



NEWS RELEASE

Mitel's UC and Contact Center Solutions Positioned as a Leader in Aragon Research Globe™ Reports for 2025

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Influential industry research places Mitel at the forefront of iUC&C and iCC with versatile solutions that drive innovation in the workplace

SUNNYVALE, Calif.--(BUSINESS WIRE)-- **Mitel®**, a global leader in business communications, today announced it has been positioned as a Leader in the **Aragon Research** Globe™ reports for both Intelligent Unified Communications and Collaboration (iUC&C) and Intelligent Contact Center (iCC) for 2025. This is the first time the company has been identified as a Leader in both annual reports, showcasing Mitel's unique position in the communications market and breadth of flexible, AI-assisted solutions designed to meet the evolving needs of the modern workplace.

Mitel has been positioned as a Leader in the Aragon Research Globe™ reports for both Intelligent Unified Communications and Collaboration (iUC&C) and Intelligent Contact Center (iCC) for 2025. (Graphic: Business Wire)

Aragon Research's analysis highlights several of Mitel's capabilities, including an ability to cater to both cloud and on-

premise voice needs, flexibility for enterprises seeking robust telephony solutions across different deployment environments, and an expanding range of integrated AI capabilities.

The research also references Mitel's commitment to reliability and security through its global cloud infrastructure,

which is built to support **hybrid and secure cloud solutions**. This is particularly critical for organizations in highly regulated sectors such as healthcare and government and in security-demanding countries such as Germany. Aragon Research's iUC&C report observes, "hybrid cloud positions Mitel well for the future of intelligent work since many large enterprises do not want to run in a distant public cloud."

Mitel's **contact center portfolio** was cited for providing specialized solutions that meet the unique needs of specific industries and serve organizations of all sizes with the support of an extensive partner ecosystem. The report notes that "enterprises need to evaluate ICC providers for their omni-channel communications, including the ability to tailor those interactions based on customer preferences."

Key Mitel iUC&C and ICC differentiators include:

- Flexible Deployment & Purchasing Models: deployment options that fit each organization's specific needs, offering the choice of private, public cloud (dedicated instance), and on-premise, along with both CapEx and OpEx purchasing.
- Hybrid Cloud Solutions: robust hybrid cloud capabilities enable organizations to grow globally while meeting regional operational requirements.
- 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 offers a strong support system, especially for Mitel's contact center solutions.

"Aragon's placement of Mitel as a Leader in their extensive industry analysis is a reflection of Mitel's continued focus on delivering flexible, secure unified communications solutions that seamlessly leverage modern capabilities like GenAI," said Eric Hanson, CMO at Mitel. "Communication is integral to every organization, and we put tremendous effort into delivering real, everyday value for customers. Our goal isn't to build hype around the next big thing, but to deliver the right mix of communication and collaboration tools through the right deployment model so organizations can focus on excelling at what they do."

"Mitel's positioning across the Aragon Research Globe™ for Intelligent Unified Communications & Collaboration, 2025 and the Aragon Research Globe™ for the Intelligent Contact Center, 2025 underscores its strength in delivering reliable voice, communications, collaboration and contact center platforms," said Jim Lundy, Aragon Research, CEO & Lead Analyst. "With its continued efforts towards innovation and ability to integrate flexible, hybrid solutions, Mitel strives to empower organizations to enhance both internal collaboration and customer engagement."

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, 2025**

White paper: **The Aragon Research Globe for Intelligent Contact Center, 2025**

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

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

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** and X **@Mitel**.

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