

1 MiVoice

1.1 Product Overview

MiVoice Business is a business communication platform that delivers basic PABX features mainly for voice communication, it also has many embedded features that complement unified communications solutions:

Mobility – Dynamic Extension: MiVoice Business has an embedded Dynamic Extension solution that allows users to select up to eight different devices or numbers to act as their answer point. By grouping multiple devices together under the same user number, all their phone numbers are effectively collapsed into one, so callers can reach users regardless of which number they call.

Mobility – Hot Desking: Hot Desking enables employees to log onto any designated phone, located at any of your offices, or even outside of the business offices. All calls are routed to the device they are logged into so callers can always reach them by dialling their office extension.

Unified Messaging: Employees have anywhere, anytime access to messages with an integrated, fully-featured voice mail system, Unified Messaging, and an automated attendant.

1.2 Key Value Drivers/Benefits

Deployment Flexibility: Distributed, centralized, and public cloud – you can choose your deployment strategy. In addition, virtual deployment allows you to take advantage of the business continuity services available through VMware.

Web-Based Management: An administrator can administer a multi-platform MiVoice Business solution from their web browser as if it was a single platform solution.

Standards-Based Architecture: MiVoice Business operates across any network; (LAN / WAN infrastructure), which offers businesses the ability to protect existing investments irrespective of legacy PBX, while delivering all the advantages of a converged infrastructure.

1.3 Target Market

- Medium Enterprises
- Large Enterprises

1.4 Pricing where relevant

- Pricing provided as per customer's requirement

2 MiCollab

2.1 Product Overview

MiCollab integrates MiVoice's is non-real time communication with real-time communication services, such as:

- Softphone
- Instant Messaging
- Presence Information
- Audio Web Video Conferencing
- Video Conferencing Boardrooms

2.2 Key Value Drivers/Benefits

Flexibility

The flexibility to work anywhere has become an integral part of business operation.

Cost Containment

High annual mobility and conferencing costs are a challenge to business profitability. Customers need to have access to different network service providers to enjoy on-net call tariffs and VoIP services.

Divergent Services

Customers have a challenge with remote access to their corporate network this leads to complex business administration and business continuity.

Reliability and service quality

With all the divergent services offered currently it is difficult for customers to have one identity and offer a seamless customer experience across the different networks.

Multisite Management (Resiliency)

Sharing information and resources across multiple sites is almost impossible as services are sitting on different networks and different service providers.

2.3 Target Market

- Medium Enterprises
- Large Enterprises

2.4 Pricing where relevant

- Pricing provided as per customer's requirement

3 MiContact Center Business

3.1 Product Overview

MiContact Center Business includes: real-time, historical, and customizable reporting tools; highly customizable speech-enabled Interactive Voice Response (IVR) routing; multichannel workflow routing (email, fax, chat, SMS, and social); outbound dialling and messaging; and integrations with Salesforce.com and other leading-edge Customer Relationship Management (CRM) systems.

3.2 Key Value Drivers/Benefits

Weave the Customer In to the Fabric of Your Business

- Put your customers first and drive customer satisfaction
- Provide seamless, quality interactions across all media
- Covert your business into a customer centric organization

Exceed Customer Expectations

- Ensure you are available where and when your customers want to interact
- Streamline business process
- Improve customer satisfaction

Respond with Agility

- Break down operational silos and improve productivity
- Scale as your business grows
- Leave it to the experts with a proven track record
- Maximize Return on Investment and reduce Total Cost of Ownership

3.3 Target Market

- Medium Enterprises
- Large Enterprises

3.4 Pricing where relevant

- Pricing provided as per customer's requirement