

The End of Sale for Mitel MiVoice Connect is Here: What You Should Know and Do Now



The end isn't just near; it's here. Mitel (formerly ShoreTel) officially announced its End-of-Sale (EoS) for MiVoice Connect platform software, hardware, and all related applications.

A move to cloud is imminent, failure to act could have dire consequences for your contact center operations and your customers. Since migration takes a minimum of 6 to 8 months, the time to begin planning is now.

Mitel EoS At-a-Glance

Affected Products

All hardware, software, and development will be terminated

- MiVConnect Enterprise, Small Business Edition PBX, Client, Edge Gateway, Mobility Router, Contact Center, and Advanced Apps software
- MiVConnect ST Voice Switch hardware
- Mitel IP400 Phones
- Ingate SIParator hardware and software
- ShoreTel Legacy Systems

Key Dates:

- **July 2024:** End of new system sales
- **December 2025:** End of add-on sales
- **December 2028:** End of hardware repair
- **December 2029:** End of technical support

Your Roadmap to Progress



Why Make a Move?

As resources are directed elsewhere, if you stay on a sunseting system, you'll experience:

- Cybersecurity risk
- Diminished customer support
- Inability to support growth (e.g., license purchases)
- Low inventory on spare parts (e.g., switches)

Why Work with CTPros?

- End-to-end guidance from a **Mitel Platinum Partner** including strategy through implementation and ongoing support.
- An in-house U.S.-based team of business and technical professionals, knowledgeable of and dedicated to your business's specific needs.
- Expertise to ensure you find the right provider(s) and deploy the right mix of Microsoft Teams, Telephony, CCaaS, and UCaaS.
- We've successfully migrated hundreds of organizations from legacy Mitel platforms to a modern, cloud solution. We're offering short-term migration agreements so we can help you, too.
- Post-implementation CloudCare™ services ensure you realize the many benefits of your new platform, including priority escalation, expedited triage, end-user training, onboarding, report creation, and more.

Connect with a CTPros consultant to learn more about your cloud migration and ongoing support options.



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