

MiVoice Business Solution on Amazon Web Services EC2

Solution Availability

Summary: The MiVoice Business solution can now be deployed with Amazon Web Services (AWS) EC2. This gives another public cloud option for deployment of the solution beyond the current support with Microsoft Azure. Availability of this solution is targeted for January 2022.

Posted Date: January 21st, 2022

Effective Date: January 21st, 2022

Bulletin Number: PB2022Jan22A

Bulletin Type: Product Announcement

Product Family: MiVoice Business

Audience: Partners in USA, Canada, UK, France, BeNeLux, Germany, Australia, Singapore

Revision Version: Original release

Revision Reason:

Target Market / Opportunity / Positioning

MiVoice Business together with core applications such as MiCollab, MiContact Center Business, MiVoice Border Gateway, and Mitel Performance Analytics make up Mitel's flagship solution for mid-market UC customers. The MiVoice Business Solution offers the opportunity to be deployed in the partner's data center, the customer premises or data center, or in a public cloud environment. Support for Amazon Web Services (AWS) EC2 is now available as an alternative to Microsoft Azure as a public cloud offering.

Deployment in a public cloud has been a request from some MiVoice Business customers. AWS is a leader in public cloud infrastructure.

Product Overview / Features & Benefits / Description

The public cloud has become a popular destination for deployment of software applications. Many enterprises now prefer the public cloud over maintaining their own data centers. The MiVoice Business solution, including MiVoice Business, MiCollab, MiVoice Border Gateway, and MiContact Center Business is now available to be deployed in AWS EC2.

Mitel Performance Analytics is also available with this solution. The MPA Probe can be delivered as an optional blade install, coresident with MiVoice Business on Mitel Standard Linux. This provides potential savings over the previous recommended deployment method via its own virtual machine.

To assist partners with deployment of the solution with AWS, the following technical documents have been created and/or updated and are available on Doc Center:

- MiVoice Business Solution AWS Deployment Guide
- MiVoice Business Technician's Handbook
- MiVoice Business Subscription Engineering Guidelines
- MSL Installation and Admin Guide
- MiContact Center Business Deployment Guide
- MiCC System Engineering Guide

Market Introduction Schedule

The target date for the availability of this solution is January 24th, 2022.

Ordering Information

No new part numbers are required. This solution offering is simply a new deployment option.

Configuration Information

The following product lineup is available for this solution on the General Availability date:

Application Name	Minimum Release	Classification	Link to Documentation
MiVoice Business	9.3	Call Manager / PBX	https://www.mitel.com/document-center/business-phone-systems/mivoice-business/mivoice-business
MiCollab	9.4 SP1	Collaboration application and Voice mail	https://www.mitel.com/document-center/applications/collaboration/micollab
MiVoice Border Gateway	11.3 FP2	Session Border Controller	https://www.mitel.com/document-center/applications/mivoice-border-gateway
MiContact Center Business	9.3.4	Contact Center Application	https://www.mitel.com/document-center/applications/contact-center/micontact-center-business
Mitel Performance Analytics	3.2.1	Performance Analytics Application	https://www.mitel.com/document-center/applications/analytics/mitel-performance-analytics

Mitel Interaction Recorder is currently in field trials and is expected to be available later in Q1/2022. Support for Open Integration Gateway (OIG) and Mitel Workforce Management are also expected to be available as part of the solution in AWS later in Q1/2022.

Training

Training material has been updated to reflect the availability of the MiVoice Business solution deployment with AWS EC2. ONS 101 MiVoice Business – AWS is a new chapter that has been included in the larger ONS 101 course.

Supporting Material

All supporting marketing collateral can be found on PowerUP Hub under MiVoice Business.

Pricing

There are no pricing changes specific to this new deployment option. Authorized users can find pricing details via the Mitel MiAccess portal under Mitel CPQ Reports & Pricing.

Questions & Answers

- Q. Is the solution only deployable in AWS as MiVoice Business Subscription? Can I deploy a CapEx solution in AWS?
- A. Given that AWS itself uses a subscription model, the primary focus has been around MiVoice Business Subscription. The CapEx solution can also be deployed in AWS, as it can also be deployed with VMware or Hyper-V or Microsoft Azure.
- Q. How do I know which AWS products to use and how to set up the networking?
- A. This information can be found in the MiVoice Business Subscription Engineering Guidelines.
- Q. Can I purchase the AWS infrastructure via Mitel?
- A. No. The partner or customer is responsible for the procurement of the AWS infrastructure. If having Mitel provide the infrastructure is preferred, MiCloud Flex may be a better option to look at. With MiCloud Flex Mitel will host the solution in a Mitel data center.

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