



You're Not Alone: **A Blueprint for Mitel** **End-of-Sale Migration**

Understanding the Impact of Mitel's End-of-Sale Announcement



Mitel (formerly ShoreTel) has announced the End-of-Sale (EoS) for its MiVoice Connect platform; thus, businesses are reevaluating their communication infrastructure and strategies.

The EoS date for Mitel MiVoice Connect has now passed. Mitel defined End-of-Sale as the deadline to order a Mitel product through their point-of-sale system and also indicates when Mitel stops marketing and selling a product.

As a Mitel Platinum Partner, we've helped hundreds of organizations migrate to a new cloud solution, guiding them through planning and execution. For most organizations, it can take at least 6 to 8 months and even longer for enterprise setups with complex requirements; a tight timeline that means the best time to start the process is now.

Key Milestones

1

JULY 2024

**END OF NEW
SYSTEM SALES**

Mitel will no longer accept new customers or contracts—although it might still be possible to order it through third-party resellers—and will continue to direct its resources (think support and staff reductions) elsewhere.

2

DECEMBER 2025

**END OF ADD-
ON SALES**

Mitel will no longer sell spare or repair parts, licenses, and their availability will dramatically decrease or potentially cease before then.

3

DECEMBER 2028

**END OF HARDWARE
REPAIR**

Mitel's repair facility officially closes and ceases coverage of product defects under their manufacturer's warranty.

4

DECEMBER 2029

**END OF TECHNICAL
SUPPORT**

All Mitel technical support will completely cease on this date.

Why Migrate from MiVoice Connect?

Remaining on a sunsetting system is a losing prospect. Failure to act could have dire consequences for your contact center operations and customers, subjecting your organization to:

Cybersecurity Vulnerabilities: New patches (including Microsoft updates) to your operating system may render your system inoperable and unsupported, causing you to be cut off from your customers.



Poor Customer Support: As resources are directed away to more viable products, expect outsourced, overseas subcontracted support resulting in delayed problem resolution, increased downtime, and ultimately, a negative impact on your business operations and customer experience.



Lack of Scalability: Like any product nearing its End-of-Life, MiVoice Connect lacks the adaptability to meet growing or changing business needs and could push your workforce onto multiple disparate systems— a scenario that's far from efficient and could lead to operational confusion.



The Solution Pathway

Our team of in-house, U.S.-based Technical Account Managers (TAMs) and Solution Architects is equipped to provide you with personalized and comprehensive guidance at every phase of your migration journey, including:

- 1 Audit Your Current System:** The first step is understanding your existing setup, including everything from hardware to software and user needs.
- 2 Conduct Customized Vendor Demos:** See first-hand how recommended systems work through tailored demonstrations that reflect your unique business needs.
- 3 Choose a Migration Path:** The options are plentiful—Unified Communications as a Service (UCaaS), Contact Center as a Service (CCaaS), Microsoft Teams and Telephony, or perhaps a hybrid approach tailored to your organization's needs—and we'll assess and recommend what's best for your organization.
- 4 Execute the Plan:** Implementation is a critical phase, but it's made easier with expert guidance. We're with you from planning to go-live, ensuring a seamless transition.
- 5 Post-migration Support:** The journey doesn't end once you've migrated. Ongoing support is crucial for continued success and performance optimization. CTPros CloudCare offers a range of post-implementation services to keep your operations running smoothly.

The Bottom Line

While the End-of-Sale announcement for Mitel's MiVoice Connect may be alarming, it's also an opportunity for your business to upgrade and innovate. By choosing CTPros, you're gaining more than a service—you're securing a committed Mitel Platinum Partner in your organization's communications future. We've seen organizations suffer the consequences of staying on their sunseting systems. Being cut off from your customers is a tough price to pay. That's why the time to act is now.

Connect with a migration expert today to learn more about our free implementation* offer on cloud migration services with CTPros.

* Free Implementation with Express Install for companies with 100+ employees.



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