



MICLOUD CONNECT CUSTOMER SUCCESS OVERVIEW

At Mitel, we take customer success as serious as we do building great software. As a service, we know how important it is to earn and gain your trust every day. Therefore, we've done a few things to make your experience enjoyable.

STREAMLINED ACTIVATION

The first impression is often the most important one. That's why Mitel only brings on experienced, top-notch technicians to support you. With modern-day tools and processes, proactive communications and flexibility to work around your desired timelines, you can count on a quick and non-disruptive onboarding experience.

DEDICATED CUSTOMER SUCCESS MANAGER

Your customer success manager serves as your trusty sidekick. They are your go-to person for any questions, strategy ideas, and can help you maximize your tools and investment.

PROACTIVE MONITORING & COMMUNICATIONS

We've invested heavily in our monitoring tools so we can stay proactive and preventative. Currently, 85%+ of our support cases are proactive so we are alerting customers of any issues before they even know and staying ahead to minimize any disruption to your business.

ON-DEMAND TRAINING AND SUPPORT

We've made sure you have the tools you need to succeed. OneView is our on-demand portal for online training and live chat for support. We've also made sure it's always accessible by placing links within our software and offer a mobile app.

Committed to Your Success

Mitel is committed to making it effortless every step of the way. Here's a sneak peek of what you can expect:



CROSS-FUNCTIONAL INTEGRATION

Ensuring you have a seamless experience throughout every touch point is important to us. Therefore, we've taken a deep look at every stage of your journey - from sales to activation to account management - to make sure all teams are aligned. What does this mean for you? Knowledgeable experts, clear expectations and timelines, plus a smooth transition.



CUSTOMER SUPPORT

The last thing you want to do is spend your day on hold. Mitel offers a variety of tools and solutions to get support and answers quickly. Our knowledge base, OneView, delivers online and mobile self-service tools, such as support articles with search functionality, a Trust site so you are always in the loop of how our network is performing, and live chat for a quick and efficient way to resolve issues and get updates.



HIGH AVAILABILITY & DEPENDABILITY

Having a reliable cloud solution is top of mind for everyone, which is why we partnered with an industry leader, Google Cloud, to deliver the security, reliability and scalability you demand. Google Cloud Platform delivers low latency, high availability and compliance such as HIPAA and SOC 2, so you can have a peace of mind knowing your communications is secure and always available. On top of that, MiCloud Connect delivers N+1 redundancy across our infrastructure, network and application layers to ensure there are no gaps and to deliver maximum uptime. Mitel strives to be as transparent as possible with our Trust site and proactive communications so you're always informed.

High-Level Project Lifecycle

