

11 - 12 March 2009  
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09  
**Unified**  
Communications

## Teleworking and Mobility Theatre

# Understanding and Unleashing the Power of your People

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**UC09 - March 2009**



# Flexible Working Rights (ACAS)

In April 2003 the **Employment Act** introduced the right for parents of young and disabled children to apply to work flexibly. From April 2007 this right has been extended to cover carers of adults but also extends to employers who want implement a general flexible working policy.

Employers are responding positively to employee requests to work more flexibly. A survey from the Department of Trade and Industry, published in 2006, showed that four out of every five flexible working requests were either fully or partly accepted.

## Definition of “Flexible places of work”

Many employees spend all or part of their working week away from their employers' workplace. This form of working is often called 'teleworking' and includes: Home Working, Mobile Working and hotdesking.

## *What are the advantages ?*

Advances in technology make it far simpler to keep in touch and work away from the business. An increasing number of organisations see homeworking as an effective working option.

Homeworking can provide savings on office space and other facilities. Many homeworkers find they can manage their job and home more easily and give a better performance.

Is your job suitable for homeworking?	Yes	No
Telephone sales	✓	
Receptionist		x
Researcher or writer	✓	
Doctor or nurse		x
Customer service	✓	
Mechanic		x

Mobile working and hot-desking can provide savings on office space and other facilities. It can improve productivity as people are not interrupted by the day-to-day distractions of office life and politics. They also reduce or eliminate time spent on travelling and lower absence and turnover rates.



# Unleashing the power of your people .....

- Today, Flexible working describes an approach that can benefit every size of organisation.
- Based on the principle that distance or the lack of a fixed location are no longer barriers to conducting business.
- Recognises the increasing demands on employees' time and provides new tools to help them manage it better and with better results.
- Thanks to innovative technologies, you can now enable your people to work from home and on the move.
- Can deliver both cost and efficiency benefits to an organisation.



## Flexible Working Evolution

One in three UK workers recently reported that they would rather have more opportunities for flexible working than get a pay rise.

BT research suggests that by 2010, more than 50 million Europeans will spend some time working remotely, instead of at their usual workplace.



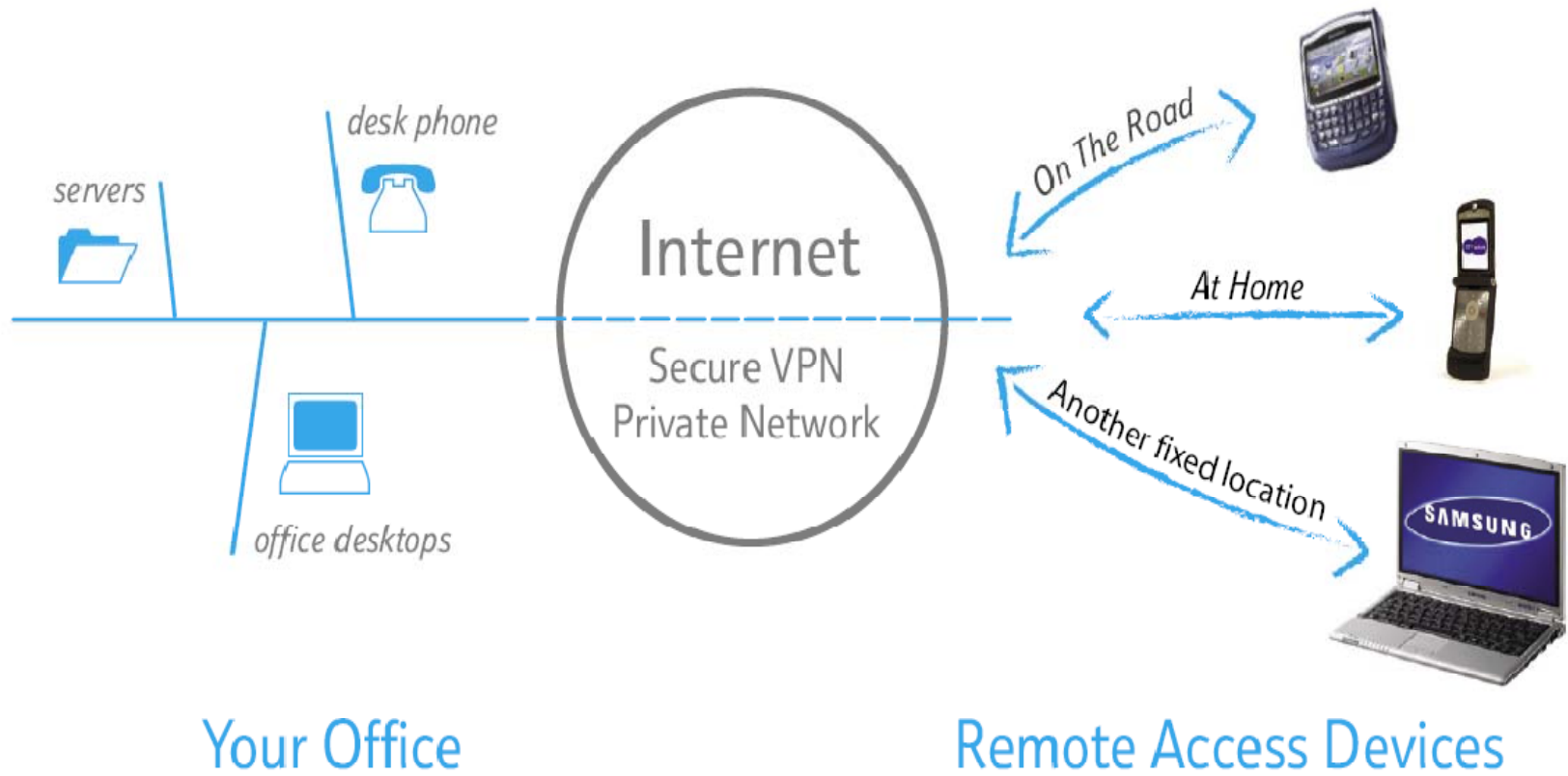
The proof of the value is in the take-up: senior managers and remote workers in more than 42 per cent of companies already use email solutions such as BlackBerry devices and other personal organisers (PDA's),  
**Deploying such practices shouldn't be too complicated ?**

## Positive Impacts

- **More than 1/3 of office space costs can be cut through remote working** (Economist Intelligence Unit)
- **Commuter times are averaging 45 minutes and offering home working could cut congestion by 15%** (The RAC Foundation)



# Flexible Working



**How to free your people - from the shackles of an office environment and**

**allow them to work more productively whilst excelling in the customer service they offer your client**



# Hot Desking

# Features

- Staff can share the same office/desk space and have their preferences associated with the phone when they log in
- Phones can be restricted when no one is logged in
- Phones can be restricted for internal calls only or local calls
- Users can have the same number at home or in the office
- Hotdesk profile includes:
  - number, name, key appearances,
  - message waiting, speed-calls,
  - pick-up groups, hunt groups,
  - class of service  
(long-distance, outside calls)



## Extending Service

## Teleworking

- **Deploy telephones to staff working at home or at remote sites using broadband delivers enhanced productivity and “no” commute time**
- **Provide remote workers with access to both voice and data services**
- **Access the same features like voice mail and conferencing, collaboration and Presence applications**
- **Easily implemented using a router and a Mitel IP phone**



“Mitel’s Teleworker and Collaboration solutions have enabled us to interact with our employees, monitor their progress, and maintain cohesive communications. The Mitel system gives us and our employees a virtual and visual presence and availability at all times, and it even allowed us to dramatically reduce our real estate costs and make a contribution to lowering our carbon footprint.”

– Lauren Johansson, Manager of IP Telephony Services, MedQuist

## MedQuist and Mitel: Creating a Virtual Workplace

MedQuist is the **worlds largest medical transcription company**. Founded in 1970, its based in Mt. Laurel, New Jersey, with two other large office in Georgia. The company employs more than **8,000 medical transcriptionists (MTs)**, all of whom work from home, as well as **3,000 corporate employees nationwide**. In the clinical documentation workflow, they provide—in addition to medical transcription technology and services—digital dictation, speech recognition, electronic signature, and medical coding technology and services.

As MedQuist grew, so did their communications and real estate costs. With 130 service centers, multiple accounts and billing, contacts and escalation points, disparate communications systems, structural cabling costs, and real-estate expenses, the companys legacy communications system was becoming difficult to manage and its bottom line was suffering.

MedQuist needed to identify where the greatest cost savings could be realized, short of adjusting their work force. A new, long-range strategy had to be created to meet the growing needs of their customers without opening more service centers and accumulating real estate costs. The company **wanted to attract the most qualified employees** regardless of whether they lived near a service center.



## Enterprise Mobility

## Mobile Extension

- Ability to twin a secondary device with your business number (ext number)
- One number rings all phones simultaneously
- Seamlessly transfers call to desktop
- Can be configured to share one voice mail box among all devices
- Eliminates the need for call forwarding or “find me, follow me”



## Opportunity to Improve Service, Efficiency, and Control

### → Employee Productivity

- Single identity – one number to provide, one voice mailbox to manage
- Enterprise capabilities when remote – streamlined collaboration

### → Business Efficiency

- Cost Savings
  - Reduce in-building cellular minutes
  - Least cost routing while mobile
- Mobility security, management and control
- Maintain the mobile contact number as a business asset
- Business continuity

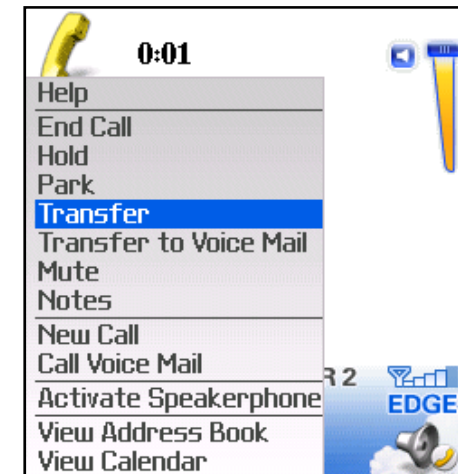
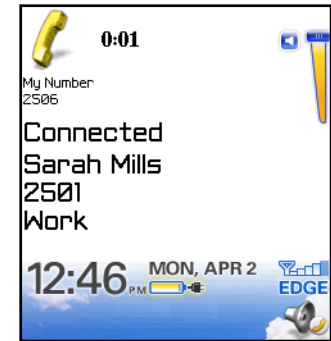
### → Customer Service

- Single number accessibility / single number presentation
- Simple and ubiquitous access to the mobile worker

# Mobile Telephony Features

## → Market Leading Solution

- Integrated fixed and mobile experience
  - Single number identity – inbound and outbound
  - Single enterprise voice mail
  - Call handover from BlackBerry to desk set
  - Secure user authentication via BlackBerry Enterprise Server
- Consistent user experience
  - Integration with phone menu
  - Address book dial-by-name
- Core telephony features
  - Call transfer, Hold, Conference
  - Voice mail Indication
  - Phonebook Access



# Overview | Mitel Quick Conference

- Provides a simple, flexible and scalable audio conferencing solution for small, medium or large sized businesses
- Provides meet-me conferencing for up to 200 users
- Is cost-effective and easy to use
- Provides a foundation for powerful in-house multimedia conferencing solutions such as Mitel Your Assistant™ collaboration
- Licensing is via the Applications Management Center (AMC), additional licenses and options can be added without the need for a site visit
- Quick Conference is an application runs on the Managed Application Server, enabling the customer to choose a preferred server vendor for deployment

Conference	Details												
Bridge: <b>5678</b> [Unreserved] Started: 10:06:08 Duration: 0 hr 05 min Participants: 3 Access: Closed	<table border="1"><thead><tr><th>Participant</th><th>Audio Level</th><th>In Conference Since...</th></tr></thead><tbody><tr><td>✕ 4006 Pierre P</td><td>N/A (On Hold)</td><td>10:06:10</td></tr><tr><td>✕ 4004 Gabriel Eve</td><td></td><td>10:07:13</td></tr><tr><td>✕ 4000 Aimee Bonifac</td><td></td><td>10:06:35</td></tr></tbody></table>	Participant	Audio Level	In Conference Since...	✕ 4006 Pierre P	N/A (On Hold)	10:06:10	✕ 4004 Gabriel Eve		10:07:13	✕ 4000 Aimee Bonifac		10:06:35
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# Enhanced Collaboration with

# Mitel's AWC

- Ad Hoc and reservation based conferencing solution
- Ability to reserve conference ports (Exec Ports)
- Audio only or Audio & Web conferencing
- Webinar / Lecture mode tools –
- Questions/polling
- Web and TUI controls



# Collaboration Sample

The screenshot displays a Windows XP desktop environment with the following components:

- Microsoft PowerPoint - [Inter-Tel 5000 Summary (under NDA)]**: The main application window showing slide 4 of 12. The slide content includes:
  - Inter-Tel<sup>®</sup> 5000 Network Communications Solution**
  - Inter-Tel<sup>®</sup> CS-5200 Communication Server**
    - Converged IP-to-IP system
    - User-based architecture
    - Single user, multiple devices
    - Approx. 60 endpoints
  - Connectable-TEL Applications**
  - Model 8000 Office IP Endpoints**
  - Proprietary and Confidential**
  - INTER-TEL July 2004**
- Meeting - 1001044 - Web Conferencing**: A chat window with a toolbar and a text input field containing the name `*susan (1024 x)`.
- Video Conferencing**: A window showing two video thumbnails. The left thumbnail shows a man with a laptop, and the right thumbnail shows a man on a phone. Below the thumbnails are controls for "My Video" (set to "Compact") and "Mute Incoming Video". A status bar at the bottom indicates "Video capture is ON - Broadcasting".
- Taskbar**: Shows the Start button, taskbar buttons for "3 Microsoft Office ...", "2 Microsoft Office ...", and "2 Internet Explorer ...", along with system tray icons and the time "2:49 PM".

# The joining together of the PBX and Data Centre.

→ Servers typically run at 70% capacity- why not make the most of your data centre investment.....



→ Mitel Communication Suite (MCS)



→ Mitel Unified IP Client for Sun Ray™

- Single log-in to phone and data services
- Integrated thin client solution including voice
- Allows staff to be truly mobile with the help of a Java card





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