

# MITEL MOBILITY SOLUTIONS FOR BLACKBERRY MOBILE VOICE SYSTEM

## DISCOVER A NEW WORLD OF VOICE COMMUNICATIONS

Voice communication may be ubiquitous, but for most organizations, it is far from seamless. Employees are on the go – whether they are road warriors or corridor warriors – and running up mobility expenses faster than ever. Yet for all this investment, their effectiveness is still limited by the need to manage multiple desk, cell, and home numbers and the associated voice mail, contact lists and other applications.

### MITEL® MOBILITY SOLUTIONS

Employees are empowered with the flexibility to stay connected to colleagues, customers, and partners regardless of location. These solutions help companies lower costs, deliver competitive advantages, and increase corporate productivity.

### MITEL MOBILITY FOR BLACKBERRY® MOBILE VOICE SYSTEM (BLACKBERRY MVS)

This solution changes the game in voice communications by enabling access to Mitel's advanced business communications applications directly from your BlackBerry smartphone, over cellular and Wi-Fi® networks. Not only does it simplify the call experience, it also enables IT managers to consolidate and simplify datacenter management by hosting both Mitel and BlackBerry MVS environments on the VMware® vSphere™ 4 virtualization platform.

### INTEGRATED COMMUNICATIONS

Mitel Communications Director (MCD) is at the core of Mitel's applications and provides advanced call control software that can be virtualized to better fit your business environment. Combined with BlackBerry MVS, your BlackBerry smartphones become extensions of your PBX, providing a single interface to all your users' business

communications needs and securely maintaining a single identity for both inbound and outbound dialing. Your customers always know where users can be reached and your organization can present them with a single corporate identity throughout the calling experience.

And because the solution leverages the hardened security of the BlackBerry Enterprise Server, users are validated against a single set of centrally stored credentials, simplifying and protecting the maintenance of sensitive data.

### EXTENDING THE PBX

With access via the BlackBerry smartphone GUI to handy desk phone features like conference call, call transfer and internal extension direct dialing, your smartphone provides the tools to conduct business efficiently anywhere. Mitel's Dynamic Extension further integrates mobile employees with fixed business communications by extending all the attributes of a user's IP desk phone, including their business number, to up to eight phones simultaneously, regardless of device type, as their business number. Employees remain available and connected to the business, enabling more cost-effective communication, quicker problem resolution, and faster decision making.

Better yet, you get seamless call hand off between all those devices – desk phones, BlackBerry smartphones, home phones and other cellular devices. For example, an employee can answer a customer call at their desk, continue it on their cell phone, and wrap it up on a home line – all without interruption. Regardless of the device at hand, other employees benefit from instant, universal, access to status and presence information.

**REUSE**

You know the adage: Just because something is old is no reason to replace it. With Mitel Mobility for BlackBerry MVS, you can keep all your legacy telephones and phone system and simply use the Mitel solution as a gateway to upgrade performance with all the features of Mitel IP phones. Without ever having to buy another phone, you are now able to simply add advanced mobility and IP telephony functions to your organization’s existing business communications system.

**TRUE SITUATIONAL INTELLIGENCE**

Remembering to set – and then cancel – temporary phone settings like call forwarding can be a burden. Mitel Unified Communicator® Advanced (UCA) enhances organizational efficiency by combining presence, instant messaging, Microsoft® Outlook® calendar data, and call routing options to connect the right people and information automatically and effectively. Workers can use their BlackBerry smartphones to access UCA Mobile to update their presence information, check corporate contact details, call history, and voice mail message details.

Dynamic Status can be configured to control all communication means and to set up preferential call routing options. Better yet, using the location-aware technologies in your BlackBerry smartphone like GPS, Wi-Fi and Bluetooth®, you can achieve true situational intelligence to ensure that phones stay automatically in tune with your users’ needs as they move through the day. For example, a user can have

all calls – except from the boss – sent to voice mail when Dynamic Status detects that their phone is connected to the boardroom Bluetooth receiver. Wherever they are, users have access to the entire organization and its toolset.

**VOICE VIRTUALIZED**

The groundbreaking Virtual Mitel Communications Director (Virtual MCD) empowers IT departments to close the loop on their disaster recovery and business continuity plans, consolidating voice onto the VMware vSphere 4 platform alongside BlackBerry MVS and other business applications in a single robust, simple, and cost effective environment. Standardizing voice and data on VMware also helps close the gap between IT and voice organizations within the enterprise.

Mitel Mobility for BlackBerry MVS, Mitel’s best-in-class solution enables advanced business communications applications on BlackBerry smartphones, and includes the following products:

- **Mitel Communications Director** provides advanced call control software that can be extended to your BlackBerry smartphone and virtualized to better fit your business environment.
- **Mitel Dynamic Extension** empowers users with a single phone number and a single voice mailbox while providing access to the business communications features they need on their office desk phone, BlackBerry smartphone or any other device
- **Mitel UCA** gives employees real-time access – directly on their laptop or BlackBerry smartphone – to all collaboration tools to find, communicate, and collaborate with others quickly, easily and in the moment.
- **BlackBerry Mobile Voice System 5.x** converges office desk phones with BlackBerry smartphones in an intuitive, integrated approach.

MITEL | SIMPLY COMMUNICATING®

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