Mitel MiVoice Connect (aka ShoreTel) EoL Options

Mitel is expected to announce the End of Life (EoL) of MiVoice Connect (aka ShoreTel) around mid-year 2023. The following provides the anticipated dates for this EoL announcement followed by our primary recommended options available to MiVoice Connect customers . . .

Event	Timing
End of Sale Announcement:	Planned Mid 2023
End of Technical Support:	Planned end of 2029

Contact your account manger or call us at 833.977.6835, or email us at info@protelesis.com, to set up a consultation on all your options.

> *During your consultation, ProTelesis will gather your current requirements and make recommendations on your best options, provide you with quotes and review all features and financial analysis for each option.*

You have many options for migrating off MiVoice Connect to a cloud-based, private cloud or on-premise solution. Our our primary recommended options are overviewed in the following pages . . .

✓ **Mitel MiVoice Business:**

- MiVoice Business is Mitel's flagship product that will continue to be enhanced and supported long into the future.

- MiVoice Business has all the modern features you would expect and is "tried and true" with a long history of quality, reliability and performance.

- Installed and supported by ProTelesis which provides you with "white glove" installation and support rather than relying on a big company for technical support.

- 100% software based and can be hosted on-premise, in ProTelesis' data centers, in your data center or other off-premise hosting solutions.

- Subscription options available allowing you to pay monthly/periodically just like UCaaS solutions.

- Many current MiVoice Connect phones are, or will be, compatible with MiVoice Business saving customers a lot of money by not having to purchase new phones.

- Can be integrated with Microsoft Teams.

- Financial incentives are being offered for all MiVoice Connect customers to migrate to MiVoice Business. <u>Incentives include 50% to 100% off MiVoice Business licenses</u> for <u>MiVoice Connect customers only</u>.

✓ **ProCloud Elevate:**

- ProCloud Elevate is ProTelesis' UCaaS solution hosted by Intermedia and is one of the most feature rich, highly reliable and cost effective UCaaS solutions available.

- ProTelesis has migrated hundreds of our customers to Elevate and those customers are very satisfied with the solution.

- Installed and supported by ProTelesis which provides you with "white glove" installation and support rather than relying on a big company for technical support.

- Each ProCloud Elevate licenses user gets a free phone saving customers a lot of money by not having to purchase new phones.

- Can be integrated with Microsoft Teams.

- Financial incentives are being offered for all MiVoice Connect customers to migrate to ProCloud Elevate.

✓ RingCentral:

- ProTelesis is a RingCentral business partner and like ProCloud Elevate, is one of the most feature rich, highly reliable and cost effective UCaaS solutions available.

- Installation and support is provided by RingCentral and their service and support is excellent compared to other major UCaaS companies.

- RingCentral has a global presence second to none, so is a great solution for those customers with multiple international locations.

- Many current MiVoice Connect phones are, or will be, compatible with RingCentral saving customers a lot of money by not having to purchase new phones.

- Can be integrated with Microsoft Teams.

- Financial incentives are being offered for all MiVoice Connect customers to migrate to RingCentral.

Again, ProTelesis can offer many more options you may be interested in. Please contact your account manager, call us at 833.977.6835 or email us at info@protelesis.com, to set up a consultation on all your options.