

Upgrade your MiVoice Connect to **MIVOICE BUSINESS** and Grow

Upgrade and receive special offers
on **like-for-like licenses** and Mitel
6900 IP & 700d DECT phones



MiVoice Business

Leading UC Solution for SMBs



On-Site or
Cloud



From SMB to
Enterprise



Desktop & Mobile
Collaboration with
MiCollab



Call Control &
Embedded
Voicemail



Integrate with
3rd Party Apps



One-Time
Purchase or
Subscription

SMBC or SVI

Flexible Deployment Options



SMBC: 150 Users
SVI: 500 Users



Integrated Border
& CloudLink
Gateways



Integrated
Performance
Analytics



Single System or
Branch Offices



Simple User
Administration



Device
Investment
Protection

Software Assurance

Assurance for Continued
Success with Mitel



MiVoice Business
Software Updates



Security
Patches & Fixes



Continuous
Operability



Admin Access

Customer Experience

Modern CX Tools to Energize
Your Business



Omnichannel
Customer Contact



Modern CX
Workflows



Intelligent Auto
Attendant



Call
Recording

Contact us today about special incentive offers when
making the upgrade to MiVoice Business!



See how **MIVOICE BUSINESS** compares with your MiVoice Connect features.

Advance your business with this refresh.

Feature Comparison Highlights

	Features	MiVoice Business	MiVoice Connect
PBX Features	Auto-Attendant	✓	✓
	Call Recording	✓	✓
	Breadth & Depth of Call Control Options	✓✓✓	✓
	Workgroups	Yes (Ring Groups Hunt Groups	✓
	Voicemail Features	✓	✓
	Voicemail Platform Resilience	✓ *MiCAM	✓
	MiVoice Business Console / Reception	✓✓✓	Lesser Operator Role
Collaboration & Conferencing	Collaboration & Conferencing Apps	MiCollab / Video Meetings	UCC Client
	Mobile Collaboration	✓	✗
	Video Conferencing	✓	✗
Integrations	Microsoft Teams Integration	Mitel Assistant / Telephony Only Client	✗
	Vertical Applications	✓	Limited and Dated
	CRM Integrations	✓✓✓	Limited and Dated
Administration	Calling Analytics / Brightmetrics	✓	✓
	Proactive Monitoring	✓ Mitel Performace Analytics	✗
	System Upgrades Process	Multi Image – Faster & More Flexible	Single Image System – Slow & Rigid
Commercial	On-time Purchase (CapEx)	✓	✓
	Monthly Subscription (OpEx)	✓	✗
Hardware	Small Controller	SMBC All-in-One Form Factor (Call Control & Voicemail)	Voice Switch Hardware / Multi Servers
	Microsoft OS	Virtual Deployment	Windows Server
	MBG	Integrated / Mitel Provided	Externam / OEM
Cloud Deployments	Virtualized (VMware / Hyper V)	✓	✓
	Public Cloud (AWS/Azure)	✓	✗
Architecture	Scaling for deployments over 500 Seats	✓✓✓	Poor
	Resiliency / Stability	Yes- Advanced Generation / Scalability	1 st Generation, more suited to small deployments
Phones	6900 Series Phone Compatibility	✓	✓
Contact Center	Contact Center Application	✓✓✓ MiConact Center Business	✓ Mitel Connect CC / ECC

Contact us today to see how Mitel can deliver a complete communications and collaboration solution to meet your organization’s needs.