Powering connections

Mitel and L-SPARK Celebrate Cohort Success at Unified Communications Accelerator Showcase

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OTTAWA, Ontario--(BUSINESS WIRE)-- Mitel, a global leader in business communications, and L-SPARK, Canada's leading software accelerator, announced the successful Showcase of the inaugural Mitel Unified Communications Accelerator cohort, highlighting rapid innovation and market-ready integrations achieved in just six months since the program launched in August.

The Mitel Unified Communications Accelerator Showcase, held on February 19th at Ottawa's Brookstreet Hotel, brought founders, investors, and industry leaders together for an evening of live pitches, product demos, and networking. (Credit: Sarah Bradley)

Program collaboration and impact

The Mitel Unified Communications Accelerator, powered by L-SPARK Select, connects high-potential AI, IoT, and digital experience companies with Mitel's unified communications ecosystem to build and validate integrated solutions for operations management and sectors such as hospitality and retail.

Over the six-month working phase of the program, participants leveraged Mitel's low-code/no-code **Workflow Studio** and **Mitel CX**, its AI-driven customer experience management platform, to solve everyday communication and collaboration challenges. They also received dedicated mentorship from L-SPARK and access to Mitel experts, including feedback from channel partners, to deliver the proof-of-concept integrations showcased at the event.

"All eight companies in this cohort are extending Mitel's AI capabilities in ways that are very tangible for customers – from intelligent guest engagement and autonomous case resolution to real-time compliance and voice-enabled

1

operations," said Luiz Domingos, Chief Technology Officer at Mitel. "By tightly integrating their innovation with Mitel's platforms, they are accelerating how quickly customers can realize value from AI in their day-to-day communications workflows."

Showcase highlights and accomplishments

The Mitel Unified Communications Accelerator Showcase, held on February 19th at Ottawa's Brookstreet Hotel, brought founders, investors, and industry leaders together for an evening of live pitches, product demos, and networking, demonstrating how tightly integrated voice, collaboration, and workflow solutions can unlock new value for customers.

In a short period, each of the eight participating companies moved from integration concept to demonstrable proof-of-concept aligned with real-world customer use cases, and all eight are now members of the **Mitel Technology Network** and progressing through solution certification to support broader customer adoption.

"From day one, Mitel's engineering and product teams rolled up their sleeves and worked side-by-side with the founders, providing the hands-on technical support that turned ambitious ideas into integrated, customer-ready solutions," said Leo Lax, Executive Managing Director at L-SPARK. "That level of leadership and commitment from Mitel is a key reason this program has delivered such strong outcomes in such a short time."

Participating companies and solutions

Eight companies from Canada, the United States, and Europe were selected from a competitive pool of applicants to participate in this first Mitel Unified Communications Accelerator cohort. Each company built or advanced a Mitel-integrated solution that enhances communications, operations, and customer experience:

- IDgo – IDgo delivers secure, mobile-based user authentication that helps organizations safeguard accounts and increase engagement by tying identity verification directly into Mitel-powered communication workflows.
- Intelocate – Intelocate provides a real-time, voice-enabled operations platform for multi-location businesses, enabling field and frontline teams to capture, escalate, and resolve issues through integrated Mitel communications.
- Micrometrics – Micrometrics offers an AI-powered, voice-centric guest engagement and workflow solution for hospitality providers, using Mitel integration to surface and route guest needs to the right teams in real-time.
- MosaicVoice – MosaicVoice delivers real-time AI compliance and coaching for regulated contact centers, leveraging Mitel's unified communications and call data to provide in-the-moment guidance and documentation support.
- SuitePad – SuitePad powers smart, in-room guest experience platforms for hotels, integrating with Mitel

telephony to streamline guest requests, service ordering, and communication with hotel staff.

- TeamMate Technology – TeamMate Technology connects Microsoft Teams to Mitel's enterprise voice platform, letting users make and receive calls natively in Teams while retaining full Mitel PBX functionality and carrier-grade reliability.
- Typewise – Typewise provides AI agents and automation for end-to-end autonomous case resolution in contact centers, enhancing Mitel-based environments with intelligent routing, summarization, and next-best-action recommendations.
- Zendelity – Zendelity is a closed-loop frontline operations platform that turns real-world work into verified, audit-ready outcomes. Integrated with Mitel communications and connected to IoT and building automation systems, Zendelity orchestrates on-site workflows in real-time.

Looking ahead

With the Accelerator program now at its Showcase milestone, Mitel and L-SPARK will continue to work with cohort companies on pilot deployments and go-to-market activities across Mitel's global channel partner network.

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**.

About L-SPARK

L-SPARK is Canada's leading software accelerator, focused on driving corporate-startup collaboration through its L-SPARK Select programs and helping emerging companies accelerate growth, scale their products, and reach new markets.

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