NEWS RELEASE

Mitel Named a Leader in Interaction Management for Midsize Contact Centers by Independent Research Firm

10/17/2016

- Among virtualization pioneers with head start in cloud business
- Strong channel and position in some vertical industries
- Expanding reach with growth via mergers and acquisitions

Mitel® (Nasdaq:MITL) (TSX:MNW), a global leader in real-time business, cloud and mobile communications, announced today it was among the select companies Forrester invited to participate in the evaluation The Forrester Wave™: Contact Center Interaction Management For Midsize Contact Centers, Q3 2016. In this evaluation, Mitel was cited as a Leader.

Forrester assessed strengths and weaknesses of eight vendors based on 40 criteria in three major categories: current offering, strategy and market presence. Mitel emerged as one of only two companies to receive the Leader designation. According to the report, "Mitel was one of the first vendors to virtualize its software, and this gave the firm a head start on the path to cloud-based offerings. Mitel has a strong channel and position in some vertical markets such as the public sector and hotels."

The report also cited Mitel's recent mergers and acquisitions strategy which has helped "grow the company from a scale and reach perspective, and integration of the companies it has acquired is going well."

Forrester concluded Mitel's report profile with, "Customers using Mitel for UC and telephony should consider MiContact Center Business—either hosted or on-premises."

To read more, **download** the report.

Quotes

"Our business is centered around helping companies harness workplace wellness technology to create cultures of health and wellbeing. Offering a superior customer experience is foundational to who we are," said Jeff Brizzolara, Chief Clinical Officer, **Viverae**. "The Mitel solution allows us to deliver more personalized service to clients and members. It also gives us greater flexibility, especially during busy season and with special outreach projects."

"Customer experience is becoming the new battleground for business retention and growth, almost to the point of where it is as important as the products or services offered. Solutions for midsize contact centers must provide flexibility and enable a superior customer experience without compromising the bottom line," said Brian Spencer, General Manager Contact Center, Mitel. "Being able to connect with customers when and how they desire is key to driving satisfaction. Mitel is focused on offering that kind of customized experience and giving businesses the tools to compete and win in a fast changing market."

Important Facts

- Mitel is the **fastest-growing** provider of cloud business communications in the world.
- More than 60 million enterprise users trust Mitel each day.

Related Materials

- Download a **free copy** of the "Customer Experience for Dummies" eBook.
- Get the **customer experience tips** used by the pros.
- Read the white paper on **delivering a digital customer experience** for today's mobile consumer.

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Tags/Keywords
Forrester Wave, Contact Center, Customer Experience