function as if they were at their desk – change presence / availability, manage their communication profile, and participate one on one or in multiparty collaboration sessions.

**EXTEND SECURE WORKSPACES TO ANY LOCATION**

Extend the corporate voice and data network with the Mitel Border Gateway (MBG) to virtually any location via a broadband connection. Establish secure workspaces with comprehensive threat protection, strict access control, and privacy. As part of MAS, MBG securely enables remote employees to work and collaborate productively by having a complete in-office unified communications experience without being physically in the office. Employees retain all of the features and functionality that they enjoy at the office by using a Mitel IP Phone or a softphone. Best of all, internal calls for teleworkers are free.

## COLLABORATION

### CONNECTING TEAMS AND INDIVIDUALS

Mitel Collaboration Advanced (MCA) pulls dispersed workers close together, into modern day “virtual war rooms” where documents are shared, whiteboards are used, and people collaborate naturally. Users join meetings from anywhere and from any device reducing travel costs, conferencing charges, and mobile costs.

Collaboration is more than just multiparty meetings. For example, two people holding a spontaneous meeting to discuss a document is also collaboration. However, when people are miles apart it’s hard to stop by their desk to share documents and clarify small points. MCA makes it possible.

## UNIFIED MESSAGING

### SIMPLIFIED MESSAGE RETRIEVAL

There can be a lot of places to look for messages, from the fax machine to voice mail to email – that’s also a lot of passwords for users to remember. Mitel NuPoint Unified Messaging™ (UM) simplifies message retrieval – users retrieve voice, text, and fax messages from one synchronized message store using the device that suits them best.

### MAKING IT EASY FOR INBOUND CALLERS

Inbound callers need to speak with a specific person in your company. Mitel Speech Auto-Attendant provides callers with quick self-serve access to company resources, including departments, teams, and individuals.

MITEL | SIMPLY COMMUNICATING®

## TECHNICAL SPECIFICATIONS

### LANGUAGES SUPPORTED

US ENGLISH, UK ENGLISH, CANADIAN FRENCH, EUROPEAN FRENCH, DUTCH, LATIN AMERICAN SPANISH

### HARDWARE REQUIREMENTS

CPU	Applies to software distribution only. For minimum hardware requirements, consult the Mitel Engineering Guide and your Mitel sales representative.
Hard Drive	250 GB
RAM	4 GB (6 GB if running UCA)
NIC	Single NIC in LAN mode (server only) or dual NIC when deployed in network edge (server-gateway)
Monitor	Minimum resolution of 800 × 600 pixels
Virtual MAS	Intel®-based server with a minimum Xeon® 55xx Series at 2 Ghz or better (supporting Core i7 / Intel Nehalem architecture), with hyper-threading enabled.  VMware vSphere Client installed on a Microsoft Windows® workstation. Refer to the VMware website for detailed installation procedures and additional documentation.

### SOFTWARE REQUIREMENTS

Web Browser	Internet Explorer® release 7.0, 8.0, and 9.0, or Mozilla Firefox release 4.0
Virtual MAS	VMware ESX® / ESXi™ release 4.0, 4.1, and 5.0

## SUPPORTED MITEL PLATFORMS

## MAS 4.0

Mitel Standard Linux <sup>2</sup> (MSL)	Release 9.4 (32-bit version only)
Mitel Communications Director (MCD)	Release 4.0 SP3, 4.2 SP2, 5.0 and 5.0 SP1
Mitel 5000 Communications Platform (CP), HX Controller	Release 4.0, 5.0, 5.1
Axxess	Release 11

## SUPPORTED MITEL APPLICATIONS

## MAS 4.0

UCA	Release 5.0
NuPoint UM	Release 5.0
Speech Auto-Attendant	Release 5.0
MCA	Release 4.0
MBG	Release 7.1

<sup>2</sup> Linux<sup>®</sup> is the registered trademark of Linus Torvalds in the U.S. and other countries.

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