



NEWS RELEASE

Kalaam Telecom Chooses Mitel to Meet Businesses Demand for Advanced UC and UCaaS Services in the Middle East

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The new partnership will deliver a single, seamless managed service experience for small to large businesses across Saudi Arabia, Bahrain and Kuwait.

Mitel®, a global leader in business communications, today announced a partnership in the Middle East region with the leading Pan-Arab MSP, **Kalaam Telecom Group**. Effective immediately, this agreement enables Kalaam to rely on Mitel's UCC and Contact Center technologies to deliver highly secure managed services for Enterprises and Governments across the Saudi, Bahrain and Kuwait regions – whether on-premise, through private or public cloud.

This partnership provides customers and resellers with greater flexibility and choice between on-premises solutions based on a capital expenditure (CapEx) model and cloud-based monthly subscription services. With subscription, customers will benefit from an easy deployment of a full technology stack and pay-as-you-go model without the need for large upfront investments into services, applications, computing and IT resources. This in turn reduces the overall cost of ownership and provides a secure infrastructure for remote and hybrid working environments.

Feras Zeidan, Country Sales Director for META at Mitel commented: "Demand for cloud communications has grown significantly following the pandemic to answer an increasing need for flexibility, scalability and business continuity. Through our partnership with Kalaam Telecom, organizations are now able to quickly and easily take advantage of our world-class UCC and contact center solutions in the way that best fit their needs, while benefiting from Kalaam's



managed services and professional services to help them on their modernization journey.”

Partnering with Mitel also enables Kalaam to tap into Mitel’s expertise in contact center and to combine this with its know-how in Artificial Intelligence (AI) integration to deliver seamless customer experiences, which now are a key priority for any digital-first organization looking to address its clients in an omnichannel way.

Commenting on the partnership, Veer Passi, Group CEO at Kalaam Telecom added: “Kalaam has always set itself the objective of bringing the latest technological advances to organizations while providing choice at every step of their digital transformation journey. As a leader in the UC and contact center space, Mitel complements our portfolio and was the obvious choice for us to answer the increasing demand for UC, UCaaS and CCaaS solutions in the region. We are looking forward to working closely with Mitel to meet this market demand.”

About Mitel

A global market leader in business communications powering more than two billion business connections, Mitel helps 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. For more information, go to www.mitel.com and follow us on [LinkedIn](#) and Twitter [@Mitel](#).

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About Kalaam Telecom Group

Kalaam Telecom Group (Kalaam) is a trusted digital solutions provider, serving SMEs, Enterprises & Governments regionally, Telecoms Carriers & Hyperscalers globally. Headquartered in Bahrain, and with offices in Saudi Arabia, Kuwait, UAE, Jordan, and UK, Kalaam has pioneered ISP solutions, connectivity, and digital transformation in the GCC with an accumulated legacy of 30+ years.

Kalaam offers a portfolio of cutting-edge digital solutions tailored to the needs of businesses of all sizes and diverse verticals across the region, including BFSI, Education, Government, Hospitality, Healthcare, Retail, Real Estate and more.

Kalaam’s fully owned terrestrial cable system, Kalaam Network Optical Transit (KNOT), spanning Kuwait, Bahrain, KSA, UAE and Qatar is now coupled with consortium ownership in undersea cable Europe-India Gateway (EIG), a 15,000 km international fiber-optic submarine cable system covering 12 countries from India and the Middle East to Europe. Through this extensive network, Kalaam is uniquely placed to serve International and Regional Telecom Carriers and Enterprises.

To know more about Kalaam Telecom Solutions log onto www.kalaam-telecom.com

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