Mitel Communications Director

Mitel

Mitel Networks provides communications solutions for a wide range of organizations—from very small, single-site offices to multi-site, large enterprises. Mitel operates in 90 countries but generates the majority of its revenue in six: US, Canada, UK, Netherlands, France and Australia. Mitel solutions serve multiple verticals and service providers with multiple platforms, applications, and even a hosted offering.

Mitel Communications Director (MCD) lies at the heart of Mitel's product line. Mitel calls it a "Freedom Architecture" as it gives customers a high degree of deployment flexibility: MCD can be implemented as an appliance, as software for industry standard servers, virtualized on a VMware instance, or even subscribed as a hosted service. MCD can be deployed as a comprehensive UC solution or simply as a gateway or voice mail solution. It integrates with multiple messaging platforms, and works with a wide range of endpoints.

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MCD's call control is very mature and its built-in features are very broad, including a skills-based ACD with broad mobility features. Mitel offers a wide range of endpoints including wireless solutions, softphone options and a rich UC client. Additionally, it offers a fairly robust contact center solution.

MCD includes a robust call manager with key strengths in virtualization and mobility. The core MCD software is used in four major Mitel offerings resulting with a lean **single-stream** engineering effort. MCD software is supported on industry standard servers , the 3300 appliance hardware, or in a VMware container- they can be inter-mixed into an HA cluster. This flexibility is part of what Mitel refers to as its **"Freedom Architecture"** which supports numerous configurations (devices, applications, messaging platforms, and SIP providers).

Excerpts from Full Report

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"Mitel Communications Director (MCD) is a strong product with multiple competitive advantages that are difficult to imitate. MCD has key strengths around virtualization and mobility as well several core design strengths such as its "single stream" approach."

"Mitel is leading the industry with its level of integration with VMware—call processing, all applications, VMware certifications, vSphere-ready implementations, and tight integration with vCenter creates a very real virtual advantage. These feats are not easily copied, and they afford Mitel a competitive advantage in this area."

Mitel works closely with VMware and the two companies have jointly announced multiple industry firsts including the first VMware endorsed virtualized call processing and the first softphone supported on VMware's VDI infrastructure. Mitel's implementation of virtualization leverages the key benefits that make virtualization attractive as a strategy, including management and high availability. MCD is not tied to specific hardware nor identical instances.

MCD supports multiple servers in a single deployment—up to 999, or effectively more than necessary. Resiliency is addressed with multiple servers. MCD offers licensing solutions so IP phones can automatically failover to a secondary controller if the primary becomes unavailable.

Mobility is also a core strength for MCD. The mobility solution set includes Teleworker, Dynamic Extension, smartphone clients, UC Advanced, and hot desking. MCD supports location aware routing, a highly innovative feature. MCD dynamically determines a user's location from the smartphone client (using GPS), or by detecting Bluetooth or Wi-Fi signals. MCD then can update presence status and call routing rules if appropriate.

Mitel MCD release 5.0 (released Fall 2011) included improvements in system management, contact center features, and changes to licensing. Also, support for redundant processor.

Strengths

- On the TalkingPointz 10 Spoke UC Web, MCD shows strong performance in Voice, Clients and Endpoints, Contact Center, Mobility, Messaging, and Conferencing.
- MCD has key strengths around virtualization and mobility as well several core design strengths such as its "single stream" approach.
- Mitel has a very real virtual portfolio as a competitive strength.
- Mitel is one of the few traditional PBX vendors that broadly include the cloud in its UC reinvention. Mitel has two hosted strategies (MICD and Mitel AnyWare) and also encourages virtualization for private cloud implementations.
- MCD has the unique benefit of software based solution that can be delivered as an appliance in locations where that's more suitable.

Weaknesses

- On the TalkingPointz 10 Spoke UC Web, MCD shows weaker performance in social networking and video conferencing. If these areas are important, an additional vendor(s) should be added to the UC solution.
- MCD has numerous licensing options which can complicate the sales process. Mitel has made some improvements in this area.
- Mitel brand is not well known in IT circles, thus the solution is easily overlooked.