MiCloud Flex

A purpose built communications solution that improves business productivity

Key Features

- Premium integrated cloud communications solution

- Dedicated and secure environment

- Advanced customization and integrations

MiCloud Flex is a complete communications solution in the cloud to enable unified, scalable, mobile communications to anyone, anywhere and on any device. It's everything you need to take your communications to the next level—more mobility, rich enterprise and team collaboration, exceptional customer experiences— without the cost and complexity of a traditional, premises-based communications system. MiCloud Flex is built on Google Cloud's proven reliability, security and scalability to deliver uptime and compliance you can depend on..

Google Cloud

Google Cloud Platform is a suite of cloud services that run on the same infrastructure that Google uses for its end-user products, such as Google Search and YouTube. In fact, seven Google products running on this very infrastructure serve over one billion users every day.

Google Cloud uses advanced software-defined networking and edge caching services to deliver fast, scalable, and consistent performance. When traffic is on the network, it no longer transits the public Internet, making it less likely to be attacked, intercepted, or manipulated.

MiCloud Flex Offers a Proven Portfolio of Cloud-Based Services

- MiVoice Business IP voice communications
- MiCollab and MiTeam Meetings collaboration tools
- MiCloud Flex Contact Center with built-in IVR
- Interaction recording, Workforce Optimization and Workforce Management
- Business Analytics to monitor and improve call experiences
- Seamless disaster recovery and business continuity
- And a broad portfolio of IP/SIP-enabled phones

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Google Cloud

MiCloud Flex uses the same communication, collaboration and contact center applications as our on-site platforms. Users have access to the same easy-to-use features and functionality whether they're in the main office, working from a remote location or on the road.

You get significant value, paying monthly on a subscription basis. You get upgrades with full control over upgrade and maintenance windows. And with no on-site equipment, you minimize the need for IT staff, maintenance, space, cooling and associated costs.

MiCloud Flex has several service plan profile options, so you can subscribe to the features that are right for your business. Mitel gives you the flexibility to mix and match service levels, allowing you to easily adapt to changing or growing business demands. All levels include business telephony features and great customer service.

Collaborate Smarter

Real-time communications is the key to better collaboration. With MiCloud Flex, you get the built-in capabilities of MiCollab and MiTeam Meetings to foster real-time collaboration using voice, video, IM, document sharing and more—all from a single, unified application that moves seamlessly between desktops, mobile devices and the cloud.

Transform Your Customer Experience

MiCloud Flex Contact Center is an omnichannel customer experience management solution with advanced customer experience management that is proven to transform the way you interact with customers. It leverages Google Cloud Contact Center AI capability, drastically reduces the complexity associated with integrating multiple tools and generates deep insights into data and performance.

Advanced Integrations with Your Business Processes

MiCloud Flex integrates easily with Skype (MiCollab for Microsoft), Salesforce.com and other business applications to unify and enhance your communications.

Secure

MiCloud Flex offers a dedicated environment hosted in secure Google Cloud data centers with advanced multi-layered security measures including full encryption. Google Cloud data centers are built to satisfy the most stringent security standards and are fully certified to meet SOC 2 and HIPAA and many other compliance requirements.

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