MITEL OPEN INTEGRATION GATEWAY

AN OPEN, STANDARDS-BASED "WEB SERVICES" PLATFORM FOR MITEL DEVELOPERS.

GROW YOUR BUSINESS WITH MITEL UC ENABLED APPLICATIONS

Mitel® understands what it takes to help you address the communication needs of your customers. We offer the opportunity to build and sustain your ability to demonstrate, to your customers, innovative business applications to enhance their resource optimization, automate communication processes, and improve business performance to drive revenue.

The Mitel Open Integration Gateway (OIG) is an open, standards-based "Web Services" platform that enables application development and integration with Mitel products. Together with the Mitel Communications Director (MCD), the OIG helps deliver seamless integration of unified communications and third-party business applications, enabling faster, more effective communications for your customers.

BENEFITS

· **DELIVER A RICH, UNIFIED COMMUNICATIONS EXPERIENCE**
· **FREEDOM FROM WALLED GARDEN ARCHITECTURES**
· **SIMPLE, RAPID APPLICATION DEVELOPMENT AND SUPPORT**
· **MITEL HOSTED VIRTUAL LAB**
· **MITEL SOLUTIONS ALLIANCE (MSA) PROGRAM**

DELIVER A RICH, UNIFIED COMMUNICATIONS EXPERIENCE

Mitel helps businesses respond to real-world business challenges with a range of integration application programming interfaces (APIs) and middleware that facilitate unified communications and collaboration to improve productivity, minimize process latency, and improve business performance. Mitel's broad API portfolio builds on native integrations, the OIG, a range of open and standalone Mitel interfaces, and pre-packaged third-party integrations, connectors, and plug-ins. Mitel integrations range from horizontal and vertically-focused integrations to partner integrations with Google®, Oracle®, SAP®, Microsoft®, Remedy®, Sage®, and Salesforce.com®.

FREEDOM FROM WALLED GARDEN ARCHITECTURES

The Mitel Open Integration Gateway is based on an open architecture that is agnostic when it comes to data infrastructure and UC components from other vendors. The OIG can be deployed on the hardware that best fits a customer's IT strategy: Mitel 3300 Controllers, Mitel Multi-Instance Communications Director (MICD), or virtualized or non-virtualized industry standard servers. As a customer evolves from one deployment model to another (e.g., distributed 3300 Controllers to centralized and virtualized deployment in a private cloud), software licenses are portable from one deployment model to another — delivering a strong and future-proof total cost of ownership (TCO).

SIMPLE, RAPID APPLICATION DEVELOPMENT AND SUPPORT

Application developers can rapidly construct, test, and deploy feature-rich integrated voice and data applications for Mitel business communications platforms. Through an intuitive user interface, developers are provided a single, centralized point of access to MCD API Web Services, administrative capabilities, and networked software licensing. Application developers are free to choose a programming language, a software development environment, an operating system, and a hardware platform as their applications do not need to integrate or compile in any Mitel code. The Web Service model decouples the OIG software from the application – only the standards-based "Web Services Definition Language" (WSDL) files are needed.

MITEL HOSTED VIRTUAL LAB

Application developers can test drive Mitel's MCD API Web Services in a free, Mitel-hosted developer sandbox environment. The Mitel Hosted Virtual Lab offers a temporary, pre-configured virtual software instance with default databases to rapidly trial the OIG and API capabilities. Simply download Mitel clients, softphones, WSDLs, documentation, and sample code from a centralized resource library.   For businesses undertaking in-house application integration, Mitel offers a no-cost, 60-day trial to evaluate the application development process.

MITEL SOLUTIONS ALLIANCE PROGRAM

Mitel Solutions Alliance (MSA) is a comprehensive program enabling a wide range of Third-Party Partners to successfully create and offer solutions that integrate and / or interoperate with Mitel's core business communications portfolio. Through MSA, third-party developers leveraging the Mitel Open Integration Gateway gain access to Mitel development tools, support, test resources, training, certification, and marketing channels needed to deliver quality integrated solutions to Mitel customers.

STANDARD SET OF MCD CALL CONTROL SERVICES

The OIG provides a Standard MCD Call Control Service to allow applications to monitor and control IP endpoints connected to an MCD system (single node or cluster). Monitoring and control activities include such functionality as "make call", "answer call", "end call", "transfer a call", "conference a call", "forward a call", "hold", "retrieve", and more. The Standard MCD Call Control Service allows applications to automate manual, end-user interactions with their IP endpoints.

FLEXIBLE, OPEN DEVELOPMENT ENVIRONMENT

The Standard MCD Call Control API service is based on Web Service Definition Languages (WSDLs). The service uses SOAP and XML over https; as a result, applications do not require additional Mitel software to communicate with the OIG, nor do they need to compile in any Mitel code. Application developers are free to choose their own programming language, software development environment, operating system, and hardware platform.

SINGLE COMMUNICATION SESSION ACROSS MULTIPLE MCDS

Once the OIG initiates a communication session, and authenticates and authorizes the third-party application, it provides the application with a single communication session to access all the MCDs in a system cluster. The OIG can communicate with a single MCD or a cluster of MCDs. When there are two or more MCDs, the MCDs must be configured in a cluster.

CLOUD-BASED APPLICATIONS

The OIG software runs on our robust Mitel Standard Linux (MSL) operating system. The software can be deployed as a Mitel MSL blade or as a virtual appliance. The OIG enables seamless integration of MCD with such cloud-based applications as Google, Microsoft Office® 365, and VMware® Zimbra®.

FEATURES
· **STANDARD SET OF MCD CALL CONTROL SERVICES**
· **FLEXIBLE, OPEN DEVELOPMENT ENVIRONMENT**
· **SINGLE COMMUNICATION SESSION ACROSS MULTIPLE MCDS**
· **DEPLOYABLE IN A VMWARE VIRTUALIZATION ENVIRONMENT**

TECHNICAL SPECIFICATIONS

LANGUAGES SUPPORTED

English

HARDWARE REQUIREMENTS

Physical OIG Deployments	OIG is available for use on hardware listed on the Mitel Hardware Compatibility List / approved hardware platforms. Refer to the MSL section of the Mitel Product Documentation portal (Mitel eDocs) for the latest hardware list and documentation.
Virtual OIG Deployments	Refer to the Virtual Appliance Deployment Guide on the Mitel Product Documentation portal (Mitel eDocs) for hardware and other VMware requirements.

SOFTWARE REQUIREMENTS

Client Station Support	Administrators access the OIG using a web browser (e.g., Google Chrome™, Microsoft Internet Explorer®) supported on the following operating systems: Windows® 7 Professional, Ultimate, and Enterprise (both 32- and 64-bit versions), Windows XP Professional, and Windows Vista Business and Ultimate.
Virtual OIG	VMware vSphere™ 5 Standalone (single ESXi hypervisor) or Managed (by vCenter™ Server) modes.
OIG Platform Sharing and Clustering	Multiple applications can connect to a single OIG, and the OIG can connect to one or more MCDs. If more than one, the MCDs must be in one cluster (i.e., the OIG can only connect to one MCD cluster). The OIG cannot be clustered.
License Sharing	Mitel OIG Call Control Service licensing is managed via the Mitel Applications Management Center (AMC), and shared across all applications connected to the OIG. Licensing is not shared among multiple OIGs.
Network	OIG requires internet connectivity for authentication and AMC licensing access.

SUPPORTED MITEL PLATFORMS

Mitel Standard Linux (MSL)	Release 9.4 (32-bit version only); server-only configuration. OIG R1.0 does not support MSL in server-gateway, network edge, or DMZ configurations.
MCD Software	Release 6.0.
MCD Platforms	3300 MXe, 3300 CX II, 3300 CXi II, MCD for Industry Standard Servers, MICD (R1.2 SP1), Virtual MCD (vMCD).
Co-residency	One OIG per MSL server; co-residency of OIG software with other applications is not supported.
Location	OIG must be co-located with the MCD or MCD cluster in the enterprise LAN or vLAN. Note: MCD resiliency is not supported.

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SYSTEM CAPACITIES

System capacities and performance levels are dependent upon the type of OIG hardware platform, the number of applications using the OIG, and the number of MCDs in a cluster. Refer to System Capacities, Performance, and Constraints in the OIG Engineering Guidelines for details.

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