

# Mitel First to Deliver Virtualised Real-Time Communications Applications Based on VMware vSphere 4

News Facts:

Mitel, the trusted provider of unified communications solutions, announces Mitel business communications applications as VMware Ready, leveraging technology designed for VMware vSphere 4.

The latency challenge of virtualising voice has also been solved with Mitel Communications Director (MCD) software, the first real-time voice application designed for the VMware vSphere 4 platform.

These developments come after the two companies announced their strategic relationship in June 2009, with the intent to develop Mitel real-time voice applications that run on VMware vSphere 4.

Mitel has the following unified communications applications that are now VMware Ready and available to customers.

They include:

- o Mitel Unified

Communicator Advanced

o Mitel Contact  
Center Solutions

o Mitel  
Enterprise Manager

Mitel MCD on  
VMware will be available Q1 2010.

Mitels  
software approach offers organisations choice and flexibility in deploying  
unified communications solutions from the data center, with the ability to run  
Mitels call control and applications on industry-standard servers in a VMware  
environment.

The Mitel  
solution leverages the VMware platform to enable organisations of all sizes to  
build internal clouds that transform IT into a dynamic and flexible service.  
This allows organisations to improve efficiency, control and choice within  
their infrastructures, while dramatically lowering capital and operating costs.

The solution  
maximises hardware utilisation, simplifies application management, enhances  
application performance, and makes it easier to achieve IT business continuity  
objectives.

For more details, please visit:  
<http://www.mitel.com/DocController?documentId=33619>

Quotes:

Until now, the process of virtualising voice has been  
quite difficult. The reason is latency; while latency is accepted and even

expected for certain applications, it is not an option for real-time applications such as voice. Together, Mitel and VMware have solved this complex challenge, and as a result, users will experience voice just as they always have, while their organisations enjoy the significant benefits of virtualising this application.

Stephen Beamish, Vice-President Marketing and Strategic Partnerships, Mitel.

VMware and Mitel are paving the way for virtualising voice applications so that customers can now apply the benefits of virtualisation to their unified communications strategies. With the groundbreaking performance provided by VMware vSphere 4 and the collaboration between our companies, customers of all sizes can capture the benefits of virtualisation for voice applications, offering greater efficiency, control and choice for customers while lowering costs and increasing resource utilisation.

Parag Patel, Vice President, Alliances, VMware.

#### About Mitel

Mitel delivers flexibility and simplicity in smart unified communications solutions and applications for organisations of all sizes. Combined with a full range of managed services that include voice and data network design and traffic provisioning, custom application development, and attractive financing options, Mitel is reinventing how successful organisations gain competitive advantage by easily collaborating and communicating over distance and time with customers, colleagues and partners. Mitels ([www.mitel.com](http://www.mitel.com)) US headquarters are in Phoenix, Arizona. Global headquarters are in Ottawa, Canada, with offices, partners, and resellers worldwide.

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