



Mitel Connect HYBRID Overview

Mitel Connect HYBRID solutions provision new communications features on-demand, integrate diverse deployments, maximize uptime and leverage the strengths of onsite and cloud deployments

Mitel Connect brings a fundamentally different approach to phone system technology and the user communications experience. Mitel Connect's seamless delivery of services and applications provides you with communication solution that can work for you today and adapt strategically as your business needs change in the future.

Mitel Connect HYBRID is a communications solution that delivers the resiliency, control and availability of an on-premises, hardware-based phone system with the immediacy, ease and flexibility of virtual PBX applications delivered from the cloud.

Mitel Connect HYBRID accommodates the way companies prefer to manage their system architecture, financial strategies, operational efficiency and plans for expansion. This flexibility gives companies future-proof confidence that the Mitel Connect solution will

meet their changing business needs.

There are currently two ways to deploy Mitel Connect HYBRID: Apps and Sites. Mitel Connect HYBRID Apps enables onsite systems to receive new features and applications via the cloud. Mitel Connect HYBRID Sites enables organizations to unify various onsite and cloud instances into a single communications network.

By adapting hosted technologies and integrating key features with onsite deployments, Mitel delivers a worry-free, strategic migration path to cloud business communications. You now have the flexibility to place communications applications and services where you need them in your technical infrastructure and pay for them as an operating or capital expense.

Benefits

- Add productivity to onsite systems on-demand
- Maintain local control while exploring cloud services
- Add new features with no impact on IT
- Maintain financial flexibility to add services as an OpEx

Mitel Connect HYBRID Apps

Onsite call control with application delivery from the cloud

Add productivity on demand

Quickly and easily provision feature-rich communications applications to your Mitel Connect ONSITE system with Mitel Connect HYBRID Apps. Because they're delivered from the cloud, there's no hardware to install or software to manage and maintain. Manage the services as a monthly subscription, scaling usage as needed as you add offices and employees. Simply provision the services from Mitel Connect Portal, the administrative gateway to Mitel Connect's cloud services.

Maintain local control while exploring cloud services

Not ready for a full cloud deployment for your business communications needs? Mitel Connect HYBRID Apps gives system operators the opportunity to experience the convenience and ease of provisioning cloud services incrementally.

Add new features with no impact to your IT infrastructure

The biggest advantage of a cloud phone system is the reduction of time required for upgrades and maintenance. With an on-premises system, adding new features adds to IT's workload, but with Mitel Connect HYBRID, all that's needed is granting permissions to the users via the Mitel Connect Portal. Accounts are kept synchronized with Mitel Connect Director automatically.

Maintain financial flexibility

Mitel Connect gives company financial planners the flexibility to choose whether they want to add business communications services as a capital or operational expense. While maintaining the benefits of a capital investment in the company's onsite phone system, buyers can expand services for their employees without additional long-term investment. Adding services from the cloud is an operational expense, a predictable subscription service that bills monthly for just the services you use.

Available Apps

Mitel Connect HYBRID Apps offers your Mitel Connect ONSITE deployment additional productivity applications with all the conveniences of a cloud service plan:

- Mitel Connect Contact Center for multi-modal, inbound and outbound customer interactions
- Mitel Connect Scribe for voice-to-text transcriptions
- Mitel Connect Fax that enables fax sending and receiving from your desktop

Mitel Connect HYBRID Contact Center

Mitel Connect HYBRID Contact Center provides the best of both worlds, allowing your business to add cloud-based contact center services to your onsite UC deployment. This option works particularly well for businesses that have chosen to maintain onsite control of their business telephony yet want to deploy a very nimble, quickly scalable contact center solution.

Mitel Connect Contact Center is a powerful call center solution that includes universal queuing and enterprise resource matching, and offers optimized call routing by service level, skill matching, priority, customer identity, schedules and caller location. It also supports email and web contacts, and outbound calling as service options. Voicemail and fax can also be routed to individual agents through emails.

Mitel Connect Scribe

Mitel Connect Scribe is a multi-tasker's dream. A voicemail transcription service, Mitel Connect Scribe converts voicemail messages into written text and automatically emails them to users' accounts, along with a .wav file of the recorded message.

No more dialing in, entering passcodes and listening to long, rambling messages. With Mitel Connect Scribe, it's easy to quickly check your emails (or easier still, scan your smartphone notifications) to determine how and when to respond to your messages.

Mitel Connect Fax

Mitel Connect Fax makes it easy for users to send and receive traditional fax messages from their computer. There's no need for a separate analog fax machine.

Users simply upload documents to their computer and use the Mitel Connect Fax email interface to deliver documents to the intended fax phone line. Receiving a fax is just as easy - senders address the fax to a phone number and the documents arrive as an email attachment.

How HYBRID Apps Work

Mitel Connect HYBRID Apps are completely maintenance-free for IT departments—there's nothing to install, no service implementation and no upgrades to manage. Simply enable employee services via Mitel Connect Director and Mitel Connect Portal, the browser-based administration programs for Mitel Connect HYBRID systems. After provisioning, all questions and trouble calls are resolved by Mitel Connect customer service professionals.

Mitel understands the concerns many enterprises with on-premises business phone solutions may have about opening data up to the cloud. Communication between Mitel Connect ONSITE and Mitel Connect HYBRID Apps provisioning occurs over an https connection and email.

The security relationship between your Mitel Connect ONSITE administration and your Mitel Connect HYBRID Apps provisioning is based on Account ID and unique customer specific token. After a Mitel Connect HYBRID Apps account is created in the Mitel Connect CLOUD Portal, a token is provided to enter into Mitel Connect Director self-certified through an https connection to the Mitel cloud.

Mitel Connect HYBRID Apps employs a secure protocol. It sends only the information required to enable Mitel Connect HYBRID services via secure http (https) from the premises system to Mitel Connect CLOUD. Mitel Connect HYBRID Apps establishes the connection with the Mitel Connect CLOUD Portal and uploads the user data from Mitel Connect Director. This data is used to assign Mitel Connect HYBRID Apps services to users. Once activated, changes to data within the Mitel Connect Director are automatically provided to the Mitel Connect CLOUD Portal.

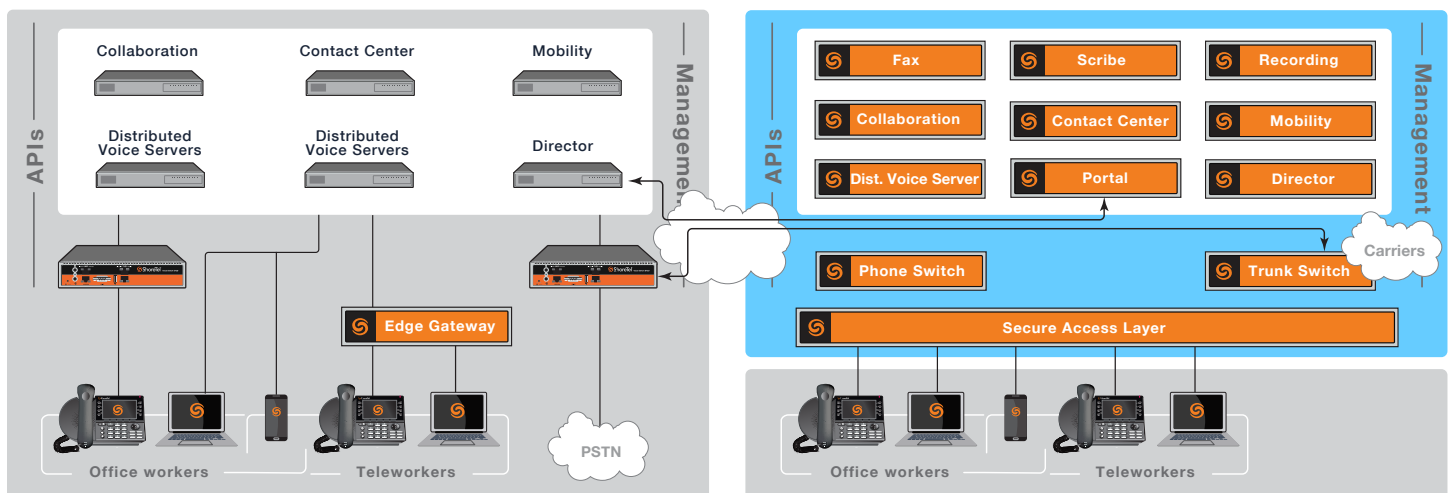
Mitel Connect HYBRID Sites

Unifies mixed Mitel Connect deployments

Mitel Connect HYBRID Sites enables companies to unify locations that have deployed both Mitel Connect CLOUD and Mitel Connect ONSITE phone systems. Mitel Connect HYBRID Sites synchronizes Mitel Connect CLOUD, ONSITE and HYBRID Apps locations with automated directory integration that delivers common extension dialing, caller ID, point-to-point video and 100% feature parity (although not transparency) between the two deployment models.

Benefits:

- Add new cloud remote office locations to your company network without capital expense
- Add new accounts, including seasonal teleworkers, without IT operational impact
- Deploy a single communications solution for global business, deploying onsite where cloud services are not available
- Give all your employees the same great Mitel Connect user experience at all locations, no matter whether their call control is in the cloud or onsite
- Control your own financial strategy of transitioning from capital to operational expense models
- Provide a clear migration path from an onsite deployment to an all-cloud deployment
- Grow your communications system as your business needs change with greatest deployment flexibility



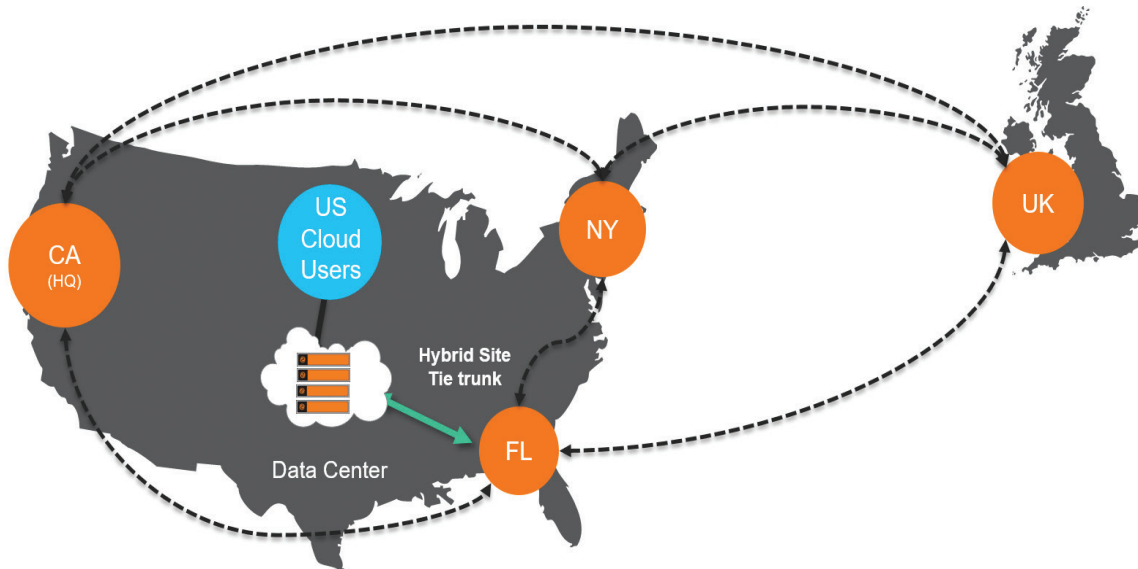
How HYBRID Sites Work

Mitel Connect HYBRID Sites provides “tie trunk” functionality for customers that have users configured to an onsite solution and a cloud solution. All communications between Mitel Connect CLOUD and ONSITE users are secure. All SIP signaling is conveyed over a secure TLS connection and all UDP media traffic is encrypted (SRTP).

Tie trunks are not required to connect with a Mitel Connect ONSITE system’s headquarters - they can connect to a remote

office on the network. Mitel Connect HYBRID Sites allows for extension dialing across Mitel Connect ONSITE and Mitel Connect CLOUD locations, as well as telephony and operational features like conferencing, transfer, caller ID number and name directory synchronization (unified directory).

PSTN calls stay in their respective domains; i.e., a Mitel Connect CLOUD user makes and receives PSTN calls using the Mitel Connect CLOUD carrier connections and Mitel Connect ONSITE users make and receive PSTN calls via local trunks provisioned in the ONSITE system.



Mitel Connect HYBRID Sites allows multinational companies to enjoy 4-digit extension dialing across the globe, dramatically improving responsiveness