MiCloud MiFlex

Advanced, Customizable Business
Communications Solution in the Cloud

Enterprise Quality Meets Flexibility

Business communications is much more than just telephones and email. It's an integral part of your business that impacts employees, partners and customers. Beyond just connectivity, businesses today need mobility, reliability, simplicity and security out of their communications platform. Yet meeting those requirements can be a challenge, particularly as organizations try to extend those capabilities across multiple offices, mobile workers and a multitude of different devices.

MiCloud Flex is designed to deliver a unique experience, both internally and for your customers. It delivers a complete, enterprise-class communications solution in the cloud to enable unified, scalable, mobile communications to anyone, anywhere and on any device. It's everything you need to take your communications to the next level—more mobility, rich enterprise and team collaboration, exceptional customer experiences— without the cost and complexity of a traditional, premises-based communications system. With MiCloud Flex, you have a fully integrated solution, rather than sourcing many disparate productivity apps from various non-integrated companies.

Power and Scale for the Mobile Cloud Generation

MiCloud Flex is a native cloud solution that improves the way you communicate by eliminating the barriers to collaboration, enhancing customer service and tying your existing business applications together through an easy-to-use interface.

Benefits

1. Fully hosted end-to-end solution
2. Robust system features
3. Reliable, high availability solution
4. Flexible, scalable pricing
5. Global reach
6. Premium customer service
7. Advanced contact center

MiCloud Flex Offers a Proven Portfolio of Cloud-Based Services

1. MiVoice Business IP voice communications (including MiVoice Conference)
2. MiCollab cloud collaboration tools
3. MiCloud Flex Contact Center, MiCloud Call Recording, and MiCloud IVR
4. MiCloud Analytics to monitor and improve call experiences and application performance
5. Seamless disaster recovery and business continuity products (including survivable branch appliances)
6. And a broad portfolio of IP/SIP-enabled phones

Advanced Integrations with Your Business Processes

You can harness the power and scale of the cloud for better communications without disrupting your business. MiCloud Flex integrates easily with Microsoft Lync / Skype for Business, Salesforce, Google and other business applications to unify and enhance your communications. And with MiCloud Flex, you can also integrate with proprietary software and systems we do not have integrations for by leveraging APIs.

Collaborate Smarter

Real-time communications is the key to better collaboration. With MiCloud Flex, you get the built-in capabilities of MiCollab to foster real-time collaboration using voice, video, IM, document sharing and more—all from a single, unified application that moves seamlessly between desktops, mobile devices and the cloud.

- Bring Microsoft Outlook, Google, Lync / Skype and other applications into the conversation for true unified communications

- Enjoy robust features including presence-based awareness, instant video communication, visual voicemail, attendant console and much more

- Highly collaborative, persistent workspace for team-based meetings, conversations, contextual collaboration and project management

Master Mobility

Mobile communications is a mandate in a world where millennials will soon make up more than half of the workforce. Cloud communications brings mobility into all communications and allows colleagues and customers to choose how they communicate.

- A single communications portal displays consistently on desktops, laptops, smartphones and tablets including Android and iOS devices

- Give customers the freedom to communicate using voice, email, text or chat from any device

Transform Your Customer Experience

Enterprises face a new generation of consumers who expect personalized service that's low effort, available through many channels and with the convenience of self-service. MiCloud Flex Contact Center is an enterprise-class, omnichannel customer experience management solution with advanced customer service features that is proven to transform the way you interact with customers.

- Combine your contact center with CRM or other business applications to deliver real-time customer intelligence to agents, regardless of the manner your customer chooses to contact you (phone, email, web chat, SMS, social media, video, etc.)

- Identify customers based on stored profiles and intelligently route them to the right agents / resources

- Deliver advanced self-service capabilities with IVR messaging and routing

- MiContact Center Ignite Preview Dialer to optimize operations by creating a blended contact center

MiCloud Flex is Your Path to Better Communications

It's completely secure and compliant

Communications are hosted in secure, Tier 3+ data centers with optional advanced security measures including full encryption. Our data centers are built to satisfy the most stringent security standards and are fully certified to meet SOC 2 and HIPAA compliance.

It's customizable

MiCloud Flex gives you the flexibility to wrap your business communications solutions around your existing business processes and workflows through APIs and Open Media.

It's customer focused

By choosing MiCloud Flex as your next-generation customer care solution, you're giving customers more choices, faster responses, personalized interactions and self-service capabilities that save them time (and save you money).

It's reliable

With MiCloud Flex, your communications will never go down because of a single network outage or hardware failure. MiCloud Flex features a high-availability deployment or available geo-redundancy for enhanced disaster recovery and additional availability of service.

It saves you money

Enterprises can realize big savings by moving their communications into the Mitel cloud. MiCloud Flex features valued bundle pricing to minimize licensing costs and a scalable pay-as-you-grow model that ensures enterprises do not pay for capacity they do not need. You can quickly add new users, connect new offices or activate new features, and do it all while driving down your communications and customer care costs.

It saves you time

MiCloud Flex can be quickly deployed supporting a global footprint and, once deployed, your IT department no longer has to spend hours provisioning, maintaining and upgrading hardware and software. MiCloud Flex is available as a completely managed service in the cloud; Mitel maintains the virtual environment (including the hardware) and provisions the extra capacity when needed.

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