MITEL

Multi-Instance Communications Director for Service Providers

Deliver High Volume, Enterprise-Class VoIP Services to Your Customers

Mitel® Multi-Instance Communications Director (MICD) enables service providers to deploy rich, enterprise class communications services to their business customers. MICD provides a dense, scalable, and energy-efficient communications services platform, which maintains the flexibility of completely distinct PBX instances. Now you can manage voice communications like any other application in your data center, and build a strong recurring revenue model with higher margins, built on decreased capital and operating expenses, increased flexibility, and faster service delivery.

Create new revenue streams, reduce churn, and achieve operational efficiency

Until now, service providers have had less than optimal options for delivering VoIP services to their small and medium-sized business customers. They could:

1. deliver an enterprise-class feature set, but live with the costs of adding the racks of PBX servers required to provide the functionality and services demanded across multiple customers; or

2. take a softswitch approach, and save on hardware costs by giving up some of the rich features associated with leading-edge telephony solutions.

MITEL®
Simply Communicating®

A strong, straightforward business case

With a low entry cost and pay – as – you – grow scalability, MICD supports a strong business case for new service offerings.

Features on which you can build differentiated service offerings

MICD provides a rich, integrated Unified Communications feature set, including features such as unified messaging, conferencing, and mobile twinning, on which you can build a range of differentiated service bundles.

Cost effective, super-scalable, and highly available

MICD is the foundation for a super-scalable and highly available service that your customers can rely on. Additionally, it delivers cost savings that will directly improve your margins with simplified solution and customer management, customer self-service, server and real estate consolidation, power savings, and consolidated trunking across customers.

Virtual call server provisioning

Virtual call server provisioning allows separate PBX instances to be deployed for each of your customers. There is complete independence between PBX instances for things such as dialing plan and call routing configuration. Each instance can have an independent software revision, which provides greater flexibility for rolling out new features and functionality to specific customers and reduces the risk of deployment of new software loads.

Neither approach is satisfactory. Increasing and maintaining servers and related resources – with the associated costs for human resources, training, real estate, and power consumption – come with a price tag that is unacceptable in an increasingly competitive marketplace. And not delivering the enterprise-class features that smaller businesses are demanding today greatly dulls your hard-earned competitive edge. MICD provides a way to address these challenges – one that reduces hardware and associated costs, while giving up none of the feature-rich functionality that your customers are looking for.

MICD delivers
New revenue streams and reduced churn

MICD presents the opportunity for new revenue streams and ways to augment the services you already offer to reduce customer churn.

Platform management made simple

MICD delivers embedded platform management that saves you time, money, and resources. MICD Manager enables the bulk provisioning of PBX instances in a fraction of the time it typically takes to provision traditional PBX solutions and provides an inventory of the software and configurations of each instance. In addition, it enables alarm viewing, search, backup, adds / changes, and the rapid propagation of changes across the entire system. SMDR records are also provided for each PBX instance facilitating call accounting and charge backs. Seamless integration into your data center allows you to leverage your existing security, remote monitoring, and management.

Customer provisioning and self-service with Cambrai Oria

Included with MICD is Cambrai Oria, a web application that enables simplified service delivery and customer self-service. Oria automates customer and user provisioning, and aggregates information from all of the individual PBX instances, simplifying support of large numbers of customers and users. You can easily brand the Oria portal as your own and extend it to your customers' administrators and end-users for self-service, within the parameters you define. Self-service provides your customers with instant control over the services they receive, and you with the savings that come from a reduced number of support calls.

High availability

To be successful as a service provider, you need to be highly reliable. Five 9s availability is easily achievable with MICD's flexible deployment options, including:

- a choice of supported servers that deliver built in hardware redundancy with RAID protected HDDs and dual hot-swappable PSUs and fans

- a full resiliency model supported by the call processing and media servers within a PBX instance, for automatic failover

- geographic redundancy can be implemented with system resiliency across remote sites

Embedded unified communications to drive user productivity

MICD has a rich, integrated Unified Communications (UC) feature set to build differentiated service bundles for your customers. Integrated UC features include:

- embedded voice mail with standard unified messaging, which enables voice mail to be managed via an email client

- ad-hoc conferencing ability to enhance collaboration

- Dynamic Extension extends PBX features to multiple external devices, including mobile devices, home phones, or devices on third-party PBXs, so employees can stay connected and work from anywhere

- Mitel Unified Communicator® (UC) Express client delivers productivity enhancements like click-to-dial, incoming caller ID pop-up, PC-based missed calls, and speed calls list

- Automated Call Distribution (ACD) agent support and a full off-board contact center solution that delivers full reporting and tools to drive agent and supervisor productivity and improve customer service

- secure and encrypted call recording to ensure customer service levels and compliance with industry standards

Scale	
Multiple Virtual PBX Instances	Scales depending on the server hardware
Number of Users per PBX Instance	Scales to thousands of users per instance

Networking	
Multiple Trunking Options	Supports native SIP trunking as well as connectivity to Mitel and third-party trunking gateways

Voice Mail	
Embedded Voice Mail	Dedicated ports on a per-instance basis
Scalable Storage and Mailboxes	Storage dedicated on a per instance basis Capacity can be increased simply by adding hard drives

Management	
Provisioning	Provides a single point of access for administrators and users
Call Accounting	SMDR Records maintained on a per instance basis
Alarm	SNMP for fault monitoring

Supported Servers	
Refer to MSL mid-level platforms lists.*	Sun Microsystems
	IBM®
	HP rack mount
	Dell
	Other platforms can be qualified upon request (blade server platforms)

*For information on Mitel Standard Linux (MSL) qualified servers, please contact your Mitel representative.

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