



MITEL IP TELEPHONES

PROVIDED BY ANNODATA



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IP TELEPHONES

Mitel offers a comprehensive line of business IP phone systems and desktop devices – everything from affordable, entry-level phones to sophisticated IP phones and devices with cordless handsets, conference units, and attendant consoles.

Mitel offers the industry's most comprehensive portfolio of IP desktop devices. Designed with ergonomics and modern office aesthetics in mind, they give users easy, intuitive access to the feature-rich telephony and advanced desktop applications enabled by Mitel IP Communications Platforms.

IP Telephones

MiVoice 5360

Ideal for the enterprise executive, the MiVoice 5360 IP phone has a large, high resolution touch display, superior sound quality and plenty of built-in features.



MiCollab Client

MiCollab Client is a Unified Communications application that gives you a single access point for all your business communication and collaboration needs. It provides realtime access to everyone in the organisation, on or off the premises, and enhances the effectiveness of "in the moment" communications. MiCollab Client supports instant messaging and allows access to corporate contacts and call control. MiCollab Client is available as a web, desktop or mobile client



MiVoice 5304

The MiVoice 5304 IP Phone is a cost-effective entry-level display phone with a small base, making it perfect for hotel guest rooms, educational classrooms, retail stores and for teleworkers.



MiVoice 5312

The Mitel 5312 multi-line desktop phone features 12 programmable keys and is user-friendly, making it perfect for teleworkers, office workers, sales and customer service departments.



MiVoice 5324

The MiVoice 5324 IP Phone is designed for communications-intensive companies that require a converged IP infrastructure.



MiVoice 5320e

The MiVoice 5320e IP Phone is a fullfeature, applications telephone with eight programmable, self-labelling keys, making it ideal for all types of employees.



MiVoice 5330e

Featuring a large display and 24 self-labelling buttons that can be programmed for a variety of functions, the MiVoice 5330e IP Phone is an excellent fit for all employees, ACD agents and teleworkers.



MiVoice 5340e

The MiVoice 5340e delivers onetouch access to most phone features, superior sound quality and wideband audio, 48 multi-function keys, built-in HTML applications toolkit and much more.



For a full and comprehensive view of available IP Phone handset go to: <http://mitel.com/business-phones/ip-phones>

ANNODATA APPROACH

The Annodata Portfolio



Managed Services:

- Service Delivery
- Project Management
- Technical Architecture
- Third Party Management
- Outsourcing
- Consultancy
- SLA Based Contracts
- Per User Contracts



Document Solutions:

- Cloud Print
- Managed Print Solutions
 - Hardware (Canon, Ricoh and Kyocera)
- Document Management
- Software (Equitrac, PaperCut, NSI Autostore, Iris, Uniflow, ecopy, Filestar, Therefore, PlanetPress)
- Document Workflow Management
- Print Room; Facilities Management
- Wide Format Printing
- Mail Room and Direct Mail Solutions
- Onsite staff



Connectivity:

- Wide Area Network; MPLS, P2P & Internet Circuits
- Shared/Dedicated Firewall Solutions & Security
- Centralised Internet & Breakout
- Inter-Connects
- Local Area Network Switching & Routing
- Wireless
- Calls, Lines & Billing
- SIP



Infrastructure:

- On premise server and storage hardware (HPE and Net App)
- On premise virtualisation (VM ware)
- Infrastructure Specialisms; Active Directory, Exchange, SCCM (Microsoft)
- Hosted Cloud Platform
- Co-Location/Datacentre Services
- Hardware break/Fix support; legacy and current
- Backup and Data Recovery



Unified Communications:

- Hardware (Mitel)
- On Premises/Cloud Based Systems
- Video including Video Conferencing and Board Room Systems
- Office 365
- Contact Centre Solutions
- Call Control Systems
- Mobile, connections, devices
- Mobile Device Management
- O2 Direct Partner
- IM, Presence & Collaboration
- Call Analytics



'as a Service':

- Backup as a service
- DR as a service
- AV as a service
- UC as a service
- Security as a service
- SaaS, IaaS, PaaS



Support Services:

- 24/7 Support Desk; telephone, remote
- Support services (First Line, Second Line, Third Line)
- Permanent onsite support personnel
- Monitoring
- Asset Management
- Problem and Incident Management
- Ad-Hoc support
- Provision support

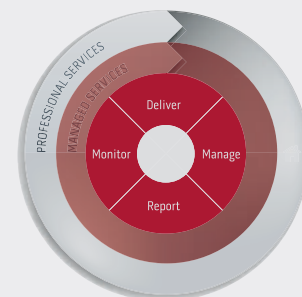
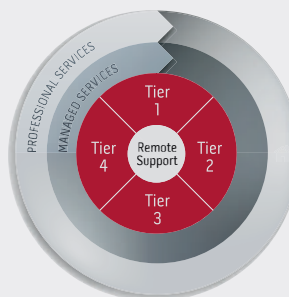
WHY CHOOSE MANAGED SERVICES?

Managed Services provide a cost-effective method of tying multiple technical services and systems together into a single support service, without the overhead of costly technical experts and management systems in house.

Benefits of Adoption

- Combine multiple services into a single managed service overlay
- Single Service Level Agreement with standard terms of delivery
- Single escalations point for issues and engagement
- Scheduled and defined change management processes

Annodata Services Delivery:



Technical Services	Support Services	Managed Support
<ul style="list-style-type: none"> • Experienced Delivery Engineers • Innovative Solution Design Specialists • Accredited Consultancy • ITIL and Prince2 Framework Adoption • 6Sigma Framework Adoption • Experienced and motivated Project Management • Service Transition from Project to Support 	<ul style="list-style-type: none"> • 24/7 Support Services • UK based operations centres • Hardware and software support • Single Point of contact for issues and requests • Seamless onsite and remote support options • Broad range of technical expertise • Advise on best practice adoption • Account management team • Remote Support 	<ul style="list-style-type: none"> • Service delivery based in ITIL best practices • Project Management adopting Prince2 methodology • Dedicated Account Management deliver service reports to defined SLAs • Pro-Active Monitoring of infrastructure and events • Third Party management and consolidation • Policy management • Infrastructure optimisations • Continual service improvement programs



Annodata is one of the UK's longest standing, independent providers of Managed Services, covering Document Management, Unified Communications and IT.

For more information on how Annodata can help you become a more efficient enterprise, please contact:
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