Act Now:

The Essential Guide to Navigating

Mitel/ShoreTel MiVoice Connect End-of-Sale

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Mitel (formerly ShoreTel) announced the End-of-Sale (EoS) for its MiVoice Connect platform. That day is here, creating the need for businesses to reevaluate their communication infrastructure and strategies. But migrating to a new solution isn't a snap decision; it requires careful planning and execution. For most organizations, the process 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 planning is now.**

As a Mitel Platinum Partner we've helped hundreds of organizations avoid the pitfalls of staying on a sunsetting system by migrating to a new cloud solution. This essential guide provides comprehensive insights and practical advice for navigating this pivotal change. From understanding the risks to your contact center operations and customers and identifying the best migration path for your organization, to post-implementation support options use it as a resource to position you as an informed decision-maker ready to act

Implications of Not Migrating

1 Diminished Customer Support

2 Compromised Cybersecurity

3 Lack of Agility

What is End-of-Sale?

Mitel defines <u>End-of-Sale</u> 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. The EoS date for Mitel MiVoice Connect has passed.

END OF NEW SYSTEM SALES

Mitel is 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.

JULY 2024

END OF ADD-ON SALES

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

DECEMBER 2025

END OF HARDWARE REPAIR

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

DECEMBER 2028

END OF LIFE AND SUPPORT

All Mitel technical support and other engagement will completely cease on this date.

DECEMBER 2029

The Risks of Delay: Why Waiting Isn't an Option

Mitel's EoS announcement for MiVoice Connect is not just an end; it's the beginning of a race against time to adopt a new, modern, future-proof solution. However, failure to act could have dire consequences for your business operations. Staying on Mitel beyond the first milestones subjects your organization to:

Compromised Cybersecurity

First, there's a risk of compromised data security when using on-premise or server-based systems. New patches (including Microsoft updates) to your operating system may not only render your system inoperable but also "unsupportable," according to Mitel. If you stay on your ShoreTel/Mitel EoS system, you'll be in the position of choosing between the lesser of two evils:

- You can perform your regular patch and Microsoft updates and risk making your Mitel software inoperable and unsupportable, or;

- You can forgo patching, making Microsoft applications and your operating system increasingly vulnerable to cyberattacks from threat actors who target sunsetting systems.

Being cut off from your customers is a steep price to pay for not migrating. Because of this, Mitel's End-of-Sale serves as a clear security warning.

Diminished Customer Support

Next, as with any sunsetting product, resources diminish. That's because the company typically redirects support staff to focus on more viable products. Once announcements are made, top talent often moves on, leaving providers to rely on outsourced, overseas subcontractors who don't have the same skillsets as their predecessors to pick up the slack. That can lead to a drop in the quality of customer support. The implications range from delayed problem resolution, increased downtime, and ultimately, a negative impact on your business operations and customer experience.

Lack of Agility

Lastly, the limitations of MiVoice Connect become glaringly apparent. Like any product nearing its End-of-Life, this platform lacks the adaptability to meet growing or changing business needs. For example, if your company expands and you require additional user licenses, MiVoice Connect won't be able to accommodate that request. This bottleneck could push your workforce onto multiple disparate systems— a scenario that's far from efficient and could lead to operational confusion. A modern, cloud-based platform offers the scalability and flexibility that are increasingly necessary for today's business operations.

Your Migration Pathway

● Audit   ● Consult   ● Choose & Execute   ● Support

The Solution Pathway

TThe time to start planning your move is now. But you don't have to navigate these uncharted waters alone; we are here to guide you every step of the way. As a Mitel Platinum Partner, our expertise is culled from years of hands-on experience in the field, helping businesses like yours evaluate your unique needs, suggest optimal solutions, and thoroughly navigate the complexities of a Mitel migration. In fact, we offer short-term support agreements to assist with migration. Here's a look at our structured approach so you understand the process that lies ahead:

1 **Audit Your Current System:** The first step is understanding your existing setup, including everything from hardware to software and user needs.

2 **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.

3 **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.

4 **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.

By following this roadmap, you're not just swapping one system for another; you're looking at this as a holistic improvement, capitalizing on an opportunity to enhance your organization's communications infrastructure.

The CTPros Advantage

- Customized Solutions
- Hassle-Free Migration
- Training & Ongoing Support

How CTPros Can Help

Our team, including 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:

- **Customized Demos:** See first-hand how your new system will work through tailored demonstrations that reflect your unique business needs.

- **Seamless Transition Plan:** With our Solution Architects and TAMs working in tandem, we provide a straightforward, efficient migration roadmap.

- **In-depth Training for End-users:** Our team delivers focused training to help your staff quickly adapt to and maximize your new system.

- **Advanced Analytics, Including Brightmetrics:** Harness the full potential of data analytics. Gain key insights into employee performance, customer behavior, and system efficiency, transforming how you make business decisions.

- **Exceptional Ongoing Support:** Your TAM is your point of contact for any post-migration issues, ensuring you always operate optimally.

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 businesses suffer the consequences by staying on their sunsetting 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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