



Mitel Contact Center Professional Services

Start On Your Journey To Modernize, Scale, And Drive To A New Level Of Business Performance

Modernize Your Contact Center By:

- Getting to the latest software release faster
- Migrating to the cloud from premise-based equipment
- Adding multimedia on top of your existing voice Contact Center
- Replacing a legacy system that lacks flexibility and no longer meets your business needs

Scale your Contact Center by:

- Adding capacity to your high volume workflows
- Adding system redundancy
- Virtualizing with Mitel's best in class software
- Adding remote agent capabilities

Driving your Contact Center operations to a new level of business performance at its simplest means discrete initiatives such as:

- Automating and optimizing your call, media routing, and contact treatment applications;
- Better forecasting and managing your workforce;
- Improving the visibility of your business performance via reports and dashboards.

At other times, you have broader needs that require deeper business analysis, process integration and a wider scope of action. Here you need to set project priorities relative to corporate or business unit strategy, and carefully plan project execution, taking into account changes needed in people, policies and procedures as well as in the technology. Making gains in strategic business performance could mean discovering how to differentiate your customer experience, to increase revenue per contact, and to measure loyalty.

At Mitel Professional Services, we recognize that results don't just happen overnight. Your journey starts with careful prioritization and planning before you can get to meaningful solution design and deployment. Our service delivery methodology is rigorous enough for your most sophisticated requirements and flexible enough to provide the service level you need.

Rigorous Framework for Flexible Delivery

DISCOVER

- *Business & Technology Assessment, Roadmap & Requirements*
- *Health Check*
- *Solution Architecture & Migration Phasing*
- *Multimedia Introduction*
- *Business Process Integration*
- *Business Continuity*



DESIGN

- *Detailed System & Application Planning & Design*
- *Work Flow Modeling*
- *Solution Integration*
- *Traffic Engineering*
- *Workforce Optimization*



DEVELOP

- *Application & Interface Custom Development*
- *IVR and Multimedia Apps*
- *CRM / ERP Integration*
- *Outbound Apps*
- *Custom Reports*
- *Embedded Call and Media Control*



DEPLOY

- *Project Management*
- *Installation*
- *Integration*
- *Configuration*
- *Test*
- *User Training*



Strengthen Your Business With Professional Services

With over 25 years of Contact Center experience, our approach to partner with our customers has resulted in improved business performance and efficiency.

OUR APPROACH

- Layered discovery with workshops, interviews and data analysis
- Recommendations for process and technology investment roadmap
- Leverage platform capabilities, customize as needed

CUSTOMER OUTCOMES

- Clear strategic directions and practical action plans
- Optimized, simplified and integrated business processes
- Innovative and differentiated customer experience
- Enhanced ability to grow your business
- Smooth introduction to operations

Discovery And Design Services

To quickly assess your Contact Center technology and operations, we can start you off with a Contact Center Health Check service. Our Discovery services also include a range of more intensive business and technical consulting options. Once your project requirements are well defined, our team of experts can translate these into a design that is ready to deploy and, where needed, to develop custom applications and/or integrations.

Mitel offers the following service options to augment your business partner offerings and to provide turnkey solutions.

HEALTH CHECK SERVICES

Starting with your current business objectives and challenges, we offer the Health Check service to elevate your business performance and get the most out of your current technology. We audit technology, assess operations, analyze gaps and advocate next steps. To minimize involvement of your most valuable resources, we remotely audit your current technology, licensing, configuration, work flows, and training records, and use a consultative interview approach to understand and assess your processes and operations vs. business requirements and barriers to higher performance. We deliver a report that highlights gaps and recommends opportunities on how to address these gaps.

BUSINESS CONSULTING SERVICES

When you have gaps in your Contact Center strategy, need to sharpen performance or differentiate customer experience vs. peers, or when business requirements are hard to finalize, we offer you Business Consulting Services. Use our consultants to develop your roadmap for business and technology investments, to align your stakeholders on business, process and operational requirements, to phase project objectives, and to lead operational planning.

Customer Story

Mitel worked with a Higher Education IT team with 34 campuses in cities around the US to consult and design to scale their Contact Center to continue to provide high-quality career education that prepares graduates for the real-life job market and helps them find employment. The consulting engagement included planning for 360 premium agents that needed flexible IVR and design an outbound call flow.

SOLUTION CONSULTING AND DESIGN SERVICES

Where you have well-defined business requirements and IT environmental constraints, we offer you: technical consulting services to recommend, frame and align stakeholders on your end-to-end solution architecture, detailed project phasing and technical risk management; and technical design services to analyze and design elegant inbound and outbound work flows for voice and multimedia, integrate with third-party systems and processes, establish reporting and workforce management, and engineer platform topology for scale, performance, virtualization and resiliency.

Development And Deployment Services

Our Development services can help you extend current solution capabilities to fit within your unique business environment and budget. Recognizing that each customer project has different scale and sophistication, your Deployment service will be a true collaboration whether remote or on site attentive to any project risks and responsive to issues.

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CUSTOM DEVELOPMENT SERVICES

As your business grows and your environment transforms, you may require custom CRM integration screen pops, or customized web, user interface, form and report design, or other third-party application integrations. We work with businesses of any size and from any vertical including hospitality, health care, education, government, finance, and more to develop innovative applications that range from simple Contact Center scripts to complex end-customer self-service applications.

IMPLEMENTATION SERVICES

Critical to the successful implementation of a new Contact Center solution or major upgrade, we work with you to deliver a successful project that performs as expected and we stay with you to rapidly address any issues that may arise on day one of operations.

TRAINING SERVICES

Give your Contact Center team the skills to utilize the full value of the solution and ensure your business consistently delivers optimal customer experiences. Training courses provide a consistent, high-quality learning environment and are offered for technicians, network administrators, managers, supervisors, and agents. For your convenience, there are flexible scheduling options for self-paced and on-site leader-led or remote instruction as well as foundational and advanced courses available.

Customer Story

One of Sweden's four largest banks with more than 15,000 employees across Europe was looking to create a competitive advantage in their customer care. They engaged Mitel for custom development services for their Contact Center solution to leverage new functionality and to improve and differentiate customer experience. The bank also used Mitel Professional Services for quality assurance and cost optimization to modernize and centralize their legacy communications technology into a fully virtualized solution.

About Mitel

Powering more than 2 billion connections every day, Mitel (Nasdaq:MITL) (TSX:MNW) helps businesses connect, collaborate and take care of their customers. That includes more than 33 million cloud connections daily, making Mitel the world's fastest growing provider of cloud communications. Our business communications experts serve more than 60 million users with over 2500 channel partners in more than 100 countries. We have #1 market share in EMEA and have been identified by top industry analyst firms as a business communications leader. For more information, go to www.mitel.com and follow us on Twitter @Mitel