



NEWS RELEASE

# Mitel Workflow Studio Secures 2026 “Remote Work Tech Innovation of the Year” Award from RemoteTech Breakthrough

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Annual Awards Program Recognizes Breakthrough Innovation in the Global Remote Technology Industry

OTTAWA, Ontario--(BUSINESS WIRE)-- **Mitel**, a global leader in business communications, today announced that **Mitel Workflow Studio** has been selected as the winner of the “Remote Work Tech Innovation of the Year” award in the 7th annual RemoteTech Breakthrough Awards program. Conducted by **RemoteTech Breakthrough**, a leading independent market intelligence organization, the awards evaluate and recognize standout technology companies, products, and services that empower remote work and distributed teams around the globe.

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and business applications operating in isolation and forcing employees to switch tools, repeat tasks, and work around rigid workflows that were never designed for distributed workforces. Mitel Workflow Studio addresses that challenge, delivering a low-code/no-code integration platform with pre-built, easy-to-implement structured workflows and a visual workflow builder that enables teams to design, deploy, and manage automated experiences that connect people, communications, and business systems.

Today’s remote and hybrid organizations face technology sprawl, with multiple communication, collaboration,



Compared to point solutions that address only messaging, meetings, or task management, Workflow Studio connects and automates across the entire communications stack, using a low-code/no-code environment to orchestrate employee and customer interactions and trigger real-time actions across UC, Contact Center, CRM, ITSM, and business applications. In retail environments, Workflow Studio deeply embeds communications into high-value workflows, enabling store associates to access a hands-free voice assistant via their Mitel H60 DECT headset, accessing inventory tracking systems to check stock, reach colleagues, escalate to specialists or supervisors, or query an AI assistant, all in under 5 seconds without touching a screen.

Formed by Mitel's long history of innovation, Workflow Studio natively integrates with Mitel's UC and CX platforms to deliver AI-assisted enterprise workflows with the open flexibility to leverage leading LLMs from Google, OpenAI and Anthropic. It is purpose-built for remote and hybrid work where workflows must adapt dynamically to location, role, availability, and context. Unlike most competing solutions, it embeds voice and communication directly into business workflows, avoiding the responsiveness breakdowns that slow distributed operations, ensuring processes are executed consistently regardless of where employees are located.

"In today's workplace, communication has become inseparable from business process, yet most enterprises are still running workflows that were designed for a single office, siloed tool sets, and an in-person workforce," said Martin Bitzinger, Senior Vice-President of Product Management at Mitel. "Workflow Studio was built to close that gap, giving organizations the ability to build communication-enabled workflows in a low-code environment so distributed teams can move at the pace their customers and colleagues demand. We are honored that RemoteTech Breakthrough has recognized that work."

The mission of the annual RemoteTech Breakthrough Awards program is to recognize the innovators transforming the global remote work landscape through technology. The program conducts a comprehensive analysis of the companies, technologies, and solutions redefining how businesses collaborate, engage distributed teams, and drive productivity from anywhere. From messaging and video conferencing to AI-driven remote work tools, hybrid work solutions and virtual collaboration innovation, these breakthrough solutions are enabling organizations to adapt faster, operate smarter and deliver exceptional remote work experiences.

"What separates the remote-work technology leaders today from the rest of the market is not whether they offer AI features, but whether they can stitch the tools an employee already uses into a single, automated flow," said Bryan Vaughn, Managing Director of RemoteTech Breakthrough Awards. "Mitel Workflow Studio is one of the strongest examples we have seen this year, pairing a visual workflow builder with native integration into Mitel's voice and contact center platforms and open access to leading AI providers, all in a form business users themselves can deploy. We are proud to recognize Mitel as our 2026 Remote Work Tech Innovation of the Year winner."

As enterprises continue to operationalize hybrid and remote work at scale, Mitel continues to extend Workflow



Studio and the broader Mitel platform across UC, contact center, and vertical-specific environments, helping more organizations replace fragmented tool stacks with integrated, AI-enabled, voice-aware workflows that enhance distributed team experiences, productivity, and efficiency, ultimately enabling better outcomes for those their organizations serve.

## Related Materials

Demo Video: **Mitel Workflow Studio Overview**

Blog: **How Mitel Workflow Studio Automates Business Communications for a Consistent 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](http://www.mitel.com) and follow us on **LinkedIn**.

## About RemoteTech Breakthrough

Part of **Tech Breakthrough**, a leading market intelligence and recognition platform for global technology innovation and leadership, the RemoteTech Breakthrough Awards program is devoted to honoring excellence in technologies, services, companies and products that empower remote work and distributed teams around the globe. The RemoteTech Breakthrough Awards program provides a forum for public recognition around the achievements of technology companies and solutions in categories including messaging & communication, project management, virtual events, team collaboration, virtual offices, collaborative design and more. For more information visit **RemoteTechBreakthrough.com**.

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