

Mitel Virtual Desktop UC Video Solutions Brief

Deploy voice and video collaboration to virtualized desktops

Key Benefits

- Best-in-class virtual desktop unified communications and video collaboration
- Unified access to a richer communication and collaboration experience
- Single sign-on to voice and data applications
- Lower cost support for remote and temporary staff
- Do more with less



Leveraging Mitel®'s Freedom architecture, revolutionize how you communicate and collaborate with colleagues, customers, and business partners with your virtual desktops. Mitel® and Vidyo™ have integrated their virtualized Unified Communications and VidyoConferencing™ software with VMware® View™ 5, a significant technical achievement that integrates softphone and video capabilities into a virtual desktop environment.

This unique offering combines a user's voice and video together as a single unified solution in a virtual desktop. Due to VMware, Mitel and Vidyo's technology breakthrough, there is no longer any significant impact on performance and latency when combining voice, video and virtual desktops: now, users can access their collaboration tools, including voice, presence, secure instant messaging, audio, video and web conferencing, document sharing, voice messaging and email, all from their VMware View client.

Desktop virtualization using VMware View already offers tremendous benefits by moving desktops and applications into the cloud and delivering them as a managed service. IT administration is more automated and efficient, security is improved and the total cost of ownership can be reduced.

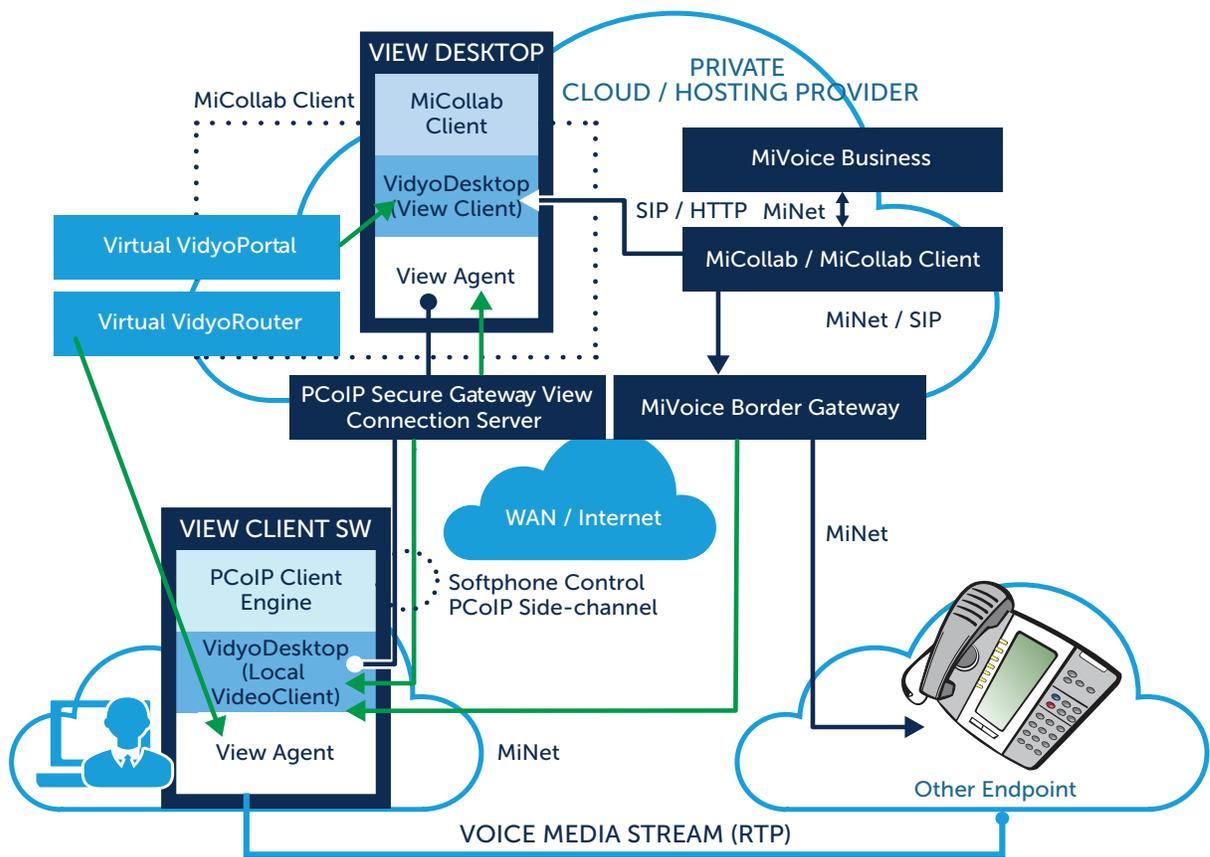
Additional Benefits

- Leverage infrastructure consolidation and desktop virtualization to deliver a unified voice and video collaboration architecture
- High-quality audio and video collaboration session with or without a deskphone
- Access to a full suite of UC applications
- Unhindered mobility - users can communicate from any location
- Centralized desktop administration

Now, by implementing this solution, your end users can get a rich, consistent, and high-performance desktop audio, video, and web conferencing experience from any qualified device, including thin clients or tablets. And your IT department can reduce capital expenditure by leveraging your existing hosted infrastructure.

Solution Components

- VMware ESX 5.0
- VMware vCenter Server 5.0
- VMware View 5
- Mitel MiVoice Business VMware Virtual Appliance
- Mitel MiCollab
- Mitel MiCollab Client
- Virtual VidyoPortal
- Virtual VidyoRouter
- Vidyo Desktop Client





Your Personal Communications Challenge

Voice and video solutions have traditionally been hardware-centric, but most UC vendors' solutions are now shipped as software that the customer can run on properly configured commercial, off-the-shelf servers. The challenges to seamless unified communications and collaboration are that some solutions still require proprietary components, are unable to handle the significant variability in compute power across desktops to decode multi-point calls, and the inability to handle unreliable connections with varying throughput.

MiCollab Client provides a single access point for all your business communication and collaboration needs. It gives you unprecedented control over your communications and allows real-time access to everyone in the organization regardless of location, with user and phone presence information that makes every phone call or instant message (IM) count.

In addition to existing point-to-point video conferencing capabilities within MiCollab Client / MiVoice Border Gateway, Mitel delivers multi-point video conferencing with the integration of VidyoConferencing™ technology to power multipoint video collaboration for distributed teams. Users can interact with up to eight other participants in continuous presence mode, conference with over 100 participants with active speaker switching, and share any application or presentation within the conference. Consistent quality and low-latency performance are assured by a transcoding-free

infrastructure, with no need for expensive QoS links. This means that even home office and mobile participants benefit from the same HD experience as their colleagues at headquarters.

Road warriors and teleworkers with virtual desktops can enjoy the same intuitive communications management from a remote PC or laptop by using an embedded software-based IP phone that is integrated with VMware View 5.

When remotely connected to MiVoice Business via a secure network connection, mobile users can make and receive audio and video calls as though they were inside the corporate network.

About Mitel

Mitel® (Nasdaq:MITL) (TSX:MNW) is a global leader in business communications that easily connect employees, partners and customers -- anywhere, anytime and over any device, for the smallest business to the largest enterprise. Mitel offers customers maximum choice with one of the industry's broadest portfolios and the best path to the cloud. With more than US\$1 billion in combined annual revenue, 60 million customers worldwide, and #1 market share in Western Europe, Mitel is a clear market leader in business communications. For more information, go to www.mitel.com.