



NEWS RELEASE

Mitel Receives 2025 Enterprise Collaboration Product of the Year Award from TMCnet

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Mitel CX recognized for innovation in AI-assisted customer experience

OTTAWA, Ontario--(BUSINESS WIRE)-- **Mitel**, a global leader in business communications, today announced that **TMC**, a global, integrated media company, has awarded **Mitel CX** as a 2025 Enterprise Collaboration Product of the Year Award winner.

As organizations work to balance **rising customer expectations** with operational efficiency, the need to deliver personalized, intuitive, anticipatory, and consistent customer experiences across every interaction has become increasingly critical. Mitel CX addresses these challenges with AI-powered capabilities designed to strengthen customer engagement while supporting frontline staff collaboration across the enterprise.

Mitel CX enables organizations to manage customer interactions across channels while equipping agents with intelligent tools and actionable insights to deliver more connected customer experiences. By combining contact center capabilities with automation and real-time performance visibility, the platform helps businesses continually improve service quality, increase productivity, and respond more quickly to evolving customer needs.

The Enterprise Collaboration Product of the Year Award recognizes companies that deliver solutions that enhance collaboration and improve business performance, and Mitel CX was recognized for its innovation in AI-assisted customer experience.



“Customer experience and collaboration are no longer separate priorities; they are fundamentally connected,” said **Martin Bitzinger, Senior Vice President of Product Management at Mitel**. “With Mitel CX, we’re helping organizations simplify customer engagement, surface meaningful insights, and equip teams to work more efficiently. This recognition from TMCnet reinforces our commitment to delivering AI-assisted innovation that is intelligent, practical, and designed around our customers’ real-world needs.”

“It gives me great pleasure to honor Mitel as a 2025 recipient of TMC’s new Enterprise Collaboration Award for their cutting-edge, productivity-enhancing Mitel CX,” said **Rich Tehrani, CEO at TMC**. “Our judges were very impressed with the innovative and impactful use of technology displayed by Mitel in their groundbreaking work.”

This industry acknowledgement reflects Mitel’s continued focus on evolving its customer experience portfolio to meet the changing needs of organizations worldwide.

Winners of the 2025 Enterprise Collaboration Product of the Year will be announced on **TMCnet**. To learn more about Mitel CX, visit www.mitel.com/products/mitel-cx.

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**.

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About TMC

For more than 20 years, TMC has been honoring technology companies with **awards** in various categories. These awards are regarded as some of the most prestigious and respected awards in the communications and technology sector worldwide. Winners represent prominent players in the market who consistently demonstrate the advancement of technologies. Each recipient is a verifiable leader in the marketplace.

TMC also provides global buyers with valuable insights to make informed tech decisions through our editorial platforms, live events, webinars, and online advertising. Leading vendors trust TMC, thought leadership, and our events for branding, thought leadership, and lead generation. Our live events, like the **ITEXPO #TECHSUPERSHOW**, deliver unmatched visibility, while our custom lead generation programs and webinars ensure a steady flow of sales

opportunities. Display ads on trusted sites generate millions of impressions, boosting brand reputations. TMC offers a complete 360-degree marketing solution, from event management to content creation, driving SEO, branding, and marketing success. Learn more at www.tmcnet.com and follow @tmcnet on **Facebook**, **LinkedIn**, and **X**.

Source: Mitel Networks Inc

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