MITEL

Applications Suite

Business Communications Made Simple

Uncovering new sales opportunities in a highly competitive market requires a communications strategy. Knowing when, where, and how the customer wants to communicate is key to business success. The Mitel® Applications Suite (MAS) is a robust communications solution that unifies business critical applications on an easy-to-use, cost-effective platform. MAS simplifies and streamlines administration, and reduces total cost of ownership, while generating operational efficiencies.

Single Server, Multiple Applications

The Mitel Applications Suite consolidates a comprehensive set of business applications onto a single server footprint with common installation, commissioning, and administration tools. MAS delivers capabilities such as unified messaging, speech-enabled auto-attendant, mobility, teleworking, sophisticated audio, video, and web conferencing, informal contact center functionality, and business reporting.

Mitel Audio & Web Conferencing (AWC)

Improve productivity and information sharing across multiple sites with an intuitive way to set up highly interactive meetings and presentations, whether scheduled or unscheduled. Meetings can easily be recorded and saved for later viewing. An Internet-connected computer and a web browser are all that is required.

Mitel Customer Service Manager (CSM)

Increase the quality of your customer service with informal contact center functionality, including agent call performance and activity reporting, as well as agent productivity tools, such as screen pop and PIM integration. CSM improves agent and supervisor productivity with call management, call monitoring, and agent status / call control. CSM can also provide integration to call recording equipment to augment the Mitel Reporter modules with high-quality call monitoring to ensure customer service goals are met.

MITEL
Simply Communicating®

Mitel Business Dashboard

Optimize both employee and system resources with the delivery of real-time and historical reporting on everything happening within your Mitel communications system. Business Dashboard also enables reporting on direct marketing campaigns, monitors employee performance, and identifies opportunities for improvement and cost savings.

Mitel NuPoint Unified Messaging™ (UM)

From basic voice mail to advanced unified messaging, enable employees to maintain a constant connection by relaying, storing, and retrieving voice, email, text, and fax messages from one synchronized message store using the device that suits them best.

Mitel Speech Auto-Attendant

Provide customers with quick access to company resources. The Mitel Speech Auto-Attendant delivers return on investment by decreasing hold times, freeing up administrative staff to do more productive tasks, and potentially decreasing telephony costs by reducing the number of trunks required to support incoming calls.

Mitel Border Gateway (MBG)

Extend the corporate voice and data network with the Mitel Border Gateway (MBG) to virtually any location via a broadband connection. Establish secure workspaces with comprehensive threat protection, strict access control, and privacy. As part of MAS, MBG securely enables remote employees to work and collaborate productively by having a complete in-office unified communications experience without being physically in the office. Employees retain all of the features and functionality that they enjoy at the office by using a Mitel IP Phone or a softphone. Best of all, internal calls for teleworkers are free.

Mitel Unified Communicator® (UC) Mobile

Provide employees with a single phone number and single voice mail box to be reached at. Employees can easily access and manage preferences via the mobile client, while administrators are provided extensive communication reporting.

Simplified Administration

MAS consolidates system administration functions of each individual application into a single management console. User templates simplify the addition of new users and applications, including MCD telephony services, from one interface. Management is via a web browser that can be accessed from anywhere.

My Unified Communications Portal

Employees can readily access all their communication profile settings, manage their telephone pass codes, access their voice mail, set their greetings, and update their UC Mobile schedule from one integrated browser interface.

For even greater convenience, employees with Mitel Unified Communicator (UC) Advanced can launch the MAS End User Portal or MAS applications directly within UC Advanced. Employees working remotely can now access the user portal securely from any web browser in the world without the need for a VPN connection.

Freedom to Choose

MAS integrates with the Mitel Communications Director (MCD), the Mitel 5000 Communications Platform (CP), and the Inter-Tel® Axxess® PBX communications systems. These seamless MAS integrations deliver advanced IP and hybrid communications capabilities tailored to your growing business.

Range of Deployment Options

Mitel offers customers the deployment option of their choice. MAS can be deployed as software on an industry standard server, as software pre-installed on a compact PC server, or as a virtual appliance.

Virtual MAS

MAS is supported as a virtual appliance within the VMware® vSphere™ environment for MCD. Virtual Mitel Applications Suite (Virtual MAS) leverages VMware VSphere 4.0 or 4.1 to enable businesses to consolidate Mitel's leading unified communications applications in the data center.

Virtual MAS delivers capital cost savings associated with the reduction in server hardware and real estate; operational savings related to the reduction in power and server provisioning costs; as well as productivity improvements and resource efficiencies in data center management and risk mitigation for business continuity and disaster recovery plans.

Technical Specifications
Server Configuration Modes:

LAN (server-only): In this mode, the MAS server is located within the corporate local area network (LAN), secured from the public Internet by an existing business firewall. This deployment configuration can be complimented with MBG to enable MAS web-based services to be accessed from the public Internet.

Network edge (server-gateway): In this mode, the MAS server resides parallel to the business firewall and has direct public Internet connectivity, acting as the firewall or Internet gateway for voice communication traffic.

The server hardware must be equipped with two Ethernet interfaces – one to connect to the external public Internet and one to connect to the internal LAN. Teleworker Solution and SIP Trunk Proxy are supported in this configuration only.

Languages Supported

US English, UK English, French Canadian, European French, Dutch, Latin American Spanish

Hardware Requirements

CPU	Applies to software distribution only. For minimum hardware requirements, consult your Mitel representative.
Hard Drive	250 GB
RAM	4 GB
NIC	Single NIC in LAN mode (server only) or dual NIC when deployed in network edge (server-gateway)
Monitor	Minimum resolution of 800 × 600 pixels
Virtual MAS	Intel®-based server with a minimum Xeon® 55xx Series at 2Ghz or better (supporting Core i7 / Intel Nehalem architecture), with hyper-threading enabled
	VMware vSphere Client installed on a Microsoft® Windows® workstation. Refer to the VMware website for detailed installation procedures and additional documentation.

Software Requirements

Web Browser	Internet Explorer® release 7.0 or higher
Virtual MAS	VMware ESX® / ESXi™ release 4.0, 4.1

Supported Mitel Platforms	MAS 2.2
Mitel Standard Linux (MSL)	Release 9.2
MCD	Release 4.0 SP3, 4.1, 4.1 SP1, 4.1 SP2, 4.2
5000 CP, HX Controller	Release 3.1, 3.2, 4.0
Inter-Tel Axxess	Release 11

Supported Mitel Applications	MAS 2.2
NuPoint UM	Release 4.2
Speech Auto-Attendant	Release 4.2
AWC	Release 3.9
UC Mobile	Release 2.2
CSM	Release 5.1
Business Dashboard	Release 5.1
MBG	Release 6.1

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