



OUR SOLUTIONS ARE:

- Reliable (mission critical)
- Simple (easy to manage and maintain)
- Campus-wide (provide cross-campus coverage)
- Cost-effective (leverages the investment made in IP communications infrastructure)

Business Continuity Solutions

Is your business equipped to deal with unexpected events?

Chances are, your business will suffer some form of disruption. This could be due to a major incident such as a fire or something more mundane like a power interruption – but the potential impact on your business could be critical.

How critical are voice communications in enabling you to respond quickly and effectively should an interruption to your business occur?

Mitel® Business Continuity Solutions deliver a sound communications infrastructure to support business requirements for business recovery, resumption and emergency preparedness associated with unplanned disruptions.

Recover

When an unplanned disruption brings business to a grinding halt, continuous service availability is becomes a key consideration. Historically, TDM networks have created an expectation of 100% availability dial tone. With the Mitel Unified Communications IP platforms, businesses are afforded not only cost and productivity saving applications, but increased phone system availability relative to TDM based technology. This improved availability can be leveraged to assure that business operations can continue to carry on seamlessly within specified recovery period timeframes.

Resume

Business disruptions such as transit strikes, gas shortages, and severe weather can impact business operations. They impede employees from coming in to work, without affecting IT operations. The Mitel Unified Communications Solutions assist in businesses in accounting for employees, knowing that they are safe, in addition to keeping them connected to the company network to ensure that business operations continue seamlessly.

Presence – Increase efficiency by providing employee and team availability status and preferred method of communication; enhancing the business communications experience.

Integration of communications with business software – increase employee productivity when working remotely

Collaboration – simplify real-time collaboration with audio-, web- and videoconferencing tools.

Unified Messaging and Mobility – integrate e-mail and voice mail applications for easier storage, retrieval and sending of messages; and reduce costs by providing corporate communications network access to mobile and remote employees

Respond

Mitel's Emergency Response Solutions give you the confidence to provide effective leadership to execute crisis plans and mitigate panic and unnecessary loss of life.

Our IP-based solutions facilitate open communications amongst employees, administration, and enable immediate accessibility to key emergency personnel on-site provide a secure and safe workplace environment.

Solutions Tailored to Your Needs

Emergency Response Adviser – Enables on and off site emergency response by notifying emergency response personnel of an emergency regardless of their location at time of the event. Pinpoint the exact location of a 911 call thereby greatly improving response times and outcomes in an emergency situation.

IP Duress Alarm – Building on the value of Emergency Response Adviser, the IP Duress Alarm provides staff with the ability to generate silent alarms requesting in-class security assistance. Security personnel are immediately notified of the location so that they can respond accordingly.

Zone based Paging and Mass Notification – Disseminate critical operating information to designated safety officials during an emergency situation. Deliver simultaneous messages to all or selected phones and speakers across multiple sites. This application also includes the ability to record and schedule announcements.

Security Call Box – Place emergency panic buttons in isolated areas. The security call box integrates the features and functions of emergency call, security, wireless communications, and telephone services into one solution.

5300 HTML Emergency Broadcast – Develop customized HTML screen applications that interact directly with student information systems databases. Current concept applications include emergency broadcasts, bulletin advisory boards and more.

Malicious Call Tagging – Provide staff with the ability to tag, record (SMDR records), and retrieve malicious calls (e.g., bomb threats, threatening calls).

Record-a-Call – Record, retrieve, and archive all threatening incoming calls (e.g., security threats, angry employees).

Mitel Strategic Partners

Mitel is committed to enhancing workplace security and safety. Mitel and our partners develop integrated and innovative solutions, leveraging technology from industry

leaders, such as IgeaCare, BenBria, and InGenius. Mitel makes it a priority to build long-term relationships with other companies to create better solutions for our customers.

Doing Business with Mitel

With Mitel it's about the relationship. Mitel insists on delivering not only an exceptional communications solution tailored to each business, but the support and services that make an initial communications investment pay long-term returns.



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