Mitel Introduces Mitel Edge, Bringing Its Intelligent Communications Architecture On-Premises for Critical Industries

2026-03-09

Hybrid communications leader debuts intelligent communications architecture, combining the power of AI with the benefits of on-site control for high-value and mission-critical use cases.

OTTAWA, Ontario--(BUSINESS WIRE)-- **Mitel**, a global leader in business communications, today announced Mitel Edge, an intelligent communications architecture that enables mission-critical workloads to run locally while extending AI, automation, and centralized governance across hybrid environments.

Representing the evolution of Mitel's enterprise-grade on-prem communications architecture, Mitel Edge transforms traditional hardware deployments into a distributed, cloud-linked architecture complementing its broader hybrid solution portfolio.

As organizations expand AI initiatives and modernize communications environments, regulated industries, including healthcare, manufacturing, and the public sector, are evaluating how to balance innovation with operational control over security and resiliency. Cloud platforms offer scalability and rapid access to new capabilities, while on-premises infrastructure provides resiliency, performance, and critical data governance. Mitel Edge blends the best of both worlds with a cloud-linked edge architecture built specifically for regulated and high-availability environments that require local custody for sensitive data transmission and residence.

"The future of enterprise communications isn't just in the cloud; it's at the edge," said Jim Lundy, CEO and Lead

Analyst at Aragon Research. Lundy continued: "By bringing intelligence to the point of presence, Mitel is ensuring that mission-critical AI and automation remain resilient, even when the outside world isn't."

Representing the evolution of Mitel's enterprise-grade on-prem communications architecture, Mitel Edge transforms traditional hardware deployments into a distributed, cloud-linked architecture complementing its broader hybrid solution portfolio. Unlike traditional on-premises deployments that operate in isolation, Mitel Edge is built on a unified control plane powered by cloud-linked microservices. Mission-critical voice and workflow services run locally where survivability and latency matter most. Organizations can keep sensitive communications data streams and data sources under local custody when required, while AI, automation, analytics, and centralized management operate through a unified services layer spanning local and cloud environments.

This approach allows organizations to align communication workloads with performance, regulatory, and operational requirements—including data residency and sovereignty needs—without fragmenting governance or sacrificing modernization.

"Mitel Edge represents a fundamental shift in how hybrid communications are architected," said Martin Bitzinger, Senior Vice President of Product Management at Mitel. "Mitel Edge complements Mitel's hybrid and private cloud deployments through a common services layer. Customers can run mission-critical workloads locally and keep select communications data streams under local custody when required, while seamlessly extending intelligent capabilities and centralized governance across their hybrid environment. All of this operates within a unified communications foundation that strengthens resiliency and simplifies operational management."

Mitel Edge is built on a unified control plane through Mitel's Common Communication Framework, complementing Mitel's private cloud and **Mitel Secure Cloud** deployments through cloud-linked microservices as part of an integrated hybrid environment. This enables:

- Resilient communications continuity: Critical voice and workflows remain operational during outages, service disruptions, or network instability.
- Operational control without isolation: Sensitive communication workloads remain local while benefiting from centralized policy enforcement and visibility.
- AI and workflow intelligence in local environments: Organizations can extend automation and analytics to distributed environments without compromising performance, latency, or security, while keeping sensitive communications data local when data residency or governance requirements apply.
- Integrated hybrid: Communication workloads operate under an AI-enabled common control plane, across on-site and private cloud environments, ensuring localized data custody and performance for critical communications workflows.

"For many industries, communications are no longer a support function; they are operational infrastructure," said Mike Robinson, CEO of Mitel. "With Mitel Edge, communications infrastructure follows employees and critical workflows wherever they operate, leveraging the latest emerging technologies like AI, while also maintaining the security, resiliency, and control that enterprises demand. We're empowering customers to modernize with AI and automation without surrendering oversight or data sovereignty."

Available today, Mitel Edge reinforces Mitel's strategy of delivering intelligent communications architectures purpose-built for critical industries.

Visit Mitel.com to learn more. Mitel will showcase its industry-leading enterprise communication solutions at **Enterprise Connect** in Las Vegas, March 10–12, 2026, in executive meeting room #102.

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**.

Mitel is the registered trademark of Mitel Networks Corporation.
All other trademarks are the property of their respective owners.

Source: Mitel Networks Inc

Media Contacts

Mitel Public Relations

pr@mitel.com

Source: Mitel Networks Inc