

# There. But always *HERE.*



In the wake of COVID-19, IT teams need to make sure the communications infrastructure that was rapidly enhanced during the pandemic, still works for today's business. Getting it right is critical in meeting the fundamental shift in employee and customer behaviour.

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**44%**

increase in the use of collaboration tools since the start of the pandemic  
**Gartner, 2021<sup>1</sup>**



Whether it's by unifying and adding to existing systems or starting afresh, here's why a unified communication and collaboration (UC&C) system is key to growth.

**1**

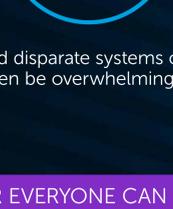
## Interoperability is a major benefit for IT

Disparate systems slow down your business, diminish employee productivity and detract from the seamless experiences that customers demand. If systems aren't unified, transferring any useful data or knowledge from one program to another can be arduous.

Employees lose

**32 days**

a year toggling between apps<sup>2</sup>



And disparate systems can often be overwhelming

In fact

**24%**

of businesses report employees are overwhelmed by the number of communications solutions available to them<sup>3</sup>

**ONE PLATFORM FOR EVERYONE CAN MAKE ALL THE DIFFERENCE**



**One system**



**One data store**



**One customer record**

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**2**

## Lower operating costs are a plus

Multiple communication systems – which many businesses relied on to get through lockdown – are not only less efficient, but they cost more too.

Modern UC&C increases flexibility and reduces infrastructure requirements – you can unify your infrastructure across various cloud and on prem environments.

Over **34%** of businesses have reduced IT spending by an average of \$161k a year by eliminating redundant apps and shifting to a UC&C solution<sup>4</sup>

And **67%** of organisations say they will move a 'significant portion' of their unified communications solutions to some type of cloud<sup>5</sup>

**\$53.5 billion**

Global unified communications spending will grow at a 3.7% CAGR to reach \$53.5 billion in 2026, as IT planners in mature markets move forward with strategic communications initiatives to support hybrid work<sup>5</sup>

UC&C allows you to change your requirements and capacity as you need to. It gives you the choice and flexibility your business needs to make the most of every opportunity. With no waiting around and no upfront investment.

**3**

## Innovation is crucial to a better business future

In the 2022 workplace, being able to promote an environment that fosters innovation can be a challenge. But it's vital if businesses are to grow and differentiate themselves in the future. UC&C ensures:



**One connected team - no matter where they're based**



**One area for communication so no ideas are missed**



**Zero delays for real-time collaboration**



**Multiple-user options providing the flexibility for employees to work in a way that suits them**

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**4**

## Working relationships make a big difference

Bringing together remote and hybrid workers and removing siloes means better results for business. UC&C enables smarter collaboration, increased morale and productivity, all of which drive the right outcomes.



**86%**

of business owners consider workplace issues to be the direct result of inadequate communications tools<sup>6</sup>



Video calls helped

**89%**

of people feel connected with their colleagues and company<sup>7</sup>

And with

**70%**

of executives agreeing that improved employee experience (EX) leads to improved customer experience (CX), working relationships aren't something that can be ignored<sup>6</sup>

**One platform for everyone can make all the difference**

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**5**

## Productivity boosts are always valuable

Better productivity needs little justification, leading to greater efficiency, better results and lower costs.

**67%**

of businesses report increased mobile worker productivity and faster problem resolution as a result of unified communications<sup>8</sup>

**94%**

of businesses said video calls increased their productivity<sup>6</sup>

**6**

## Customer experience is everything



Good customer experience (CX) is the key to business growth. And today's customers are increasingly tech savvy. Whether they call, click, text, chat or email, they expect every engagement to be fast, smart and seamless. CX teams – whether remote or office based – need the right tools to meet these expectations.

**80%** of customers now consider the experience a company provides to be as important as its product or service<sup>9</sup>

**66%** of customers expect companies to understand their needs and expectations (yet the same percentage say they're generally treated like numbers)<sup>4</sup>



CX is so important that... **91%** of customers are more likely to make a repeat purchase after a positive experience<sup>9</sup>

**87%** of business leaders see CX as their top growth engine – the highest of any other growth area<sup>10</sup>

And **85%** of the world's leading companies feel that APIs that let employees and customers communicate are crucial aspects of business growth<sup>11</sup>

**7**

## Why Mitel

At Mitel we understand the pressure IT teams face to get UC&C right. That's why we deliver tailored, unified communications that effortlessly integrate with and evolve existing systems. We give you the power of choice to build a communications infrastructure that works for the business of today – and tomorrow.

**Flexibility**  
We give you the choice needed to empower your business communications and support you in achieving your goals

**Choice**  
Your teams can choose to communicate in the way that works best for them – with one unified platform delivering all the tools they need

**Opportunity**  
By improving employee and customer experience through our UC&C solution, we can optimise your opportunities for growth and efficiency

**Find out how you can evolve your communications and collaboration tools of yesterday to meet the needs of today.**

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