MiCloud Connect
Quick View

Business Communications Solutions that Make Interactions Simple

Phone, Chat, Video & Collaboration All in One

MiCloud Connect makes it easy to interact with others in ways that you prefer. Our robust communications and collaboration tools, and easy-to-use UI allow you connect with others from anywhere, on any device. By putting the user experience first, you will notice a difference in how easy it is to manage, maintain and use our solutions. MiCloud Connect delivers a consistent experience across devices and provides you with flexible phone solutions so you can obtain the features right for you.

Your Complete Communications Solution

MiCloud Connect brings together all of your communications and collaboration tools into one simple interface. Quickly and easily find contacts, check their availability and connect with them via phone, IM, video, screen sharing or conference calling, without having to open a separate window or log in to new applications.

As a fully hosted and managed solution, you'll be able to free up IT resources so they can work on other strategic projects. Plus, MiCloud Connect is built on state-of-the-art data centers architected to be reliable, secure and scalable so you can rest assured knowing your system is running at peak performance.

Communications Built for the Modern Worker

MiCloud Connect is designed to increase productivity, bring distributed teams together and enable on-the-go workers. Our solutions deliver an intuitive and seamless user experience by bringing together advanced collaboration tools, third-party integrations such as Salesforce®, and MiCloud Connect Contact Center. Users can stay connected at all times by leveraging our softphone, mobile app and web dialers, and can easily join a conference call from anywhere.

Benefits

- Fully hosted, end-to-end solution

- Exceptional user experience across all devices

- Easy provisioning

- Reliable & secure

- Maximum scalability

- Premium customer service

Mitel®
Powering connections

Why MiCloud Connect?

Connect from Anywhere

The MiCloud Connect client, mobile app and web dialers deliver frictionless and intuitive communications. Manage your call handling, collaborate with others and join a conference with a single click, from anywhere. Our easy-to-use user interface delivers a consistent experience across PCs, Macs, iOS and Android devices and requires no VPN for teleworkers. Mitel Teamwork, our team collaboration solution, is also included so teams can create private and public workspaces to persistently message with one another, share files, create tasks and conference from their smartphone or web browser.

Manage & Evolve with Ease

With MiCloud Connect, vendor management becomes easy. Whether you currently have an on-premises PBX or a different VoIP provider, the move to MiCloud Connect is simple. We deliver simple pricing that's easy to understand and eliminate a bunch of add on fees so there are no surprises or wasted time trying to understand the bill. Admins can add, upgrade and change service plans as needed directly from the MiCloud Connect Portal so you can easily adapt as business demands change. Plus, our agile development delivers features multiple times a month so we're constantly adding value without adding cost.

Ensure Security & Reliability

MiCloud Connect comes with built-in redundancy and on-demand scalability so you don't have to worry about a thing. It is deployed out of highly secure data centers, leveraging infrastructure layer, network layer and application layer security protocols. Our enterprise-grade solution delivers data integrity, application reliability and physical safeguards built-in. It's architected with several levels of redundancy and load balanced system hardware to anticipate and prevent any single point of failure. Voice, web and signaling traffic is encrypted with Secure Real-time Transfer Protocol (SRTP) and granular access controls. Plus, it's backed by strong SLAs to maximize uptime for your business and deliver the security you demand.

Customer Service You Can Count On

MiCloud Connect is a premium managed service. Our mission is to deliver a communications experience that our customers love. Since we own our own software, we are able to streamline our support experience by making it simple for users to contact us. All you have to do is double-tap the '?' button on your desk phone and you will be immediately connected to our team of experts. Our team can answer technical questions, resolve problems and even help you develop a strategy for maximizing the impact of our UC solution.

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