



# ANNODATA COMMUNICATIONS IN THE CLOUD

POWERED BY MITEL MiCLOUD BUSINESS PHONE SYSTEM



Mitel® MiCloud Business by Annodata is an affordable and feature-rich phone system for small to mid-sized businesses. Fully hosted, maintained and supported by Mitel, you receive great call quality, industry-leading reliability and an easy-to-manage phone system with no upfront costs. Everything is included in one low monthly rate.



[www.annodata.co.uk](http://www.annodata.co.uk)

**More than a typical phone system, MiCloud Business extends the cloud-based telephony delivery model to include everything your business needs to communicate efficiently and cost effectively. Built using Mitel's award-winning telecommunications technology and designed with simplicity and everyday business use in mind, MiCloud Business offers an excellent selection of monthly plans and phones from which to choose. Our consultants work with you to customise a phone system that precisely fits your needs and budget.**

#### **Built for Reliability, Productivity and Convenience**

Business communications are a critical part of your business, which is why MiCloud Business is hosted in Mitel's secure, Class 4 data centres and is designed, optimised and maintained according to industry best standards for high availability (HA) computing facilities. Managed by a team of highly experienced Mitel data and Unified Communications engineers, our data centres deliver exceptional performance with unparalleled service reliability.

#### **Easy to Use**

With MiCloud Business it's never been easier to get up and running quickly. Simply plug your Mitel phones into your network, log in with your provided access information and start making calls. It's that simple. For qualifying customers that need assistance, our trained professionals will come to your location and install the phone system at no cost.

#### **Simple to Administer**

Through a simple and intuitive web portal you can quickly create new ring groups, move extensions, edit users and much more. Changes can be made by office administrators in seconds rather than requiring expensive IT support that takes days.

#### **Communicate Anytime, Anywhere**

With MiCloud Business you can make and receive your calls anytime, anywhere. MiCloud gives you the option of using a desk phone, a PC softphone or your mobile device while enjoying all the features of your business phone system.

You can assign a single number with one voicemail that works on all devices, transfer calls between your desk and mobile device, extension dial and more. The MiCloud client also allows you to instant message with colleagues.

#### **Unified Communications At Your Fingertips**

MiCloud Business offers a Unified Communications application that provides easy access to your colleagues right on your desktop. Through either a desktop client, or a browser, users have access to their company contacts, desktop control of their phone, can see presence status and chat with colleagues. This client is also available for mobile devices, including a mobile softphone, and as a softphone for the PC.

#### **Business Continuity**

In the event of a natural disaster, power outage or other disruption to your office, the MiCloud Business Auto Attendant will manage your calls for you, and with Mobile Twinning you can still receive all your calls on your mobile phone.

In addition, the MiCloud data centres supporting your communications are of the highest survivability standards in the industry. Your MiCloud Business solution will be supported out of two geo-redundant Class 4 data centres with resilient networking between them and the public switched telephone network in our order to provide the maximum level of core network resilience.

#### **One All-Inclusive, Low, Monthly Price**

MiCloud Business eliminates the expensive upfront costs of buying phones and investing in an expensive on-premises PBX system. For a single, all-inclusive, low monthly price, enjoy state-of-the-art MiVoice IP telephones, Mitel's award-winning call control features and 100% lifetime support.

#### **No More Surprises Or Unexpected Support Costs**

When you need help, simply call our support team and we'll answer any questions or solve any problems related to your MiCloud Business phone system quickly, friendly and with no additional expense.

# A VERSATILE APPROACH TO ENTERPRISE-CLASS COMMUNICATIONS

MiCloud Business offers seven convenient seat types – by choosing the combination of each that best fits your business needs, you can customise a system that ensures you pay only for the features that you need.

## Professional

Ideal for small companies with 1 to 10 employees that need an easy-to-use phone system. You receive MiCloud Business's most popular features such as Mobile Twinning, Hot Desking, intuitive web-based administration and more.

## Business

### Advanced

The feature-rich Mitel Cloud Communications system coupled with the flexibility of unlimited local and long distance calling plans to the U.S. and Canada. Includes Mobile Twinning, Hot Desking, Corporate Auto Attendant, Voice Mail to Email, Contact Dialing and more.

### Lite

For businesses that want the flexibility and power of Mitel telephony cloud applications but don't spend enough time on the phone to require unlimited local and long distance dialing, minutes accrued in excess of the bundled amounts are billed at a low, per-minute flat rate.

### Extension Only

MiCloud Business Extension Only enables a drop-in, four-digit extension number extended from the main MiCloud Business system. Outbound calls initiated from this extension are billed at an affordable per-minute rate.

### Extension Only with Voice Mail

Our MiCloud Business Extension service, with voice mail service enabled to the four-digit extension. Voice mails can be retrieved through the MiCloud Business system or through convenient Voice Mail to Email service.

## MiCloud Business Feature List

Product/Service	Professional	Business			
		Extension only	Extension only with voice mail	Lite	Advanced
Local Phone Number	✓	✗	✗	✓	✓
Unlimited Local Calling	✓	✗	✗	✗	✓
Unlimited 1+ U.S./ Canada Long Distance	✓	✗	✗	✗	✓
250 Included U.S. / Canada Usage Minutes	Not Applicable	✗	✗	✓	Not Applicable
Local Number Portability	✓	✗	✗	✓	✓
Mobile Twinning	✓	✗	✗	✗	✓
Hot Desking	✓	✗	✗	✓	✓
Corporate Auto Attendant	✗	✓	✓	✓	✓
Automatic Transition Between Day / Night Routing	✗	✓	✓	✓	✓
Customised Music on Hold	✗	✓	✓	✓	✓
Voice Mail with Email Forwarding	✓	✗	✓	✓	✓
Hunt/Ring Groups	✓	✓	✓	✓	✓
Audio Conferencing	✗	✗	✗	✓	✓
Interoffice 4 Digit Dialing	✓	✓	✓	✓	✓
Localised E911	✓	✓	✓	✓	✓
Call Transfer	✓	✓	✓	✓	✓
Call Forwarding	✓	✓	✓	✓	✓
Call Park	✓	✓	✓	✓	✓
Call Pick-Up	✓	✓	✓	✓	✓
Call Hold	✓	✓	✓	✓	✓
System Speed Dial	✗	✓	✓	✓	✓
User Speed Dial	✓	✓	✓	✓	✓
Direct Page	✗	✓	✓	✓	✓
Individual Record A Call	✓	✗	✓	✓	✓
Do Not Disturb	✓	✓	✓	✓	✓
Call History	✓	✓	✓	✓	✓
Outbound Caller ID Number	✓*	✓	✓	✓	✓
Outbound Caller ID Company Name	✗	✓	✓	✓	✓

\* Individual caller ID only, option for company-wide caller ID not supported.

# 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



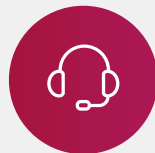
### Unified Communications:

- 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

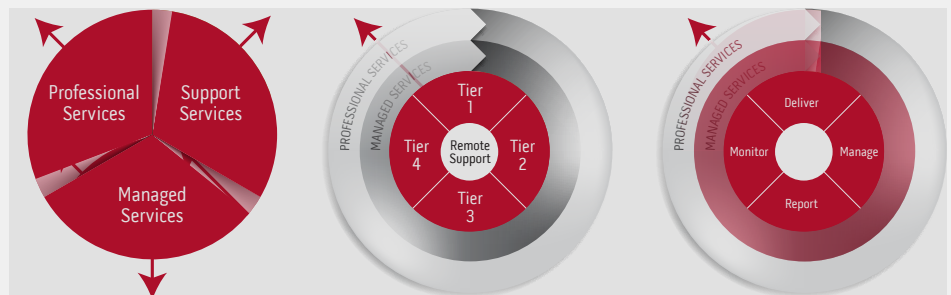
# WHY CHOOSE MANAGED SERVICES?

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



Annodata is one of the UK's longest standing 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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