

Keep Your Business Secure. Prepare for the Mitel MiVoice Connect End of Life.

Mitel recently announced the end of sales and support for MiVoice Connect, which means customers must decide how to invest in the future of their communications platform soon. **Mitel software updates will end this year, as will hardware and licensing sales.**

If you're planning to expand, know there are also significant limitations and risks in operating the Connect system beyond 2024 due to licensing and security limitations, leaving your system vulnerable and stagnant. **Start evaluating your options now and upgrade on your terms.**

Your Options

- 1. Migrate to MiVoice Business.** The easiest and most efficient path that serves customers of all sizes with public and private cloud and on-premise deployment options.
- 2. Migrate to RingCentral.** RingCentral took over Mitel's cloud offering so if you're open to a cloud solution, moving to RingCentral can be a low-disruption move with many benefits.
- 3. Choose an alternate provider.** It's worthwhile to explore other unified communications (UCaaS) and contact center (CCaaS) platforms that consolidate technology expenses and expand collaboration based on your company's needs.
- 4. Do nothing.** Legacy systems are familiar and easy to use, but staying with one after its sales and support ends can create problems when you open a new office, hire remote employees, or experience hardware issues, not to mention security risks.



Ask Yourself:

- Will new locations or staff be added in the foreseeable future?
- Do you have multiple locations or one centralized workforce?
- Do you have a fully remote or a hybrid workforce?
- Do your staffing levels fluctuate based on seasonality?
- Do you have a contact center?
 - Do you need one?
- How do your customers interact with your company now?
- How would your customers *like to engage* with you?
- What functionality could help your team work more efficiently or collaboratively?
- Would you consider adding or consolidating video, SMS, or chat features into one solution?

Learn more at [GCTI.com](https://www.gcti.com)

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MiVoice Connect EOL Timeline – Rev Oct. 2024

