



NEWS RELEASE

Mitel Positioned as a Leader in Unified Communications and Collaboration, and Contact Center by Aragon Research

2025-12-17

Aragon Research Cites Mitel's Hybrid Architecture as a Key Differentiator in iUC&C and iCC Leadership

OTTAWA, Ontario--(BUSINESS WIRE)-- **Mitel**, a global leader in business communications, today announced for the second consecutive year that it has been named a Leader in the **Aragon Research** Globe™ reports for both Intelligent Unified Communications and Collaboration (iUC&C) and Intelligent Contact Center (iCC).

Over the past three years, Mitel has executed a focused strategy that elevated its position on both the Intelligent UC&C and ICC Globes, from contender to leader. This recognition underscores Mitel's strengthened market position and commitment to delivering secure, innovative, flexible, AI-powered solutions built for the evolving needs of the modern enterprise.

The UC market is undergoing a profound transformation, moving beyond integrated messaging, voice, and video to become a hub for intelligent automation, powered by the integration of humans and AI agents. Aragon Research's analysis highlights Mitel at the forefront of that transformation. Mitel is recognized for its advantage in accelerating AI innovation, including GenAI virtual agents capable of resolving up to 90% of inquiries within the Mitel CX platform, AI-assisted insights for agents and supervisors, and the new **Workflow Studio** for intelligent, LLM-powered orchestration across UC and CX systems.

"Mitel continues to demonstrate leadership in secure, hybrid unified communications and contact center solutions,"

said Jim Lundy, CEO & Lead Analyst, Aragon Research. “Its hybrid and sovereign cloud approach, combined with a powerful ecosystem, gives enterprises the flexibility, security, and confidence required to modernize communications and drive business impact.”

Aragon also recognized Mitel’s proven track record in delivering secure, resilient hybrid communications, backed by global cloud infrastructure, sovereign deployment options, and Joint Interoperability Test Command (JITC)-certified platforms. Trusted by defense, healthcare, government organizations, and other high-consequence industries worldwide, Mitel enables customers to modernize confidently while maintaining the highest levels of security and compliance.

Key Mitel iUC&C and iCC differentiators include:

- Flexible Deployment & Purchasing Models: Support for cloud and on-premise voice, meetings, and chat across private cloud, dedicated-instance public cloud, and on-premise environments, with both CapEx and OpEx purchasing options.
- Hybrid Cloud Solutions: Robust hybrid, secure, and sovereign cloud capabilities that enable organizations to modernize at their own pace while meeting strict regional, operational, and compliance requirements.
- AI-Driven Innovation: Growing AI capabilities across **Mitel CX**, Workflow Studio, and agentic automation deliver practical intelligence that enhances customer engagement, operational efficiency, and employee experience.
- Vertical Expertise: Industry-specific solutions enable organizations of all sizes to tailor their communications experience to address sector-specific needs.
- Global Partner Ecosystem: An extensive global partner network that supports deployment, integration, and innovation, especially for complex hybrid and contact center environments.

“Enterprises continue to choose Mitel for our unmatched flexibility, supporting cloud, on-premise, and hybrid deployments without compromising security, reliability, or performance,” said Eric Hanson, CMO at Mitel. “Aragon’s placement of Mitel as a Leader in both iUC&C and iCC reports reflects our commitment to providing organizations with everyday value and the right mix of AI-powered capabilities, resilient architecture, and deployment choice so they can evolve on their own terms.”

The Aragon Research Globe™ is an annual market evaluation tool that assesses major providers based on how they are responding to important industry trends, including those specifically related to iUC&C and iCC. Companies positioned as Leaders have comprehensive strategies that align with industry direction and market demand, and that effectively perform against that strategic backdrop.

Related materials

White paper: **The Aragon Research Globe for Intelligent Unified Communications and Collaboration, 2026**

White paper: **The Aragon Research Globe for Intelligent Contact Center, 2026**

Blog: **Unlocking Business Potential with Mitel's Hybrid Cloud Communications**

Blog: **3 Tips to Transform Your Contact Center Customer Experience**

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 and follow us on [LinkedIn](#).

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

Aragon Research does not endorse vendors, or their products or services that are referenced in its research publications, and does not advise users to select those vendors that are rated the highest. Aragon Research publications consist of the opinions of Aragon Research and Advisory Services organization and should not be construed as statements of fact. Aragon Research provides its research publications and the information contained in them "AS IS," without warranty of any kind.

Contact Information

PR@Mitel.com

Source: Mitel Networks Inc