NEWS RELEASE

Mitel Appoints Rick Cirigliano Senior Vice President, Global Cloud Operations for UCaaS

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Seasoned SaaS leader selected to drive optimal performance, reliability and security for cloud communications infrastructure and operations

Mitel®, a global leader in business communications, today announced the appointment of Rick Cirigliano as Senior Vice President of Global Cloud Operations for the company's unified communications-as-a-service (UCaaS) division. Cirigliano will lead Mitel's UCaaS cloud operations globally, including network operations and service reliability engineering.

An experienced software industry leader, Cirigliano brings significant expertise in cloud infrastructure, IT technology and software-as-a-service operations to the team as Mitel continues to accelerate its ability to take customers to the cloud. Most recently, Cirigliano served as vice president of global cloud operations for Infor, a global provider of cloud-based ERP software solutions, where he was responsible for developing cloud operations and delivery resource and process models, as well as strategic KPIs.

Prior to Infor, he held various senior roles at Switchfly, a global travel ecommerce company, including leading global product engineering, IT, security and professional services teams as chief technology officer. Cirigliano also previously served in a series of senior leadership roles at Oracle, including vice president of Oracle Managed Cloud Services for the North America Public Sector. He holds a bachelor's degree in physics and master's degree in electrical engineering from California State University, along with an MBA, and is based in Sunnyvale, California.

Quotes

“Organizations are increasingly adopting cloud communications to benefit from the advanced collaboration capabilities, added flexibility and improved economics that can enhance business productivity and efficiency,” said Daniel Farrar, Executive Vice President and General Manager - UCaaS, Mitel. “Rick brings a deep understanding of what it takes to ensure an exceptional cloud experience for customers worldwide. His strong knowledge of operational best practices and business strategy will be instrumental in helping us consistently deliver the levels of performance, reliability and scalability that our customers and partners require.”

“Regardless of the type of cloud a business chooses, their communications are central to the success of their organization,” said Rick Cirigliano, Senior Vice President, Global Cloud Operations - UCaaS, Mitel. “Creating a seamless communications and collaboration experience that customers can trust and depend on is our team’s top priority. Mitel’s commitment to maximizing cloud performance through ongoing investments to strengthen our network architecture and partnerships with leaders like Google Cloud Platform will enable customers to leverage the benefits of the cloud to the fullest.”

Additional Facts

• Mitel is the leading provider of cloud communications, enabling 4.8 million users, including 1.4 million UCaaS customers.
• Mitel ranks highest in growth on Frost & Sullivan RADAR for Hosted IP Telephony & UCaaS. **Read the report**.
• MiCloud Connect was named a Best Business Tool of 2019 by Newsweek. **Read more**.

Related Materials

• **Download** the free e-book on “Key Questions to Ask When Evaluating Cloud Business Phone Providers.”
• Download the “Digital Transformation for Dummies” e-book.
• **Learn why** organizations like Hyatt Hotels Corporation, Major League Baseball, Carlsberg Breweries, Liverpool Football Club, the School District of Philadelphia and Make-A-Wish America rely on Mitel.