MITEL UC INTEGRATION WITH ZIMBRA COLLABORATION CLIENT

KEY BENEFITS

· Streamlined unified communications experience, while simplifying usability, deployment, maintenance and upgrades
· Anywhere, anytime access on any device
· Flexible deployment with CPE, hosted and virtual appliance options
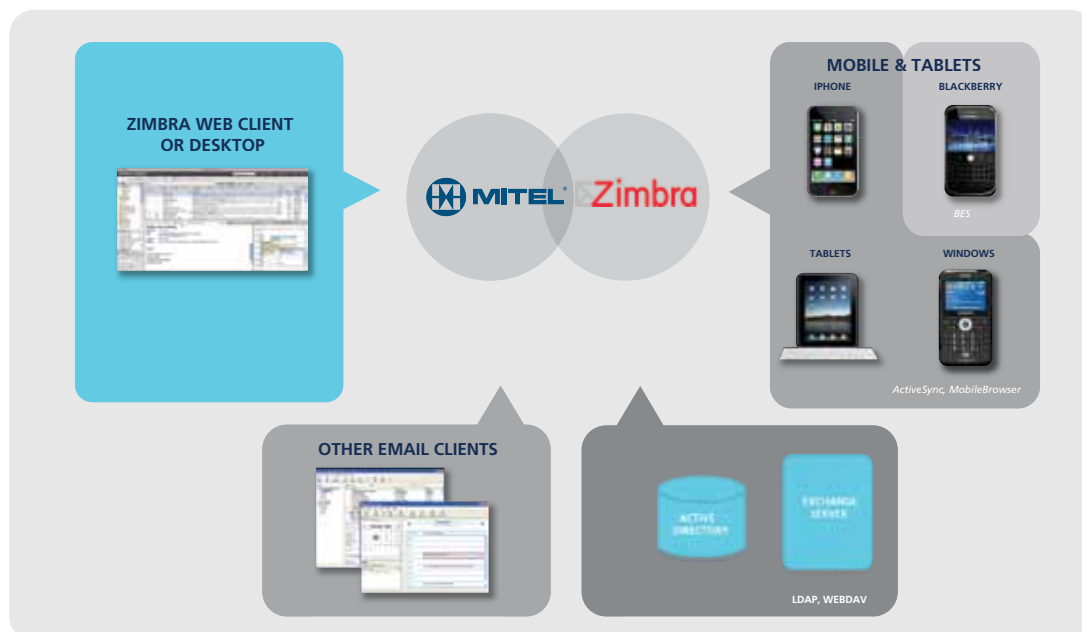
SOLUTION COMPONENTS

VMware ESX 5.0
VMware vCenter Server 5.0
Mitel Virtual Communications Director
Virtual Mitel Applications Suite
Zimbra 8 Server
Zimbra 8 Collaboration web client

SOLUTION OVERVIEW

As businesses continue to seek out more cost effective means of delivering IT services to users, they are increasingly looking to the cloud for both unified communications and business collaboration solutions. In response to this demand, Mitel® , VMware® and Zimbra® have partnered to deliver a best-in-class, seamless Unified Communications and Collaboration (UCC) Messaging solution.

Mitel's virtualized unified communications and collaboration solution (Virtual Mitel Communications Director, Virtual Mitel Applications Suite, Mitel Virtual Applications Suite) provides integrated UC call control to VMware Zimbra's messaging Collaboration Client. Now, users can access their collaboration tools, including call control, audio and email messaging, all from their VMware Zimbra Collaboration web client.

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FEATURES

Mitel delivers the following unified communications functionality within the Zimbra 8 collaboration environment:

CLICK TO CALL

Easy one click dialing for phone numbers within the Zimbra 8 web client. Users can quickly escalate email conversations to calls from voicemail, email, address book, calendar, and signatures.

VISUAL VOICE MAIL

Provide users with seamless access to voicemail to play voice messages, return calls, and delete voice mail messages across desktop phones and mobile devices with a single click.

CALL HISTORY

View missed, placed and received call history and directly initiate call-backs from the phone numbers in the call history view.

Together Mitel and VMware Zimbra deliver a streamlined unified communications experience, while simplifying usability, deployment, and enabling unhindered mobility and access to current business information.

END-TO-END UNIFIED COMMUNICATIONS AND MESSAGING

With the integration of Mitel's Unified Communications technology, VMware Zimbra offers a complete unified messaging, address book, calendar and tasks solution that can be accessed from the Zimbra web client.

FREEDOM TO WORK FROM ANY LOCATION ON ANY DEVICE

Mobile employees remain up to date and accessible with access to both voice and data on any device, anytime, anywhere.

EASY TO USE

End users have the power to set and manage preferences from a single access point thus leading to reduced IT administration, support overhead, and increased end-user satisfaction.

RELATED LINKS

Mitel Virtual Solutions Page

Mitel Communications Director

Mitel Applications Suite

Mitel NuPoint Unified Messaging

Mitel Unified Communicator Advanced

Zimbra 8

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