

# Mitel, Ottawa's IP communications giant, delivers unified solutions to customers in 90 countries

*Mitel Networks Corporation is #1 in the U.S. IP Communications SMB market, #3 in Western Europe (IP lines shipped) and the overall leader in the U.K. communications market*

## Fast facts Corporate profile

Mitel Corporation, initially founded in 1972 as a fledgling technology consultancy company, became by 1978 a world-class manufacturer of PBX systems and telecom semiconductors, and now currently provides a broad portfolio of communications solutions. Mitel's offer includes a range of voice, video, desktop, wireless and collaborative communications products and services.

## Why Ottawa

With broad support and expertise drawn from Ottawa's long-established communications technology sector, Mitel invests in the research and development of IP-based communications solutions. Mitel CEO and Ottawa resident Don Smith brings more than 30 years of international business experience in identifying new technology markets, and his career in Ottawa includes executive positions with AIT Corporation, Cambrian Systems Corporation and global telecommunications giant Nortel Networks.

## Business advantage

Mitel's flagship product is the Mitel 3300 IP Communications Platform and is the cornerstone of Mitel's communications portfolio. Recognized for its rich features and capabilities the Mitel 3300 ICP has received many industry awards since its launch in 2002.

Serving customers from over 100 office locations in over 90 countries, Mitel Networks Corporation, founded in Ottawa, Canada, in 2001, is a heavy-weight in the National Capital's thriving high-tech communications sector. Mitel Corporation, initially founded in 1972 as a fledgling technology consultancy company, became by 1978 a world-class manufacturer of PBX systems and telecom semiconductors, and now currently provides a broad portfolio of communications solutions. Mitel's offer includes a range of voice, video, desktop, wireless and collaborative communications products and services.

As a global leader in the communications industry and currently employing approximately 3,000 individuals, privately-held Mitel continues its innovation and investment in the research and development of IP-based communications solutions. The company provides solutions for every size of business – from small, single-site offices to multi-site, global enterprises.



**Canada's Creative Economy Capital**

## Why Ottawa

A short history highlighting the entrepreneurial heritage of Mitel includes its 1985 sale to British Telecom, but current Mitel Chairman, Sir Terence Matthews (or "Terry" if you're affiliated in any way with technology in Ottawa) reacquired Mitel in 2001. Matthews has a long and successful history in the global communications industry and in Ottawa. He has founded or funded more than 80 tech companies on both sides of the Atlantic, including Mitel (with co-founder Michael Cowpland).

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Mitel sponsors a series of informative sessions (webinars, lectures, etc.) by Ottawa-area industry experts that cover a broad range of communications topics relevant to businesses. Mitel's Discovery Series partners with Ottawa tech associations such as InnoVisions Canada and the Canadian Telework Association.

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*“Mitel’s tailored unified communications solutions help small and large enterprises across vertical markets and user communities increase employee productivity, enhance customer service, reduce cost, and generate new revenue.”*  
*Doug Michaelides, Mitel vice president, Global Marketing*

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As the result of Mitel’s \$723 million acquisition of Inter-Tel Inc., in August 2007, Ottawa’s IP communications solutions giant is currently #1 in the North American small to mid-size business (SMB) IP communications market, #3 in Western Europe (IP lines shipped) and the overall leader in the U.K. communications market. The merger strengthened Mitel’s small to mid size business offering and also gave Mitel access to the very small and small business market with the Mitel 3000 and Mitel 1000 Communications Systems. The Mitel 5000 Network Communications Solutions technology, designed specifically for the SMB market, gives greater choice and flexibility to Mitel customers.

Mitel’s solutions include IP- based and Unified Communications (UC) solutions. Unified communications solutions consist of a combination of voice communications, mobility, email, messaging, conferencing and collaboration applications that can be integrated with personal and business desktop applications and devices as well as general business systems.



Mitel clients, such as Dubai International Airport, MedQuist (a “voice to code” medical transcription company) and Massachusetts mid-size business, Quirk Auto Dealers, have all realized excellent return on investment using Mitel communications solutions.

Savings came from these types of results:

- Agents able to work from remote locations
- Monthly telephone bills reduced by two-thirds
- Call centre customer service phone lines reduced from 150 to 15
- Seamless IP networked communications across six sites
- No disruption to existing operations

The Mitel Applications Suite combines five applications on a single server to provide messaging, audio and Web conferencing and mobility for up to 300 users.

Mitel solutions enable customers to lower their impact on the environment through reduced corporate travel and commuting, less power consumption, and the recycling of IT related e-waste. A long-term ISO 14001-certified company, Mitel’s end-of-life equipment-recycling program ensures all e-waste designated telephony equipment is safely decommissioned at local area facilities.

### **Future growth plans**

Mitel’s solutions are engineered to fit the requirements of a range of future user expectations – teleworkers escaping rising fuel prices, older workers with skills to pass on wanting flexible work arrangements, and the new generations of workers expecting effective collaborative and social networking tools in the workplace.

Businesses within various vertical markets, such as education, government, healthcare, hospitality, retail and finance, are looking for unified communications and managed solutions from Mitel. The company is reinventing how organizations gain competitive advantage by collaborating and communicating over distance and time with customers, colleagues and partners.

### **Contact information**

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[www.mitel.com](http://www.mitel.com)

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