

3 Risks

to Staying on Sunsetting Mitel MiVoice Connect and **What to Do Next**

Mitel's (formerly ShoreTel) End-of-Sale (EoS) announcement for MiVoice Connect is not just an end; it's the beginning of a race against time to adopt a new, modern, future-proof solution. However, failure to act could have dire consequences for your contact center operations and your customers. Staying on Mitel subjects your organization to:

1

COMPROMISED CYBERSECURITY

Sunsetting on-premise and server-based systems are prime targets for ransomware, taking hostage your ability to communicate and leaving you without access to data. With the increasing frequency of attacks, it's crucial to recognize that your server-based PBX is more vulnerable than you might realize.



New patches (including Microsoft updates) to your operating system may render your system inoperable and unsupported, essentially cutting you off from your customers.



DIMINISHED CUSTOMER SUPPORT

Redirecting support staff to focus on viable products leaves you to deal with outsourced, overseas subcontractors who don't have the same commitment or skillsets as their predecessors.

2

Expect a drop in quality, delayed problem resolution, increased downtime, and ultimately, a negative impact on your business operations, brand reputation, and customer experience.

3

LACK OF AGILITY

An EoS platform lacks the adaptability to meet growing or changing business needs because it simply won't be available, pushing your workforce onto multiple disparate systems.



A modern, cloud-based platform offers the scalability and flexibility that are increasingly necessary for today's business operations.

What to Do Next



Your Migration Pathway

- Audit Current System & Determine Goals
- Consult a Migration Expert
- Choose a New Solution & Execute
- Don't Forget About Ongoing Support

Migration takes a minimum of 6 to 8 months. The time to start planning? NOW! But you don't have to go it alone. We're a Mitel Platinum Partner and have successfully migrated hundreds of organizations. We're even offering short-term support agreements to assist with moving over.

Connect with a migration expert today to learn more about our free implementation* offer on cloud migration services with CTPros.

* Free Implementation with Express Install for companies with 100+ employees.