RingCentral: the best solution for Mitel customers to upgrade to the cloud

Embrace hybrid work with the exclusive unified communications-as-a-service partner for Mitel customers.

RingCentral is the only provider with custom migration tools designed in collaboration with Mitel to make your transition seamless.

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The hybrid work dilemma

There is a serious disconnect between employees and their leaders about hybrid work.

While 88% of C-suite executives

reported they expect most employees to be in the office three or more days per week post-pandemic,

64% of employees

say they would consider quitting if asked to return to the office full time.

This friction is the primary cause of today's trend of attrition, aka The Great Resignation.

Simply put, organizations must offer hybrid work flexibility, or risk losing out on the best talent.

But to connect people working from constantly-changing locations, on-premise communications systems fall short. Only the cloud offers the mobility, scalability, and flexibility to allow your people to do their best work—from anywhere.

That's why, as Mitel's exclusive unified communications-as-a-service (UCaaS) partner, RingCentral offers the most seamless and pain-free way to upgrade to the cloud.

RingCentral & Mitel: working together for you

In November 2021, RingCentral and Mitel announced a strategic partnership making RingCentral the exclusive UCaaS partner for Mitel customers. The primary goal of this partnership is to make the transition from on-premise Mitel systems to RingCentral's UCaaS and Customer Experience solutions as seamless as possible, minimizing disruption while providing a future-proof solution.

RingCentral has a solution no matter your company's size or use case. We work collaboratively with our partners to find the best way to upgrade your Mitel systems, thanks to migration tools no other vendor offers. Between RingCentral MVP and our Customer Experience solutions, we have everything you need to connect employees and wow customers.

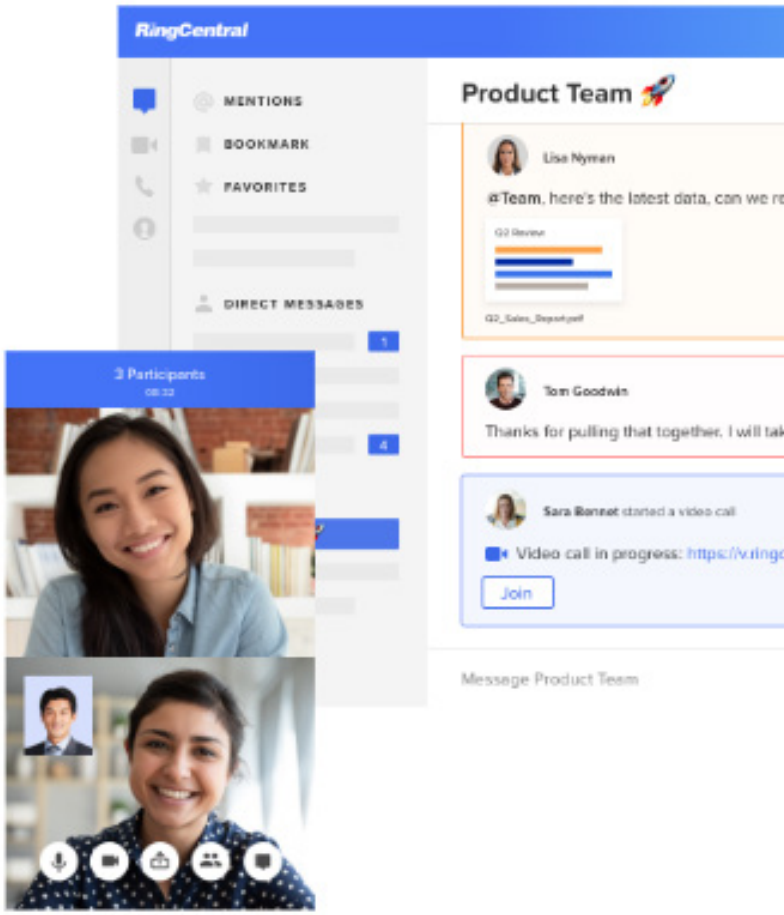

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Figure 1: Magic Quadrant for Unified Communications as a Service, Worldwide

Source: Gartner (October 2021)

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Mitel chose RingCentral because of its industry leadership. RingCentral is rated a Leader and positioned furthest to the right for completeness of vision in the 2021 Gartner Magic Quadrant for UCaaS, Worldwide. RingCentral was also ranked first in three out of four use cases in the 2021 Gartner Critical Capabilities for UCaaS, Worldwide report, including the overall top ranking for integrated unified communications-as-a-service with contact center.

RingCentral is known for its industry-leading 99.999% uptime SLA, which we have delivered on for 15 consecutive quarters. We feature seven layers of security and dynamic end-to-end encryption.

RingCentral and the Cloud.

When it comes to connecting employees who are constantly in and out of the office, working remotely, or traveling for business, only a cloud-based solution can keep up. RingCentral's UCaaS technology unlocks:

Mobility

With RingCentral, your team gets the same experience whether they are on a laptop, tablet, or cell phone, plus the ability to switch between them mid-meeting.

Global Reliability

With 34 geo-redundant global data centers and counting, RingCentral offers local cloud PBX service in 44 countries and international phone numbers in more than 100.

Scalability

Cloud-based deployments can eliminate the need for hardware, allowing you to add or remove users instantaneously. This also means your system is always up to date with the latest features.

Savings!

Customers can save 50% or more compared to their existing on-premise PBX systems.

Continuous Innovation

Cloud-based systems are always up to date, with the latest features automatically deployed. For RingCentral, that means simplifying hybrid work with features like live meeting transcription and summaries, webinars with up to 10,000 attendees, and RingCentral Rooms solutions for hybrid conferencing.

Contact Center Integration

RingCentral offers a complete and integrated solution for internal and customer communications, connecting agents with backend knowledge workers. This seamless collaboration allows your team to answer customer questions faster and improve NPS scores.

One Vendor Relationship

By combining and simplifying your communications vendors, RingCentral makes it easy to manage your budget and accounting processes.

Compliance

RingCentral meets key regulations with certifications across many verticals, including HIPAA, FINRA, HITRUST, ISO 27001, ISO 27017, ISO 27018, SOC 2+, SOC 3, German C5 accreditation, and GDPR requirements.

Apps and Integrations

Cloud-based solutions automatically integrate with your team's most used apps, streamlining workflows and reducing the need to switch between screens. RingCentral features an open platform with 300+ built-in integrations, with more than 6,000 available in our App Gallery.

Why RingCentral's migration tools are the best solution for Mitel customers

Keep your handsets! Mitel's 6900 series is RingCentral MVP-certified and integrates seamlessly into your cloud communications.

RingCentral has decades of experience in moving customers from on-premise PBX systems to the cloud, and are experts in making that transition as smooth as possible.

As the exclusive UCaaS partner for Mitel customers, RingCentral works together with the team at Mitel and our channel partners to understand your use case and individual concerns. Our partnership has one goal: upgrade you to our best-in-class RingCentral MVP platform in the manner and pace that best suits your needs.

We are the only vendor with the full support of the Mitel organization, and offer unique migration tools no one else can claim, such as:

Handset Integration

Keep your phones

- Leverage certified integrations with 6900/6800 phones
- Allow users to preserve their phones experience
- Enjoy faster deployment via zero touch provisioning of Mitel phones

1. Investment protection
2. Minimal re-training

Migration Accelerator Toolkit

Bring on-prem configuration to cloud automatically

- Save time and effort with exclusive migration accelerator and APIs
- Leverage our non-invasive migration approach to automatically export PBX data to RingCentral
- Avoid security vulnerabilities introduced by 3rd party solutions

1. Zero downtime
2. Risk-free