



**Cost Savings and Energy
Efficiencies of Mitel IP
Communications
Technology**

Product / Application	Cost Savings/TCO	Energy Savings	Customer Testimonial
<p>Mitel IP Telephone Communications</p> <p>Mitel has one of the lowest total cost of ownership models on the market. This is based on the following:</p> <ul style="list-style-type: none"> • Competitive price • Integration with legacy equipment to protect investment and allow re-use • Support for analogue • Ability to start as a gateway and expand with minimal/no material deployment • Flexible deployment – highly centralised or highly distributed • Network Agnostic – No vendor lock-in • Centralised management regardless of deployment option • Centralised Licensing to allow for self service • Ease of management - updates downloaded to phones automatically • Simplicity of Applications Deployment and support 	<p>Reduced Power Consumption</p> <p>While individual devices such as phones may not appear to have a big impact on power consumption, the cumulative impact of large numbers of devices can have a significant impact on your energy bill</p> <p>Reduced power consumption for handsets will lower costs for cooling, provide higher phone density per POE L2 Switch, and reduce the need for conduit and power upgrades. See energy savings page for details on power consumption</p>	<p>“End users seeking advanced IP-based applications, reliability and cost-effectiveness should consider Mitel, especially in Mitel’s key vertical segments.” Gartner</p> <p>“One of the major factors we selected an Mitel IP solution was the additional capacity and the reduced total cost of ownership. It means that we can reduce our maintenance and support costs by only having one converged network to support. We can also add on applications and potentially move to new methods of communicating.”</p> <p>Rob Harder, Telecoms Manager, Plymouth Health Community, UK</p>	
<p>Enterprise Manager</p> <p>Web based management over the LAN,WAN allows for the management of the system and devices, to perform network diagnostics from one management system, rather than performing changes manually on each server. Efficient provisioning of resources or adding equipment and reduced complexity of moves, adds and changes. According to Analysys, Companies with 500 or more employees can save up to 32% in capital expenditures and operating costs by investing in an IP-based PBX system.</p>	<p>Reduced Travel Time</p> <p>In a multi-site environment, web based management of the telephone system minimises the amount of travel network managers need to conduct in order t to make changes to the telephone system.</p> <p>Remote Management. Manage remote sites centrally even if they are not IP or if they are behind a secure environment</p>	<p>“We used to spend nearly \$20,000 each quarter on service calls for small changes to the phone system. With the new Mitel solution, we now remotely manage the phone system ourselves, and have even been able to scale back our IT support due to the remote management features.”</p> <p>Mark Haggerty, Regional Manager, IT Operations Navigant</p>	

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Network Integration	<p>The 3300 ICP can be configured and integrated into any LAN / WAN infrastructure – regardless of the manufacturer. The 3300 ICP works over Cisco®, HP®, Enterasys®, Extreme Networks®, Foundry Networks®, Nortel® or 3Com, indeed any infrastructure, thereby eliminating any issue with vendor lock-in and ensuring organisations can select best-of-breed technology to satisfy their communications requirements.</p>	<p>Optimise Network Energy Efficiency Opt for best of breed network manufacturers that support energy management of the network infrastructure</p>	<p>"The collaboration between Foundry and Mitel provide customers best-of-breed IP telephony and networking solutions that are secure and interoperable, without locking them into expensive proprietary systems. Val Oliva, director of product management for Foundry Networks.</p> <p>"Mitel's collaboration with ProCurve Networking by HP allowed us to go with the better network of the options we were considering."</p> <p>Terry Mongrain, Northland College, Network Administrator</p>
Support for Analogue	<p>Analogue is must where there is a high cost for replacing analogue handsets as well the rewiring costs for IP telephony when only basic telephony requirements exist. Mitel has a number of options to ability support this legacy technology; 1. On the 3300 platform 2. Use peripheral cabinets 3. Mitel AX Controller</p>	<p>Re-Use of Equipment Extending the life of equipment is better than re-cycling</p>	<p>"The price-quality ratio of the Mitel products is excellent, but the key reason for selecting the Mitel solutions is that the Mitel hardware could easily be linked to the analogue telephony infrastructure that we wanted to implement in the student residence. This is what really singled Mitel out."Harold Gabriel van der Linden, Facility Coordinator, Institute of Social Studies, Netherlands</p>
Mitel Intelligent Migration	<p>The most comprehensive way of extending the life of existing PBX equipment while taking advantage of IP communications through the Mitel platform</p>	<p>Re-Use of Equipment Extending the life of equipment is better than re-cycling</p>	<p>"Our old system was due to expire and the cost to upgrade and continue with a Centrex system would increase significantly. We selected the Mitel solution because we wanted a state-of-the-art technology system that we had full control over and that offered a migration strategy that would give us the ability to deploy advanced applications as they are developed."</p> <p>Dennis Linster, Wayne State College, CTO</p>

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<p>Sun Ray Unified IP Communications Client</p>	<p>Mitel and Sun are pioneering new ways to reduce power consumption to the desktop by combining Mitel telephony with Sun Ultra-Thin client terminals for a single unified desktop. Delivers all of the traditional features while using less power than a separate phone and thin client</p>	<p>Reduce Power Consumption While a traditional PC would require 80 watts, the Sun Ray uses as little as 4 watts. Most other thin clients use 20 watts or more. For large enterprises, the cumulative impact of large scale deployments of telephones and PCs on energy consumption are too significant to ignore</p>	<p>“Our work with Mitel blends proven technologies to create a unique value proposition that, since lifting the veil on the solution at VoiceCon in March, has received tremendous interest from customers and partners. Through Sun’s integrated services, Mitel is now in a position to source the entire solution package for the end customer.</p> <p>Peter Ewens, VP, OEM Group, Sun Microsystems</p>
<p>Quick Conference</p>	<p>With Mitel Quick Conference, there is no need to book a conference call. Just take advantage of the flexibility of simple “ad hoc” conferencing. Users can set up conference calls “on the fly” from any location at any time, without operator assistance. Simply dial into the conference bridge from any location to join or initiate a conference call. Cost SavingsIf you currently outsource your requirements for conferencing, Quick Conference solves the high cost barriers to bringing this functionality in-house.</p>	<p>Reduce Travel 5% of travel could easily be avoided simply by using audio conferencing. If 10% of airline travel could be replaced by teleconferencing, it could reduce carbon emissions by 199.8 million tons over the next 10 years</p>	<p>Saving tens of thousands of dollars in administrative overhead each year is certainly significant, but these cost benefits of IP communications pale in comparison to the savings we have achieved by eliminating travel costs through e-conferencing and audio conferencing and the resulting 300% increase in staff efficiency garnered by implementing IP mobility solutions from Mitel. Jim Goodlett, CTO, Morris TechnologyIn five months Mitel was able to reduce it’s spending on hosted audio conferencing by over U.S. \$10 K a month by introducing Mitel Quick Conferencing</p>

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<p>Home Working</p> <p>Enterprise Broadband Telephony</p>	<p>Mitel provides telephone communications that work over broadband. This provides remote workers and micro sites with extension number access to the central voice system and access to all of the same features as the main host site, like voice mail, ability to transfer a call, access to the centralised directory and conferencing.</p> <p>Operational savings Replace leased lines at small sites. Teleworking system can replace leased lines for smaller sites saving £8000 per year.</p> <p>Efficiency Savings Teleworking translates into higher employee productivity and morale. Evidence indicates an 2 extra days per month per employee in productivity. Employers can save 63% of the cost of absenteeism, or \$2,086 per employee per year, based on average salary of teleworkers, combined with number of days absent which teleworkers were still able to work from home.</p> <p>TCO Mitel Teleworker technology is a market leading solution in terms of Total Cost of Ownership and simplicity. A common problem with competitive offerings is complexity (e.g. VPNs etc). With Mitel, the end user simply plugs the phone in to the router and it homes itself to the switch and in minutes the phone is fully active.</p>	<p>Reduce Travel Telecommuting will reduce greenhouse gas emissions by 247.7 million tons due to fewer drivers on the road</p> <p>Each employee working from home 1 day per week prevents 834lbs of CO2 from entering the air</p> <p>100 employees working from home 1 day per week equals 83,400lbs, almost 42 tons of CO2 per year</p>	<p>“The Mitel Solution has enabled us to recruit staff from across the UK, ensuring that we can keep pace with customer demand. Introducing the Mitel Teleworker Solution has also made financial sense as we are saving money in terms of premises and wage costs by employing a growing number of teleworkers.” Mike Goddard, Managing Director, Wayfarers Travel</p> <p>“Rather than flying backup consultants to a particular office to help fulfill seasonal demand. We could use the Teleworker Solution for that instead. By linking all of our locations together, backup consultants would be on standby and ready to work without having to travel anywhere.” Mark Haggerty, Navigant, IT Operations Manager</p>
<p>Hot Desking</p>	<p>Staff can share the same office/desk space and have their preferences associated with the phone when they log in. Operational Savings Reduces overhead and minimises the assets that need to be managed.</p>	<p>Reduce Travel Supports mobile working, providing home based workers with seamless access to communications at the office or at home.</p>	<p>“Many of our staff travel between the two offices. It was very difficult to reach them quickly before, but hot desking has made it as easy as if they’re right here. They customise whichever phone they happen to be using and then people can still dial the usual four-digit extension. No matter where they are, they’re good to go.” Jackie Adam, Facilities Manager, The Weather Network</p>

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Your Assistant	<p>A comprehensive set of collaboration tools designed to enhance communications between staff. Portfolio includes a softphone, voice, video and web conferencing, presence and availability, secure instant messaging and knowledge management tools</p> <p>Efficiency Savings Improved productivity of staff through better interaction, improved workflow which leads to operational efficiency</p>	<p>Reduce Travel Supports virtual collaboration, a necessary toolset to support homeworking to reduce social isolation</p>	<p>" The Teleworker Solution and Your Assistant applications, will enable us to interact with our employees, monitor their progress and maintain cohesive communications. Integration with Your Assistant gives us and our employees a virtual and visual presence and availability at all times."</p> <p>Lauren Johansson, MedQuist, PBX manager</p>
Mitel IP Phones	<ul style="list-style-type: none"> • Mitel phones use less power than most other IP phones and save money (OpEx) • Save money by not having to beef up power infrastructure Further enhancements include the new blue background phones which have auto-dimming features 	<p>Reduce Power Consumption Implications of lower power consumption: Lower costs for cooling Increased number of phones per POE L2 Switch</p> <p>Reduces need for conduit and power upgrades</p>	<p>A client's Baker St. facility in London is an old building and if they went to someone other than Mitel, they would have had to run new power conduits in an old building</p> <p>"Mitel's [5330/5340] phones are ready for unified communications and can meet the most demanding customers' needs." Laura Devoto, Frost & Sullivan</p>
Contact Centre Management Applications	<p>Mitel call flow management tools offer Ease of use and reporting, supporting walk in centre integration, voice and web call back, with Automatic Call Distribution onboard the 3300. It support Remote Agents through ACD, allowing customer service managers to supervise staff remotely.</p> <p>TCO Ease of use, reduced training requirements Applications to improve 1st contact call completion to reduce cost</p>	<p>Reduce Travel Virtual Contact Centre Agents reduce the need for travel. UK's 1 million contact centre agents generate 1.3 million tonnes of carbon dioxide emissions every year by commuting. 460 million commuter journeys to UK contact centres each year Requires 902,000 acres (1409 square miles)of forest to 'offset' the CO²</p>	<p>"Save the Children is often called upon to operate in remote underdeveloped areas where "the infrastructure, bandwidth and resources are just horrible. And for the teleworker phones to work in these environments is a testament to the technology."</p> <p>Rui Lopes, Save the Children, director of networks, operations and support</p>

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eMail and SMS Integration in the Contact Centre	<p>eMail integration for routing email into the contact centre or SMS integration in Mitel Contact Centre to receive text messages from callers and prioritise message like a phone call or send notifications to customers</p> <p>A letter costs € 1.59 to prepare and write, including paper, envelope, stamp, person to write and stuff envelope.</p>	<p>Reduce Paper Waste Electronic communications are lowering demand for letters and reducing paper waste while minimising the impact on the call centre</p>	<p>“The Mitel Multimedia Contact Center enables our contact center staff to receive applications for council housing by text messages from a mobile phone that costs the public very little. ‘Texting’ is second nature to a large portion of the population and we are offering them the chance to access our public services in the way that suits them best.” Rob Neil, Head of ICT Services, Ashford Borough Council</p>
Mobile Extension	<p>Ensure staff are highly accessible by twinning desktop phones and Wireless phones, mobile, DECT or SpectraLink.</p> <ul style="list-style-type: none"> • Works with ANY mobile phone, ANY service provider • One number rings all phones simultaneously • Seamlessly transfers call to the desktop • Can be configured to share one voice mail box among all devices • Eliminates the need for call forwarding or “find me, follow me” • Take or initiate a call while in transit and switch to a desk phone upon arriving at the office • Switch back to a mobile if attendance is required at a meeting across the building <p>TCO Simplicity: Any Device, Any Provider, 1 Number, 1 Mailbox The trouble with competitive offerings is that organisations need to buy yet another device and sign a contract with a specific service provider, adding complexity and cost to the overall ICT framework</p>	<p>Reduce Travel Supports virtual collaboration, a necessary toolset to support homeworking to reduce social isolation</p>	<p>“Mitel’s Mobile Extension enables me to be in contact with my customers whether I’m at my desk or not by ringing me on whatever device I have assigned in my profile. The greatest benefit I have found is the ability to take or initiate a call in my car as I’m driving in to work and switch to my deskphone when I arrive at my office. I can also switch back to my cell if I happen to have a meeting to attend across the building.” Rainer Wachalovsky, Marin County College, Director of IT</p>
Speech Enabled Directory	<p>The speech enabled directory from Mitel will save callers the trouble of remembering and dialling numbers and extensions, asking only that they say the name of the person or department with whom they wish to speak. By using Speech Server and SmartChoice a local government authority now finds that over 40% of calls into the call centre are handled automatically (with Speech Server accounting for over 25%) with no human intervention.</p> <p>Efficiency Savings It can significantly reduce overhead as fewer operators are required to manage the transfer of calls between staff. Automating internal calls using Speech Server reduces overhead by £5-8k per year, moving staff out of handling internal calls to taking calls from the public.</p>	<p>Carbon Avoidance Carbon avoidance can be achieved through improved productivity and processes</p>	<p>University of Surrey use Speech Server to connect 2,500 staff with over 2,000 students from 120 different countries. The University is a lot more efficient because the ease of use has improved its service, enabled better use of staff resources and resulted in financial savings.</p>

Energy Consumption

The following is based on publicly available data as of January 2008. The system comparison is based on a 1000 user system, fully redundant, standard network configuration with a typical mix of IP sets and common equipment. Note the electricity rate comes from the Energy Information Administration's "Monthly Energy Review". CO2 emissions for electricity come from the EPA, and are based on a national average.

Energy Consumption Comparisons

Equipment	Mitel	ShoreTel	Cisco	Avaya	Nortel
Low-end Set	5201 1.4	110 2.8	7906G 5.0	1603 4.0	1110 2.8
Mid-Range Set	5224 3.3	212 3.1	7931G 7.0	1606 5.6	1120 6.0
Premium Set	5340 3.3		7961G 5.0	9650 4.8	1140 6.0
Dedicated Call Control			CM x 2 1100	S8700 x 2 210	CS1000 x 2 110
Gateway / Controller	3300 x 2 140	22OT1 A x 8 22OT1 x 8 272	200	G700 x 2 500	MG1000 x 2 274
Other Required					Signalling Server x 2 400

Typical System Power Consumption Electricity Costs & Carbon Emissions Comparison

Equipment	Mitel	ShoreTel	Cisco	Avaya	Nortel
Total (watts) (1000 user system*)	3273	3732	7200	5590	5664
Kwh/yr	28,678	32,692	63,072	48,968	49,617
Cost / year	£1,142	£1,302	£2,512	£1,951	£1,976
Tons of CO2	12.33	14.06	27.12	21.06	21.34