

MITEL

## 3600 | Hosted Key System



In today's competitive market, carriers need to meet the requirements of the small business market while generating revenue with easy-to-maintain, cost-effective equipment. The Mitel® 3600 Hosted Key System elegantly responds to that need. It allows carriers to provide hosted, VoIP key systems for small business. The 3600 Hosted Key System offers value generation with low capital and operating expenditures.

### Value Generation

Built to replace aging key systems, the 3600 Hosted Key System is designed specifically to address the needs of small businesses. The system takes full advantage of the investment made by carriers in their metro access networks, to deliver superior voice services via any broadband connection, whether xDSL, T1 or Fiber. Or optionally integrate into newer next generation network (NGN) softswitch networks.

### Complete Customer Self-service

Using Web technologies enables innovative customer self-service – from ordering, through provisioning and fulfillment, to online customer support, – dramatically lowering the carrier's cost of serving small businesses and putting the power in the hands of small business owners. This allows carriers to deliver fully automated services and maximize cost saving.

### Best-of-breed Desktop

At the customer premise, Small Business customers can take advantage of Mitel's leading portfolio of multi-line IP telephones as well as SIP enabled desktop applications or softphones.



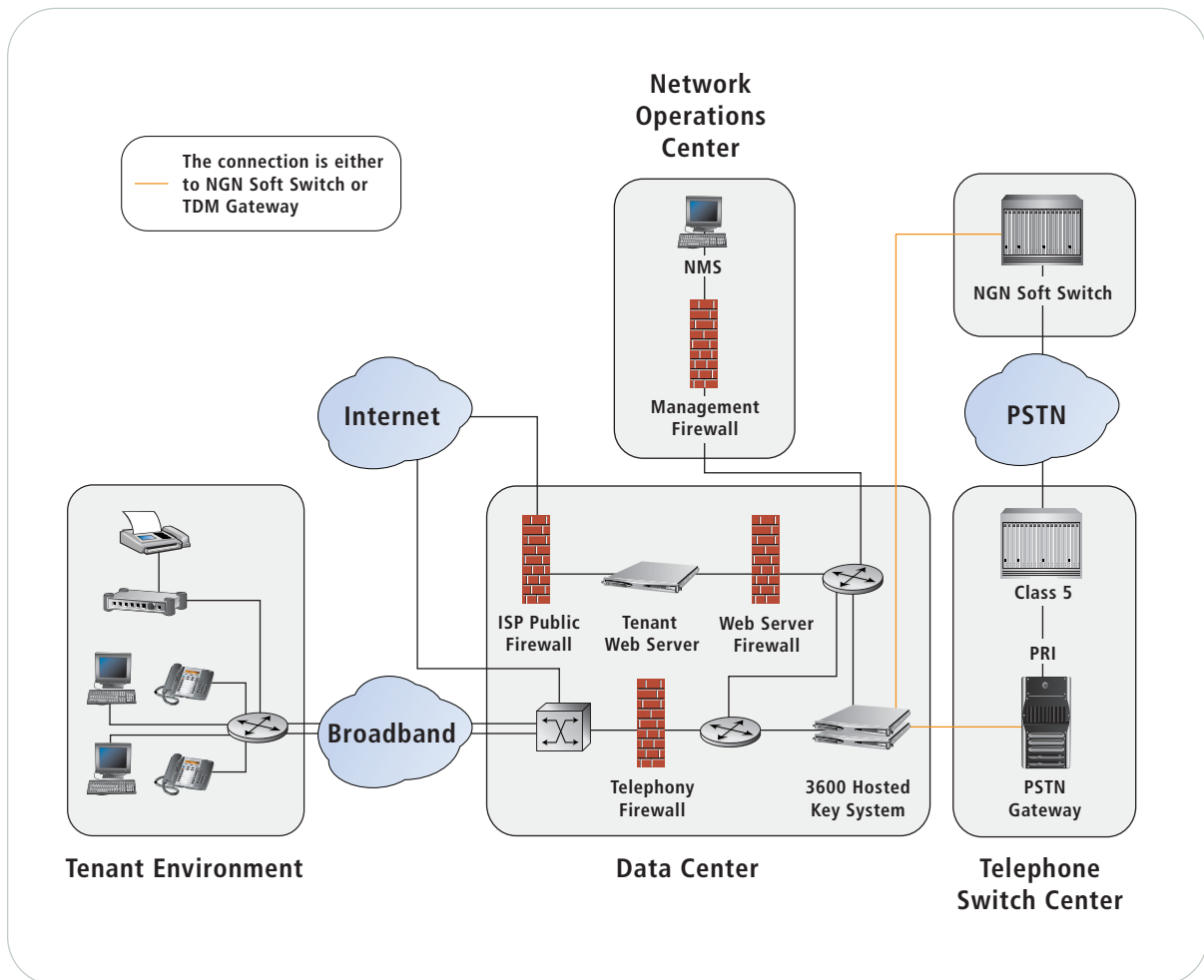
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## Full Key System Functionality Without the "box in the basement."

The 3600 Hosted Key System provides all the features that small businesses use, without the up-front capital cost and the ongoing maintenance expense inherent in owning a traditional phone system. Instead, the simple-to-use functionality is delivered as a "pay as you grow" service that will never be obsolete. It includes enhanced

network services such as Auto-Attendant, extension dialing, directory services and messaging. It offers multi-site customers, a compelling centralized solution including single auto-attendant, extension dialing across multiple sites, and simple and centralized management.

## Mitel 3600 Hosted Key System Architecture



Feature	Description	Benefit
Integrates with existing and new carrier networks	The 3600 Hosted Key System can deliver superior voice services via any broadband connection, whether xDSL, T1 or Fiber.	Lowered cost of deployment by reusing existing TDM network investments.
	The 3600 Hosted Key System works with a number of different softswitch vendors allowing you to make the most of all your investments	Take advantage of the latest developments in NGN softswitches
Web-based end-user interfaces	Everything from ordering to configuring the phone can be done via the web by the SMB owner thereby lowering the operating and maintenance cost for the carrier.	Lower operating / maintenance costs for carrier.
	By allowing customers to easily make changes to the configuration of their sets they feel a greater level of satisfaction and save money by not needing to have the Service Provider roll a truck	Greater customer satisfaction
Full key system functionality	Instead of being set up like a big business PBX, the 3600 Hosted Key System provides SMB customers with the Key System functionality they are accustomed to like broadcast groups and call park	Users keep the features they are accustomed to
Best-of-breed desktop	The award-winning 5200 Series IP Desktop is built on Mitel's three decades as desktop innovators. It is the only IP desktop portfolio on the market that responds to the specialized and differing demands of users, workgroups, departments and branches across the enterprise	The Mitel 5220 IP Phone is designed to make it easy to do business

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Companies don't make decisions, people do. That is why Mitel is leading the way toward a new and more personalized approach to communications for enterprise and small business. Our innovative solutions, applications and desktop appliances enable you to access, process and control your communications and information naturally, simply and efficiently. Our solutions allow you to collaborate over distance and time and to interact with your customers, colleagues and partners as never before. By combining the power of voice, data and video over converged high speed networks, Mitel provides you with flexible and personalized tools that let you leverage the latest advances for personal and organizational advantage.

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