

MITEL

Multi-Instance Communications Director for Enterprise

Rich Communications Services in the Private Enterprise Cloud

Mitel® Multi-Instance Communications Director (MICD) enables large enterprises or smaller enterprises with multiple remote sites to deploy rich, enterprise class, communications services in the private enterprise cloud. MICD provides a dense, scalable, and energy-efficient communications services platform, which maintains the flexibility of completely distinct PBX instances. Now you can manage voice communications like any other application in your data center, and reap the benefits of decreased capital and operating expenses, increased flexibility, and faster service delivery.





Do more with less

Consolidation. Data center integration. Virtualization. Cloud computing. These are some of the buzz words surrounding attempts to address challenges facing CIOs and enterprise IT managers today.

What these challenges boil down to is pretty much one thing: significantly heightened pressure to do more with less. To provide and expand the feature-rich integrated telephony and data services that organizations have come to depend on to stay competitive and productive, but to do it more cost-effectively, with smaller budgets and fewer human and physical resources.

MICD delivers multiple instances of Mitel's award-winning Mitel Communications Director call control software on industry-standard servers, allowing you to centralize VoIP deployments for large numbers of users and locations. With MICD you can scale to accommodate more users or services without adding servers or giving up features.

Achieve significant cost savings

The cost savings that come with MICD are significant:

- less hardware to buy and maintain, and much lower configuration, maintenance, and administration costs, due to the smaller hardware footprint
- less real estate to house your data center
- greatly reduced expenses associated with powering and dissipating the heat generated by racks of servers
- a centralized architecture, which enables you to consolidate your voice traffic into many fewer trunks, greatly lowering your operational expenses, and relieving the need for trunking gateways / cards at every site.

Faster service delivery

Deploying a new PBX no longer means ordering, shipping, installing, and powering it. Instead, with MICD, an administrator opens a web configuration tool and creates a new PBX. One click, and it's done.

A greener solution for the environment

In a world where green practices are becoming critical, MICD reduces the consumption of physical resources and power, and leaves a smaller thermal footprint. Because it runs on a common industry-standard server, you can reuse servers for other purposes.

Regain focus on strategic initiatives

Perhaps most importantly, the valuable and expensive IT skills managing your communications services can be relieved of administrative duties and recycled into strategic activities that enhance the infrastructure that drives your business.

Embedded unified communications to drive user productivity

MICD has a rich integrated Unified Communications (UC) feature set, which can easily be complemented with other off-board Mitel UC applications. Integrated UC features include:

- embedded voicemail with standard unified messaging, which enables voicemail to be managed via an email client
- ad-hoc conferencing ability to enhance collaboration
- Dynamic Extension extends PBX features to multiple external devices, including mobile devices, home phones, or devices on third party PBXs, so employees can stay connected and work from anywhere
- Mitel Unified Communicator® (UC) Express client delivers productivity enhancements like click-to-dial, incoming caller ID pop-up, PC-based missed calls, and speed calls list
- Automated Call Distribution (ACD) agent support and a full off-board contact center solution that delivers full reporting and tools to drive agent and supervisor productivity and improve customer service
- secure and encrypted call recording to ensure customer service levels and compliance with industry standards.

Virtual call server provisioning

Virtual call server provisioning allows separate PBX instances to be deployed for separate offices or departments in your organization. There is complete independence between PBX instances for things such as dialing plan and call routing configuration. Each instance can have an independent software revision, which provides greater flexibility for rolling out new features and functionality to specific departments or offices and reduces the risk of deployment of new software loads.

Solution management made simple

MICD delivers embedded solution management that saves you time, money, and resources. MICD Manager enables the provisioning of PBX instances and provides an inventory of the software and configurations of each instance. In addition, it enables alarm viewing, search, backup, adds / changes, and the rapid propagation of changes across the entire system. SMDR records are also provided for each PBX instance, facilitating call accounting and charge backs.

High availability

Five 9s availability is easily achievable with MICD's flexible deployment options, including:

- a choice of supported servers that deliver built in hardware redundancy with RAID protected HDDs and dual hot-swappable PSUs and fans
- a full resiliency model supported by the call processing and media servers within a PBX instance, for automatic failover
- geographic redundancy can be implemented with system resiliency across remote sites.



Scale

Multiple Virtual PBX Instances	Scales depending on the server hardware.
Number of Users per PBX Instance	Scales to 1000s of users per instance.

Networking

Multiple Trunking Options	Supports native SIP trunking as well as connectivity to Mitel and third-party trunking gateways.
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Voice Mail

Embedded Voice Mail	Dedicated ports on a per-instance basis.
Scalable Storage and Mailboxes	Storage dedicated on a per instance basis. Capacity can be increased simply by adding hard drives.

Management

Provisioning	MICD Manager provides single point of entry for instance creation, configuration, and monitoring.
Call Accounting	SMDR Records maintained on a per instance basis.
Alarm	SNMP for fault monitoring.

Supported Servers

Refer to MSL mid-level platforms lists.*	Sun Microsystems IBM® HP rack mount Dell Other platforms can be qualified upon request (blade server platforms).
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*For information on Mitel Standard Linux (MSL) qualified servers, please contact your Mitel representative.

Global Headquarters

Tel: +1(613) 592-2122
Fax: +1(613) 592-4784

U.S.

Tel: +1(480) 961-9000
Fax: +1(480) 961-1370

EMEA

Tel: +44(0)1291-430000
Fax: +44(0)1291-430400

CALA

Tel: +1(613) 592-2122
Fax: +1(613) 592-7825

Asia Pacific

Tel: +852 2508 9780
Fax: +852 2508 9232

www.mitel.com

For more information on our worldwide office locations, visit our website at www.mitel.com/offices

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