NEWS RELEASE

# Mitel Named a Leader in 2019 IDC MarketScape for Worldwide Unified Communications and Collaboration

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## Positioning Based on Achievement of Key Success Measures for Capabilities and Strategies

Mitel®, a global leader in business communications, has once again been recognized as a Leader in the IDC MarketScape: Worldwide Unified Communications and Collaboration 2019 Vendor Assessment1. The biennial assessment provides guidance for technology buyers by evaluating a vendor's current capabilities and determining how well its strategy aligns with customer requirements in three to five years.

IDC forecasts the worldwide UC&C market to grow to $48.3 billion in 2023. In their assessment report they attribute the increase to greater choices in deployment options, and applications and technology advances, including artificial intelligence (AI) and machine learning (ML). They also cite the demand for embedding business processes within communications as a driver and add that "decisions are past due for many organizations that have not yet migrated their legacy voice platforms to new IP telephony, VoIP, or UC&C solutions."

Among the capabilities and strategies that the IDC MarketScape analyzes, five areas are considered most critical to a vendor's success in meeting customer needs: having a globally consistent brand and product/services strategy, strong channel partners, application development platform, support for mobility, and comprehensive UC&C management tools.

To meet the needs of businesses of all sizes and vertical industries, Mitel continues to expand its capabilities, offering a broad range of UC&C solutions and choices in deployment, from on-premises, to private cloud, hybrid cloud and public cloud. The company also recently expanded its partnership with Google Cloud, leveraging the Google Cloud Platform for stability, security and compliance, as well as advanced AI and analytics.

For rapid application development and customization, Mitel's CloudLink platform provides an open API architecture and allows customers to connect their existing communications assets to the cloud. All Mitel products are engineered with a mobile-first approach. Mitel additionally offers a network performance management solution for proactive monitoring. Mitel supports customers worldwide through its network of more than 4,000 service provider and channel partners.

To read an excerpt of IDC MarketScape, download a complimentary copy **here**.

Quotes

"Eliminating the steps our customer service agents have to take to pull up the client's data right away saves us time, and time is money. It makes life so much easier for us," said Rob Ellinger, President, Ellinger Riggs Insurance. "Mitel has been a partner in our current growth, and I think definitely in our future growth as well."

"The pace at which technology is changing means that as companies look to digitally transform, their communications capabilities must not only meet their needs today but also be able to evolve along with their business," said Rich McBee, President and CEO, Mitel. "Mitel's unique ability to provide customers with choice in how and when they move to the cloud empowers us to truly put the customer first and deliver solutions that increase productivity now, while preparing them to take advantage of the next wave of business applications."

Additional Facts
• Mitel is trusted by more than 70 million users each day to provide an exceptional communications and collaboration experience.
• Mitel is the leading provider of cloud communications, enabling 4.8 million users, including 1.4 million UCaaS customers.

Related Materials
• Choose your next communications solution with these "**7 Steps for Buying Your Enterprise Phone System**."
• **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.

1Source: IDC MarketScape: Worldwide Unified Communications and Collaboration 2019 Vendor Assessment, by Richard Costello, July 2019, IDC # US45331319

About the IDC MarketScape

IDC MarketScape vendor assessment model is designed to provide an overview of the competitive fitness of ICT (information and communications technology) suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market. IDC MarketScape provides a clear framework in which the product and service offerings, capabilities and strategies, and current and future market success factors of IT and telecommunications vendors can be meaningfully compared. The framework also provides technology buyers with a 360-degree assessment of the strengths and weaknesses of current and prospective vendors.