NEWS RELEASE

Mitel Recognized by Frost and Sullivan for Communications and Collaboration Solution Tailored to the Hospitality Industry

10/4/2018

Mitel uniquely delivers an end-to-end solution, including applications and devices, in line with the needs of both individual properties and large chains

Based on its recent analysis of advanced communications solutions for the hospitality sector, Frost & Sullivan recognizes Mitel with the 2018 North American Customer Value Leadership Award. Mitel develops comprehensive unified communications and collaborations (UCC) solutions for hotels of all sizes, from single properties to multiple locations. Serving customers in more than 100 countries, Mitel implements complete, customer-centric solutions for guest touchpoints, staff workflow, and back-end processes.

"In particular, the Mitel MiVoice 400 Hospitality Solution includes applications and integrations for property management, administrative tasks, back-office processes, and staff management," said Alaa Saayed, ICT Principal Analyst. "Easily integrated into a hotel's existing infrastructure, communications, building management, and IT infrastructure, the Mitel MiVoice 400 Hospitality Solution minimizes costly installation. The technical advantage of a single, unified system also gives Mitel a price advantage over vendors of stand-alone systems."

Mitel is a leader in developing mobile-first strategies aimed at improving guests' experience and staff productivity.

Mitel continues to reinforce its expertise in providing integrated hospitality solutions for IP voice, cloud backend, and consumer-facing touchpoints. As end-user needs evolve, Mitel plans to broaden its scope by moving more services to the cloud for easier and faster deployment.

"For key accounts and end customers in need of specialists, the Connected Guest Team helps design deployments and implement customized configurations," noted Saayed. "Leveraging its deep experience, Mitel delivers on a global scale and presents bespoke solutions to help customers evolve to digital formats and implement a more coherent and efficient UCC strategy."

Each year, Frost & Sullivan presents this award to the company that has demonstrated excellence in implementing strategies that proactively create value for its customers, with a focus on improving the return on investment that customers make in its services or products. The award recognizes the company's unique focus on augmenting the value that its customers receive, beyond simply good customer service, leading to improved customer retention and customer base expansion.

Frost & Sullivan Best Practices Awards recognize companies in a variety of regional and global markets for demonstrating outstanding achievement and superior performance in areas such as leadership, technological innovation, customer service, and strategic product development. Industry analysts compare market participants and measure performance through in-depth interviews, analysis, and extensive secondary research to identify best practices in the industry.

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