NEWS RELEASE

Make-A-Wish® Trusts Mitel Cloud Solution for Seamless, Real-Time Communications and Collaboration

3/2/2016

- Enables access to real-time communications for today's mobile-first world
- Delivers feature-rich collaboration tools for enhanced productivity
- Offers a cost-effective alternative that scales easily to grow with a business

Mitel® (Nasdaq:MITL) (TSX:MNW), a global leader in real-time business, cloud and mobile communications, is providing a hybrid cloud solution with advanced collaboration capabilities for **Make-A-Wish® America**, supporting the organization in its wish-granting mission for children with life-threatening illnesses.

Deployed at the nonprofit's national office in Phoenix, Arizona, by Mitel partner **Trans-West Network Solutions**, the MiCloud platform allows Make-A-Wish to preserve its existing equipment investment while taking advantage of the simplicity, cost savings and efficiencies that come with moving to the cloud. The solution also scales easily, which gives the 62 local chapters of Make-A-Wish the flexibility to migrate at a pace that's right for each of them.

In addition to choosing MiCloud, Make-A-Wish selected Mitel's real-time communications and collaboration application, MiCollab, to provide its team with access to the same feature-rich capabilities. Now, they can stay connected from anywhere with presence, instant messaging, personal call routing and other productivity-enhancing features.

Since its inception in 1980, Make-A-Wish has granted wishes to more than 270,000 kids throughout the United States and its territories with wishes as diverse as the children themselves—from Disney trips to celebrity meetings, starring in their own music video or spending the day with penguins.

Quotes

"Everything we do at Make-A-Wish is about the wish kid, so it's really important for us to communicate with all the people involved in the wish process," said Bill Baumbach , CIO, Make-A-Wish America. "The Mitel solution allows us to collaborate much more effectively than we've done in the past. We're not using technology for technology's sake; it has to be something that benefits our key goal of delivering wishes."

"Seamless, real-time communications and collaboration are critical for organizations like Make-A-Wish who work across multiple nationwide locations to carefully orchestrate wish fulfillment with families, staff, donors and many other integral players," said Jon Brinton , executive vice president and general manager, Mitel Cloud Services. "Mitel's mission is to power connections and our work with Make-A-Wish really crystalizes the important impact communications and collaboration solutions can have."

Important Facts

- Mitel enters 2016 with the fastest growing cloud communications business in the world and a number one market share position based on total cloud users globally, according to Synergy Research Group
- Mitel cloud services are available in six countries: United States, Canada, United Kingdom, Australia, France and Germany
- Visit Mitel at **Enterprise Connect** in Orlando at Booth 2001

Related Materials

- Watch the **video** on Make-A-Wish
- Read the Make-A-Wish **case study**
- Discover "**How Cloud Communications Is Opening Up Possibilities**"
- Find out how to "Put Together a Winning Cloud Lineup"
- Download the infographic "**The Rise of the Mobile Enterprise**"

Social Media

Twitter: **.@MakeAWish** trusts Mitel #cloud solution for seamless, real-time communications and collaboration
Twitter: Mitel powers connections that help @MakeAWish grant a wish, on average, every 35 minutes

Tags/Keywords

Make-A-Wish, MiCloud, Cloud, Real-Time Communications, Collaboration