



NEWS RELEASE

# Mitel Expands Vertical-Specific Communications Portfolio to Deliver Mission-Critical Communications for Demanding Industries

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Next-generation industry-tailored enterprise solutions prioritize mobile-native, AI-enabled, and voice-first communication for work in complex and time-sensitive environments

OTTAWA, Ontario--(BUSINESS WIRE)-- **Mitel**, a global leader in business communications, today announced an expansion of its vertical-focused portfolio, strengthening its position as a leading enterprise-grade business communications provider for healthcare organizations, government agencies, manufacturers, hospitality, retailers, and other demanding industries where communication must be secure, reliable, and always available.

“In industries where communication is mission-critical and downtime is not an option, organizations need more than generic collaboration tools,” said Martin Bitzinger, Senior Vice President, Product Management at Mitel. “They need purpose-built, resilient communications designed for complex environments, strict regulatory requirements, and frontline workforces who depend on real-time voice and integrated workflows to perform at their best.”

Investment in integrated hybrid communications solutions is expected to accelerate significantly over the coming years, as enterprises shift away from fragmented tools toward platforms that deliver deeper integration, mobility, and reliability. By combining deep industry integrations, mission-critical reliability, and voice-first, AI-enabled innovation, Mitel is delivering communications without compromise for organizations that cannot afford failure.

Mitel’s expanded vertical-based portfolio focuses on three key areas:



**Mission Critical Solutions for When Every Second Counts:** In control rooms, emergency response environments, and critical infrastructure operations, communications must be instantaneous, resilient, and fail-safe. Mitel's mission-critical portfolio is purpose-built for these high-stakes scenarios. **OpenScape Alarm Response** (OScAR) automatically routes critical alarms from nurse calls, fire systems, and production monitoring directly to mobile staff in under 60 seconds. **Mitel Xpert** enables operators to manage hundreds of communication channels simultaneously on a single device for financial trading, emergency dispatch, and command center operations. **Mitel Revolution** delivers instant mass notifications across thousands of devices simultaneously during emergencies, leveraging existing VoIP infrastructure for rapid campus-wide alerts. **Mitel CEM** provides 360° end-to-end incident lifecycle management—from early threat detection and automated alerting through coordinated response and continuous improvement—ensuring organizations know earlier, respond faster, and maintain operational continuity throughout critical events.

**Integrated Communications for Critical Workflows:** Organizations, especially in time-sensitive environments, are increasingly looking for solutions that fit directly into their communication workflows, not the other way around. For example, in healthcare, solutions such as **OpenScape Health Station HiMed** enhance point-of-care engagement by connecting patients directly to care teams, information, and digital bedside services, while **Virtual Care Collaboration Service (VCCS)** enables secure telehealth video consultations, scheduling, and augmented-reality-assisted collaboration.

**Enhance Mobility for Those on the Frontline:** Across retail floors, manufacturing facilities, logistics centers, and transportation hubs, frontline workers require hands-free, real-time communications that integrate seamlessly into daily workflows. In today's workplace, mobility needs to be paired with deep industry-specific integrations and AI-driven functionality to empower employees and meet customer expectations. Mitel's new H60 AI DECT headset enables hands-free, voice-first communications with instant group press-to-talk and one-touch access to **Mitel Workflow Studio** voice assistants, tied directly to AI tools and agents, CRMs, inventory management, and more.

"When time matters, communication needs to be fast and reliable, regardless of location," added Bitzinger. "Whether it is a hospital hallway, emergency response base, or on the ground at a major transportation hub, organizations and their employees need to know they have the right communications tools to keep teams connected when it matters most. Voice-first, and AI-driven, this expanded portfolio delivers frontline-inclusive communications with the flexibility, control, and security enterprises and organizations need to operate confidently 24/7."

"The 'one-size-fits-all' approach to unified communications often falls short in high-stakes environments like healthcare or emergency services where consumer-grade mobility isn't enough. As enterprises look to bridge the

gap between back-office staff and frontline workers, there is a clear market requirement for communication tools that prioritize voice-first reliability and vertical-specific workflows. Integrating AI and purpose-built hardware into these mission-critical paths is a pragmatic step toward solving the long-standing challenge of mobile worker productivity and safety,” said Zeus Kerravala, Principal Analyst, ZK Research.

VCCS, OpenScape Healthstation HiMed, Mitel Xpert, OScaR, and CEM are available today, with Mitel Xpert newly available in North America. Mitel’s H60 AI DECT IT headset will be available globally in Q3 2026.

Mitel will showcase elements of this portfolio at Enterprise Connect (booth #102) and HIMSS 2026 (booth #12407) from March 9th to 12th in Las Vegas, Nevada.

## About Mitel

Mitel is a global leader in business communications, providing businesses with advanced communication, collaboration, and contact center solutions. With more than 70 million users across over 100 countries, Mitel empowers organizations to connect, communicate, and collaborate seamlessly, with the flexibility and choice they need to thrive, both now and for the future. Through proven experience and innovative solutions, Mitel delivers communications without compromise. For more information, go to [www.mitel.com](http://www.mitel.com) and follow us on LinkedIn.

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