



Unified Communications from MLR Networks

“ Making it easier than ever for teams and customers to interact...”

...A reliable phone system is a key part of any organisation. MLR Networks, together with ShoreTel, can help you find the best fit for your business...



Let MLR Networks help you see technology the right way... with a feature-rich simple communications solution, an IP phone system with UC collaboration tools, mobility support, contact centre and integration with third party business applications.

ShoreTel Connect is one unified platform with three deployment options - fully-hosted cloud, on-premise or a hybrid of the two.

Connect CLOUD

A fully hosted and managed UC solution

The Connect CLOUD solution is ideal for companies who don't have the IT resources to maintain their own technology deployments, or have a cloud technology strategy. As a subscription model, you will have a predictable monthly operating expense and as you can scale up or down as you need to, you only pay for what you use.

BENEFITS

- ✓ Exceptional user experience across all devices, including easy set up for remote workers
- ✓ Easy provisioning with the Connect portal
- ✓ Reliability, with SLAs to maximise uptime for your business
- ✓ Secure end-to-end encryption
- ✓ Quick and easy access to support - users can connect to support team directly from handset

BENEFITS:

Reduce IT complexity - easy to deploy, use and manage

Reduce telephony costs, pay only for what you need

Improve customer experience with better communications

Support mobility and remote workers

3 DEPLOYMENT OPTIONS:



Connect CLOUD



Connect ON-SITE



Connect HYBRID

 **ShoreTel**[®]

Authorized
Champion Partner



Connect ON-SITE

You own, maintain and control the system

The Connect ONSITE solution is ideal for companies who can manage their own hardware and technology deployments, or prefer a Capex model for technology investments. You may be a large single -site business, with the majority of calls made internally or to international locations.

BENEFITS

- ✓ Robust system features
- ✓ Easy administration and management
- ✓ Integration with third party apps for CRM and ERP
- ✓ Business continuity
- ✓ Low total cost of ownership

Connect HYBRID

A bespoke solution

Connect HYBRID combines the advantages of a fully managed cloud deployment with the control and performance of an on-premise system. You may have many remote or overseas locations and wish to have a single communications platform, or need to scale up and down with extra seasonal users.

BENEFITS

- ✓ Deploy a single platform communications across all sites
- ✓ Productivity on demand, scaling up and down locations or add seasonal employees as you need them with incurring a heavy capital expense
- ✓ Add new features or upgrades with no impact on your IT department
- ✓ Maintain financial flexibility, solution can be delivered as a capital or operational expense

Connect PACKAGES

Key Features

ESSENTIALS

All telephony features

Desktop client with softphone and outlook integration

Web and app dialer

Mobile extensions

Instant messaging

Audio and web conferencing

STANDARD

Extra to **ESSENTIALS** include:

Voicemail and Scribe

On-demand call recording

Third party CRM integration (including Salesforce)

ADVANCED

Extra to **STANDARD** include:

Advanced call recording

Operator functionality

WHO WE ARE

We are a network infrastructure specialist, with a range of market – leading Cisco solutions, copper and fibre optic data cabling and managed network services.

WHAT WE DO

We get to know your business and understand your needs, so we can recommend what's best for you. Our staff will work with your people to deliver the highest quality.

WHO WE DO IT FOR

Our customers come from all industries and sectors, from small single site operations to large multi-national corporations, both public and private sector.