

Mitel MiVoice Business Hospitality Solutions

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Mar 24, 2025





Hospitality Solutions



Good communication is at the heart of every successful hotel. Mitel® customers enjoy flexible, scalable, secure communications, optimized to meet the needs of the hospitality industry, from small economy hotels through to some of the worlds most famous luxury hotels.

Mitel communications solutions allow hoteliers to focus on managing guest experience and hotel operations. Mitel's technology has the flexibility to adapt to guest and staff requirements with a minimum of management overhead.



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Secure and Reliable Service



Secure Communications

Mitel constantly monitors the global cybersecurity space for all its platforms, across its global customer base, with close supervision from our engineers. When Mitel discovers a potential security threat, we quickly update your system through service packs and updates to make sure you stay protected.

Compliance

Mitel's regulatory compliance solutions include common controls that customers can use to address requirements in their regulated environments, such as security, privacy, and/or anti-fraud measures (e.g., PCI DSS, GDPR, HIPAA, Dodd-Frank Act, and MiFID II) via product features or through partnerships with providers.

Survivability

Mitel offers world-class solutions to ensure systems for public services remain operational, even in adverse situations. Survivability is considered in the design of our solutions and inspires features such as our support for different deployment options, our best-in-class software assurance packages, 24x7 service, and our ability to meet the most demanding SLAs.



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Hospitality global

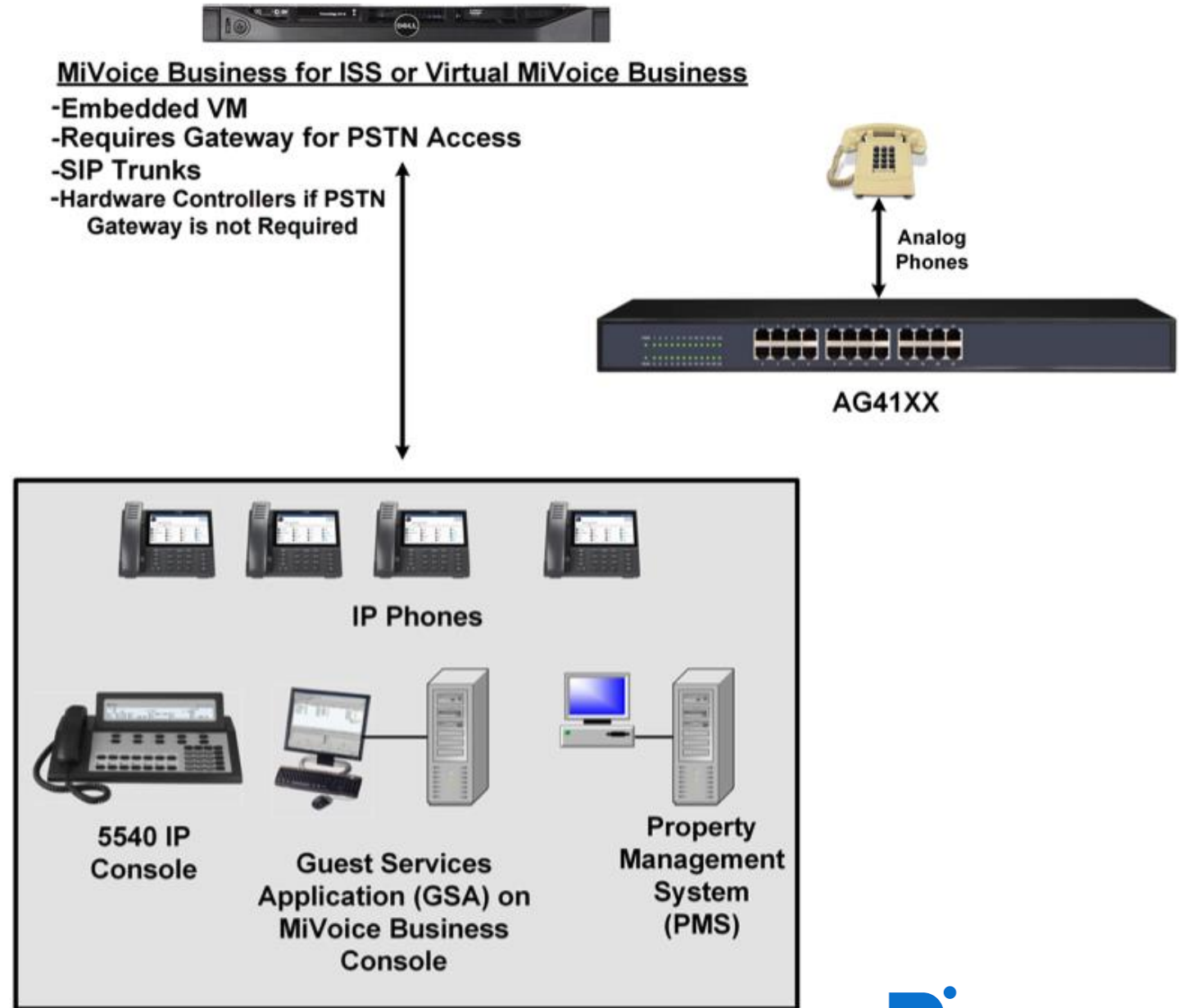


Hospitality global

- Four Points Ha Giang
- JW Marriott Cam Ranh
- JW Marriott Bac Ninh (in the process of installing)
- Four Points in China
- Four Point Sheraton Sharjah
- Aloft Deira City Center
- Aloft garhoud Hotel
- Aloft Hotel Abu Dhabi
- Aloft Hotel Al Ain
- Aloft Palm Hotel
- Courtyard By Marriot WTC
- DELTA By Marriot
- Four Points By Sheraton Downtown Dubai
- Four Points By Sheraton SZR
- Renaissance Hotel Business Bay
- Sheraton Abu Dhabi
- Sheraton Mall Of Emirates
- SHERATON SHARJAH BEACH RESORT & SPA
- St. Regis - Sadiyaat Islands - Abu Dhabi
- St.Regis Abu Dhabi
- The Westin Abu Dhabi Golf Resort and Spa
- Marriott Palm Jumeirah
- W Hotel Palm
- Ajman Saray



MiVoice Business Hospitality Design





MiVoice Business for Hotel Solutions



Deployment Flexibility



With the option to deploy the solution on-premises, in a public or private cloud environment – MiVoice Business can be licensed with either a traditional upfront CapEx purchase or with an OpEx subscription.

Voice



Superior collaboration and contact center solutions offer PBX features, advanced call control, mobility, and IP desk phone options to enable customers to choose where and how they communicate.

Collaboration and Remote Working



Whether in the office, at home, or on the road, MiVoice Business brings people together to offer feature-rich telephony and collaboration and real-time communications. Organizations can choose chat, video conferencing, screen sharing, file sharing, and more, all in one solution.

Simplicity



MiVoice Business is simple to manage and administer with a cloud-based user administration platform that simplifies day-to-day user management tasks.

Hardware Designed for a Variety of Business Needs



MiVoice Business can also be deployed on-premises using a range of purpose-built hardware platforms – each offering a combination of user capacity and phone network connection options to fit your specific needs.

Fits The Unique Needs of Any Size Organization



Large, small or in between, MiVoice Business is designed to fit the unique needs of any size organization at each stage of its growth.



Benefits of Power PMS



- Bulk Alarms for Reponse Teams
- Comprehensive Staff Interface
- Dynamic Job Role Allocation
- Auto Wake-up Calls
- Guest Request Management
- User Friendly Mobile App Interface
- Universal Portal
- Guest Recovery Tracking
- Centralized Dashboard
- De-escalation by Departments
- Inter-Department Briefing Capabilities
- Incident Reporting
- Workorder Management for Maintenance
- Lost and Found tracking and incident management
- Mini-Bar and Housekeeping functionality
- Dashboard Analytics for Reporting



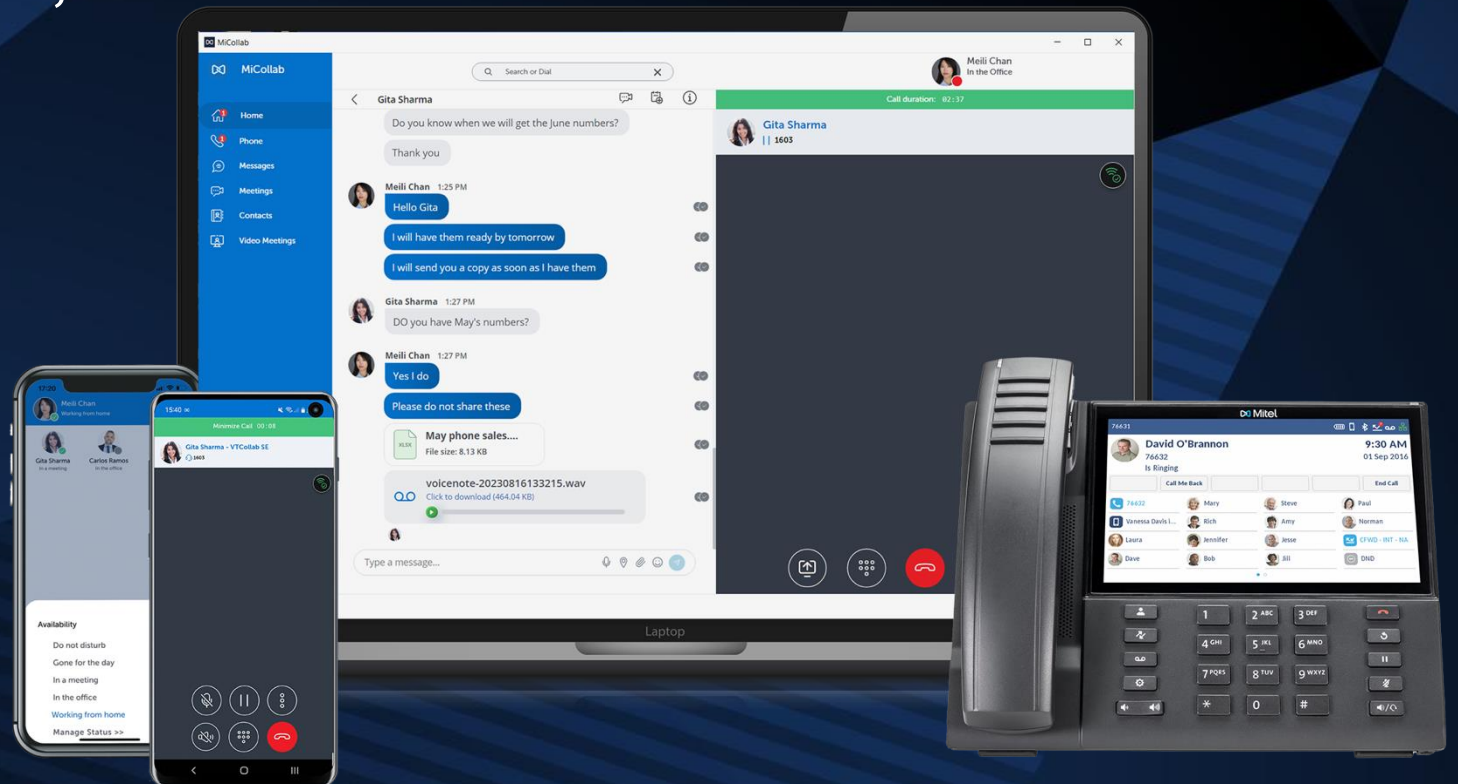
Hospitality License types



- **Analog and SIP Licenses**
- **Hospitality User Licenses**
- **Multi-device Licenses**
- **Multi-device Suite Licenses**
- **Active ACD Licenses**
- **External Hotdesking Licenses**
- **Dynamic Extension Licenses**
- **Centralized Hospitality Licenses**

Mitel MiVoice Business

Your Business Communications, Your Way





Mitel is a global market leader in business communications. Founded nearly 50 years ago, we help businesses and service providers connect, collaborate and provide innovative services to their customers. Our innovation and communications experts serve business users in more than 100 countries.



Campus Deployment

1

UC Provider Globally



Centralized Deployment

80 M

Users



Branch Deployment

100 +

Countries

5,000 +

Partners



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Finding **THE RIGHT FIT** for Your Needs



COMMUNICATION NEEDS

- Number of users?
- Scalability?
- Collaboration needs?
- Device needs?



BUSINESS WORKFLOWS

- Industry-specific apps used?
- Key workflows?
- Contact center needs?
- Mass notification needs?



DEPLOYMENT PREFERENCE

- On-premises?
- Private Cloud virtual machine?
- Public Cloud virtual instance?



LICENSING PREFERENCE

- Perpetual or subscription license?
- Lowest TCO or predictable monthly costs?

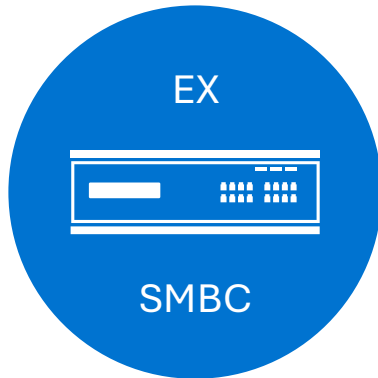


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THREE DEPLOYMENT OPTIONS

Mitel Controller



- 1) On-premises

Solution Virtual Instance



- 1) On-premises
- 2) Private Cloud
- 3) Public Cloud (future release)

Virtual



- 1) On-premises
- 2) Private Cloud
- 3) Public Cloud



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The most flexible deployment options in the industry

MiVoice Business Solution

Infrastructure provided by you, your Mitel Partner or Mitel-approved IaaS Partners*

On-Premises

SMBC & EX Controllers



Industry Standard Server

Private Cloud



Public Cloud

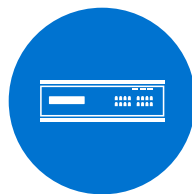


Deploy the MiVoice Business Solution **any way you want**



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Mitel CONTROLLER



MiVoice Business on EX Controller:

- Runs on an onboard virtual machine
- Two Options:
 - 1) 4 GB RAM, 60 GB SSD Storage, Single Power Supply
 - 2) 16 GB RAM, 120 GB SSD Storage, Dual Power Supply
- CapEx or Subscription licenses
- **Up to 1400 users/endpoints**



MiVoice Business on SMBC supports:

- Integrated MPA probe
- CapEx or Subscription licenses
- **Up to 150 users with 3 devices each**



Mitel Analog Gateway:

- A cost-effective Analog to SIP Gateway enabling common analog devices such as phones and fax machines to operate from the IP-based MiVoice Business
- 24-port analog gateway with a 72-port version coming soon



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Integrate with Your Core Business Applications



Education



Financial Services



Government



Healthcare



Hospitality



Retail

- Mix of user types (KW, IW, SW)
- Grow/evolve with hybrid cloud

- Maintain control of architecture
- Maintain control of maintenance

- Integrated customer experience
- Retain legacy systems/devices

- Classroom connectivity
- Emergency notification service
- Parent / student contact

- Inbound customer experience using biometrics & AI
- Control architecture and security
- CRM Integration

- Sovereign data control / security
- Govt compliance
- Inbound CX
- Broadcast notifications

- Patient care
- HIPAA / Privacy
- Inbound/outbound CX
- CRM integration

- Guest services
- Desktop / mobile / DECT comms
- Inbound CX
- CRM integration

- Every staff member is a CX agent
- Shop floor app integration
- CRM integration

Priorities

Integrations



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The Mitel 6900 Series



6905

Common Area



6910

Entry level GigE



6915

Entry-level Lite Color GigE



6920w

Entry-level Color GigE

1. 6920w Wi-Fi
2. 6920t Antimicrobial



6930w

Advanced Color GigE

1. 6930w Wi-Fi
2. 6930t/Lt Antimicrobial
3. 6930L Lite - no BT



6940w

Executive-level Color GigE

1. 6940w Wi-Fi

M695 Expansion
Module



S720 Bluetooth
Speakerphone



Bluetooth
Cordless
Handset



6900t Handset
Antimicrobial



Integrated
DECT Headset



WLAN Adapter



Wall
Mount



6970 Extension
Microphone



6970
Conference
phone



The Modern Desktop Family for the Cybersecurity Partner.

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Thank you.

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