



Cloud Communications

Helping businesses connect and collaborate smarter

Insight[®]   Mitel[®]



Introduction

Most businesses need to connect employees, customers and partners seamlessly without driving up cost and complexity. But most legacy communications systems are leaving gaps in security and productivity, as well as in customer and employee satisfaction.

A Solution in the cloud

You can provide your business the flexibility, agility and scalability to keep everyone connected with the low, fixed monthly cost of cloud-based communications. The cloud can also help you collaborate more effectively, increase business innovation, deliver a better customer experience and drive more revenue.

Let's look at the benefits in more detail.



Personalized communications

Moving to the cloud can help you build business communications around the way you work, instead of forcing your workflow to align with your existing communications system. The cloud delivers real-time communications that improve the way you interact with colleagues and customers, every day. Your business gains:

- **Advanced phone features:** Deliver the same call services Fortune 500 companies offer — such as music on hold, automated callbacks and announced queue times — at a cost that growing businesses can afford.
- **Improved call centers:** Intelligent call routing sends customers to the right agent at the right time. Agents in a cloud-based call center can be linked from anywhere — even places without phones.
- **Unified communications:** Provide access to phone, email, apps and more from the same screen on any device. Plus, get automatic software updates as new versions are released.
- **Employee flexibility:** Give your workers the features they want without incurring extra licensing fees.



Smooth collaboration

The cloud brings employees, customers and partners into the conversation from wherever they are. Everything is organized into a single, cloud-based application where emails, voicemails, videos, chats and more can be stored and easily accessed on one screen for future reference.

Mobile collaboration

Your workforce is increasingly mobile, but most phone systems weren't designed to incorporate the newer technology of smartphones and mobile devices. Cloud collaboration means no mobile app gets left behind. Integrating business apps into your communications fabric allows you to share information, ideas and images from a single screen — without worrying about interoperability.

A better path to growth

The cloud helps you minimize costs while maximizing your communications solution through its economy of scale. As your business grows, simply add seats in the cloud at a fixed monthly cost rather than adding more servers and other hardware. This also means you can scale up and down to accommodate seasonal employees. And, all new employees can gain access to all of your communications on their first day.

Moving to the cloud reduces communications costs. You'll see savings by eliminating:

- Unexpected hardware repairs or replacements
 - Expensive software upgrades as new features and versions are released
 - Underused hardware and overprovisioned trunks
 - Elevated server room energy and storage costs
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- Upfront Private Branch Exchange (PBX), server and switch investments



Increased innovation

In today's business environment, innovation is the key to continued growth. Cloud-based communications ensure your business is on the cutting edge of new apps. And, staying in tune with the millennial workforce will drive your business tomorrow. Call-based analytics can help you deliver better customer service, and staff your business more efficiently.

A step ahead

Cloud providers take on troubleshooting and hardware repairs, and even guarantee system uptime in Service Level Agreements (SLAs). This leaves your IT department free to focus on the activities that drive your business, ensuring your competitive edge in the market.

Revenue generation

Improving how and when your customers contact you can lead to better customer engagement, and increased revenue as a result. Customers today want to be in control of how they connect. Moving to the cloud can allow you to offer them the choice of starting a live chat, placing a voice call or launching a video call from your website.



Why Insight?

Insight has been actively involved in the cloud and cloud data protection for more than 10 years. We have dedicated cloud specialists and provide a 99.9+% uptime SLA for all of our cloud IT solutions. Insight helps companies transition to cloud environments with professional and managed services.



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