

# MICOLLAB

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

MiCollab is a complete collaboration solution that provides users with all the communication tools they need

It is a comprehensive, integrated solution that combines collaboration, mobility, and messaging into a single application.

### KEY BENEFITS

- ENHANCED PRODUCTIVITY INNOVATION AND USER AGILITY
- AN IN-OFFICE EXPERIENCE ANYWHERE, ANYTIME, ON ANY DEVICE
- LEVERAGES LEADING IT FRAMEWORKS
- REDUCES COST AND DELIVERS FAST ROI
- SIMPLIFIES ADMINISTRATION AND MANAGEMENT WITH A RANGE OF DEPLOYMENT OPTIONS

### ENHANCING PRODUCTIVITY, INNOVATION AND USER AGILITY

Employees often find themselves being physically separated across their organization. In today's busy working environment these employees are more productive when they are able to locate each other quickly and connect without delays and or experience long wait times for return calls and emails. MiCollab brings users together from anywhere on any device at any time for spontaneous or planned communications and collaborations

### AN IN-OFFICE EXPERIENCE ANYWHERE, ANYTIME ON ANY DEVICE

MiCollab provides all the tools needed to collaborate with colleagues, customers, and business partners regardless of location. Whether it is instant messaging, voice, desktop video, or e-mail, employees choose the method that works

best given the reasons for meeting, the people involved, their locations, and the timing.

Having the freedom to work from locations determined by the employee means not only can people collaborate on PC's they can also do the same on marketing leading mobile and tablet devices. (BlackBerry®, Android™, and IOS®)

### LEVERAGES LEADING IT FRAMEWORKS

A seamless and comprehensive integration of Mitel enterprise voice capabilities with Microsoft Lync deployments. Providing the richness and quality the Mitel voice solution brings to the enterprise into Microsoft Lync.

Out of the box integration of Mitel collaboration features with Google® hosted offerings ensures that all workers can communicate in ways that maximize their productivity using their tool of choice.

### SIMPLIFIED ADMINISTRATION AND MANAGEMENT WITH A RANGE OF DEPLOYMENT OPTIONS

MiCollab operates on a single management console providing administrators with one view of the entire solution. In addition, for simplified provisioning, user templates aligned with UCC Licensing V2 (Entry, Standard and Premium) greatly simplify the addition of new users and solution features, enabling you to complete all provisioning from a single interface. Management is via a web browser that can be accessed from anywhere or through integration with Active Directory provisions all aspects of the solution across MiCollab and Mivoice.

Mitel offers a range of deployment options including software only for deployment on an industry standard server, as a virtual machine on VMware® vSphere® as an integrated Virtual Appliance with voice (MiCollab with MiVoice) for deployment in virtualized environments as a single virtual machine and software pre-integrated on a business-class, rack-mounted server1 to fit within existing IT strategies in use today and seamlessly evolve with it in the future

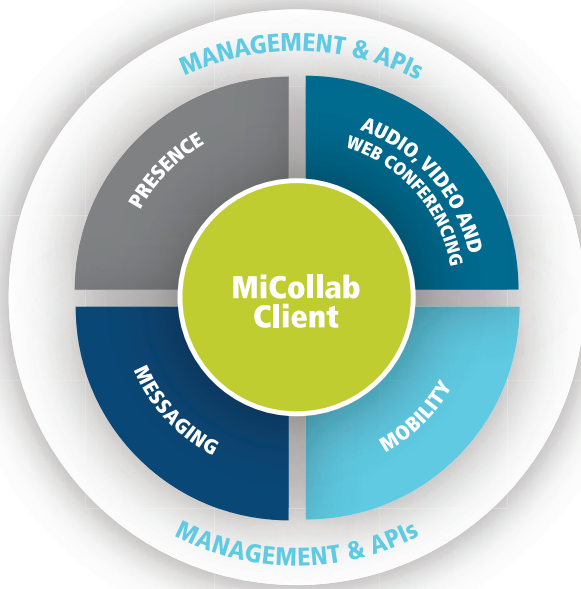
Furthermore, when deployed within a virtualized environment you have the ability to manage VMware vCenter™ management tools for productivity improvements and resource efficiencies in data center management and risk mitigation, with a single business continuity and disaster recovery plan across all of your business applications, including UCC.

**REDUCES COST AND DELIVERS FAST ROI**

MiCollab provides the tools you need to ensure productive collaboration while cutting travel expenses, eliminating downtime while in transit, and dispensing with “pay as you use” charges associated with some tools. The result is better, faster collaboration that reduces your costs and delivers a fast ROI while driving increased productivity and employee satisfaction.

**KEY FEATURES**

- MICOLLAB CLIENT
- MICOLLAB WEB PORTAL
- UNIFIED MESSAGING AND SPEECH AUTO ATTENDANT
- AUDIO, WEB, AND VIDEO CONFERENCING
- CLOUD SERVICES APPLICATION INTEGRATION



**MICOLLAB CLIENT**

Mitel's award-winning unified communications and collaboration client 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.

**MICOLLAB DELIVERS:**

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

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

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

Regardless of location, MiCollab Client 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**

MiCollab Client 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 client, changed remotely from the client Web and Mobile Portal, or automatically updated based on the user's

Outlook, Lotus Notes or Google calendar information. Or, some users may prefer to use automatic status changes that are driven by location based services like GPS, Bluetooth®, and Wi-Fi®.

### EXTEND SECURE WORKSPACES TO ANY LOCATION

Extend the corporate voice and data network with the MiVoice Border Gateway to virtually any location via a broadband connection. Establish secure workspaces with comprehensive threat protection, strict access control, and privacy. As part of MiCollab, MiVoice Border gateway 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. Best of all, internal calls for teleworkers are free.

### COLLABORATION

#### CONNECTING TEAMS AND INDIVIDUALS

Audio, web and video conferencing pulls dispersed workers close together, into modern day “virtual meeting 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. Audio, web and video conferencing makes it possible.

### UNIFIED MESSAGING

#### SIMPLIFIED MESSAGE RETRIEVAL

There can be a lot of places to look for messages, from the voice mail to email and the fax – all with their own access and password requirements. 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. Speech commands for items such as play, forward, keep, delete... are provided for hands free message management and navigation.<sup>2</sup>

#### MAKING IT EASY FOR INBOUND CALLERS

Inbound callers need to speak with a specific person in your company. 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 MiCollab	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

MiVoice for Lync	Lync version 2010 and 2013
Web Browser	Internet Explorer® release 8.0, 9.0 & 10 Mozilla Firefox release 10.0.4 and Google Chrome version 19 and later
Virtual MiCollab	VMware ESX® / ESXi™ release 4.1, 5.0 and 5.1
Client support	MiCollab client stations for the My Unified Communications portal, MiCollab  Server Manager portal, and application clients (such as Audio, web and video conferencing and MiCollab Client) are supported on Windows 8 (both 32 and 64-bit versions)

**SUPPORTED MITEL PLATFORMS**

**MAS 5.0**

Mitel Standard Linux2 (MSL)	Release 10.0 (32-bit version only)
MiVoice Business	Release 4.0 latest SP, 4.2 latest SP, 5.0 latest SP, 6.0 and 6.0 SP1
MiVoice Small Business, HX Controller	Release 4 5.0, 5.1 and 6.0
Axxess	No Longer supported

**SUPPORTED MITEL APPLICATIONS**

**MAS 5.0**

MiCollab client	Release 6.0 (Release 5.1 of the MiCollab Mobile client)
Unified Messaging	Release 6.0
Speech Auto-Attendant	Release 6.0
Audio, Web and Video Conferencing	Release 5.0
MiBorder Gateway	Release 8.0
Unified Communicator Mobile	Release 4.0

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

1 MiCollab software pre-integrated on a business-class, rack-mounted server is only available in the UK and North America.

2 Unified Messaging speech commands are only available in North America

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