NEWS RELEASE

The Louvre-Lens Museum Selects Mitel for Innovative Communications Approach

5/18/2015

Looking for innovation and secure communications technology the Louvre-Lens Museum turned to Mitel® (Nasdaq:MITL) (TSX:MNW), a global leader in business communications, to deliver a modern communication solution designed to optimize the museum visitor experience and facilitate employee collaboration.

Opened in late 2012, the Louvre-Lens Museum is a branch of the iconic Louvre gallery, located approximately 200km north of Paris and set within an area of 28,000 square meters. The new museum wanted to emulate its contemporary architectural style with the introduction of new cutting edge technologies that would deliver a modern visitor experience, with multimedia guides, touchscreens and a state of the art visitor greeting service.

Speaking about the deployment Eric Cassou-Ribehart, IT manager at the Louvre-Lens Museum, said: "We are particularly satisfied with the solutions deployed within the museum by Mitel and its partner Cofely Ineo. We have gained fluidity, efficiency and can now operate in a secure, robust and scalable environment. The success of this deployment makes us consider extending the mobility services through Wi-Fi and DECT coverage to another part of our site. We are also studying the possibility of using Mitel to deploy Unified Messaging, a tool that is in high demand from our mobile workforce, as well as deploying a contact center to further enhance the overall customer relationship experience."

In addition to optimizing the visitor experience, the solution has also facilitated collaboration and information sharing between the museum's employees as they move about the exhibition areas and operating zones, with the implementation of SIP-DECT and Wi-Fi technology.

For the IT department, the ease of use of the management interface ensures new users can be added as required. The deployment of networking and telecommunications resources can also be coordinated centrally, based on the various needs of different departments in the museum, such as administration and building management.

Bernard Etchenagucia, Managing Director, Mitel France commented: "Louvre-Lens Museum is an excellent example of how Mitel can deliver a fully integrated communication solution that creates engaging experiences for customers, while enhancing communication capabilities for employees, to ensure a seamless working model behind the scenes that creates the best visitor experience."

View the complete video case study of the **Louvre-Lens Museum**