

Mitel VIPedge End of Life and Support Announcement

Summary: This bulletin announces the end of life and support for Mitel VIPedge.

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Effective Date: December 31, 2020

Bulletin Number: PB2020July20B

Bulletin Type: End of Life

Product Family: Mitel VIPedge

Audience: NA Partners

Revision Version: 1.0

Revision Reason: N/A

Announcement Details

2020 Mitel is announcing an end of life and support for Mitel VIPedge, effective December 31, 2020.

Mitel is focusing its efforts on our flagship UCaaS offering, MiCloud Connect, which will meet and exceed the user experience that Mitel VIPedge has provided for SMBs and mid-market customers.

Mitel will help in positioning MiCloud Connect or another Mitel platform to customers. No extensions or renewals will be offered on existing VIPedge customer contracts. Customers will need to be fully functional on another platform before the December 31, 2020 date.

Mitel will be working with Mitel partners to be proactive in positioning MiCloud Connect or another Mitel platform to these customers, as soon as possible.

This notice does not impact any other MiCloud service offering.

MiCloud Connect from Mitel

MiCloud Connect is a Unified Communications as a Service (UCaaS) solution combining calls, chat, collaboration, conferencing, and customer experience into a fully hosted end-to-end solution.

These features are consolidated into a single easy-to-use client with smart features such as the Join button, agenda timer, built-in VPN and flexible phone options. There's no need to install plug-ins or deal with multiple windows and pop-ups.

The solution also comes with an intuitive web-based portal to easily manage admin, users, groups, phones, permissions, real-time changes, and to access reports for intelligence, billing and usage. You can give users the level of control over their own admin that you want them to have.

MiCloud Connect offers solutions to today's needs from collaboration, customer experience, and business continuity to agility, flexible working, and mobility.

- Easy setup of features & users wherever you are
- Simplicity enables IT to focus on strategy and growth
- Intuitive user experience across all devices
- Effective BYOD support
- Collaboration beyond the desktop
- Secure encryption in the software & data centre
- Strong Customer Experience out-of-the-box
- Integrate tools & apps such as CRM to increase productivity
- No need to use office space for hardware
- Excellent uptime for minimal disruption

Fully Built In-House

Mitel designs and develops everything from the software and voice technology to the phones and advanced applications. You never need to worry that a system upgrade or new feature to a third-party element such as desk phones or video conferencing might cause an unexpected issue.

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With a simple click of a button from their desk phone, users can get help with any questions.

Our ability to develop the whole solution from end-to-end also enables us to offer a range of technical benefits including, as one example, that the mobile clients support automatic WiFi handoff.

A variety of programs are offered to help customers to get deployed and start using MiCloud Connect.

Integrations and Customisation

You can use increase efficiency and productivity with native integrations with leading providers such as Salesforce®, NetSuite®, Google® and Microsoft® as well as most popular CRM platforms, web diallers, and browser extensions.

Service Plans

MiCloud Connect offers six different service plans - Essentials, Premier, Elite, Courtesy, Telephony and Voicemail. These flexible plans are designed to meet the needs of various types of user.

A difference with Mitel is that customers have the ability to mix and match different service plans within the same account, saving money on features some users don't need.

Technical Training / Technical Support / Warranty

Mitel will continue to support and service existing customers until December 31, 2020. Mitel will also work with every partner to provide alternative options to customers in line with the needs and timing of customers.

For more information on this bulletin, please contact your Mitel partner contact.