

# FRONTIER ANYWARE™: YOUR ENTERPRISE UCaaS SOLUTION

POWERING TEAMWORK  
WITHOUT COMPROMISE



## A MOBILE-FIRST COLLABORATION SOLUTION

Your business demands a reliable, scalable and affordable communications platform to simplify day-to-day collaboration and accelerate decision-making across your entire enterprise. Growing acceptance of cloud delivery models coupled with an increasingly mobile, virtual and distributed workforce is spurring the rapid uptake of unified communications as a service (UCaaS) solutions. UCaaS delivers all the time-saving benefits of Unified Communications—integrated voice, chat, video, file sharing, IM, and more—through a flexible cloud-based collaboration platform.

Frontier AnyWare™ is a fully managed UCaaS solution designed to provide a highly collaborative workspace that aligns with today's dynamic workplace. Built on Mitel's global cloud communications platform and hosted in redundant data centers in the Frontier cloud, this solution offers high call quality and industry-leading reliability with limited upfront costs and one low monthly rate.



### EASE OF USE

Simply connect phones into your network, log in with your provided access information and start making calls. Through a simple and intuitive web portal you can quickly create new ring groups, move extensions, edit users and much more.



### BUSINESS CONTINUITY

Hosted in our geographically redundant facilities and managed by a team of highly experienced engineers, Frontier AnyWare™ delivers exceptional performance with 99.999% reliability. Thanks to data replication and failover from one site to another, downtime is essentially eliminated.



### FLEXIBLE FINANCE OPTIONS

Frontier AnyWare™ offers the choice of renting, leasing or purchasing IP phones equipped with award-winning call control features. Flexible financing options accommodate your business cash flow needs, and can help you control your total cost of ownership.

# ENTERPRISE-CLASS COMMUNICATION IN THE CLOUD

Make and receive calls anytime, anywhere. Assign a single number with one voicemail that works across devices, transfer calls between your desk and mobile phone, direct internal dial (DID), and instant message with colleagues. Enjoy enterprise-class features like presence, hot desking, intuitive web-based administration and more.

## FRONTIER AnyWare™ FEATURES

### OUTBOUND ONLY

Provides a phone without voicemail that can be used in a breakroom or other community room.

### ESSENTIALS SEAT

Perfect for reception areas, Essentials users can make and receive phone calls, operate common call control features and set up a voice mailbox. Unlimited local and long-distance calling is also included.

### PREMIER SEAT

Premier users gain the Essentials feature set while adding presence indicators, collaboration, web portal management and a full-featured desktop client.

### ELITE SEAT

For highly mobile employees with increased technical needs, Elite users gain the Premier feature set while adding additional connected devices, team collaboration, mobile client and mobile softphone.

Outbound	Essentials	Premier	Elite
1 Device	1 Device (Desktop)	Up to 3 Devices	Up to 4 Devices
Business Analytics, Performance Analytics, Audio Conferencing, Corporate Directory			
Voice Services - Unlimited Local and Long Distance (US & Canada)			
Voice Mail + Unified Messaging			
Outlook Integration			
Unified Communications and Features (MiCollab) Audio Collaboration			
PC Softphone			
Mobile Client + Softphone			
MiTeam			

See devices and a list of full user features on page six.

# MiTeam STREAMING APPLICATION

MiTeam, included with the Elite User package, is a natural extension of today's mobile-first workplace, allowing for frictionless collaboration among working groups.

## KEY FEATURES

- **Streams:** Create and manage active projects from a single, unified display.
- **Chat:** Communicate with team members instantly via instant message and review activity since stream creation resides in one, centralized place.
- **Pages:** Share files with team members in a cloud-based storage environment that is available whenever you need it.
- **To-Do:** Create, assign and track project activities with team members.
- **Meet:** Initiate a live collaboration session with team members instantly.

## SEAMLESS INTEGRATIONS

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### KEY FEATURES

- **Inbound Calling:** Get a screen pop notification when incoming calls arrive.
- **Click-to-Dial:** Place outbound calls simply by clicking the phone number.
- **Single Sign On (SSO):** Log in using your existing username and password.
- **Outlook Integration:** Send email to contacts directly from your desktop, web or mobile client.
- **Browser-Based Deployment:** Install via the browser for quick deployment and use.

Switching between screens that require different passwords can inhibit collaboration and hinder productivity. Frontier AnyWare™ eliminates this dreaded swivel-chair effect for seamless integration among all your critical business applications.

# FRONTIER AnyWare™ BUSINESS ANALYTICS

Frontier AnyWare™ Business Analytics gives insight into the operation of the business communication system that many business owners and IT managers haven't seen before. Designed to facilitate anytime, anywhere access to vital data—from call volumes and peak demand times to call quality and service metrics—you can act immediately to optimize business performance whenever the need arises.



## BUSINESS ANALYTICS (BA)

Intuitive business productivity tool enabling businesses to monitor inbound and outbound calls via pre-defined dashboards and wallboards.

## REAL-TIME BUSINESS ANALYTICS

Enhanced call-level reporting, call logging and call analytics via configurable dashboards and wallboards in the cloud. Extensive functionality includes graphical dashboards, wallboards, report scheduling, detailed analytics and incoming call analysis. (A per-seat fee applies to add Real-Time Business Analytics.)

FEATURES	BA	REAL-TIME BA
Accessible via web browser across mobile device	✓	✓
Data refresh rate	15 min	Real-Time
Historical call analytics	1 week	52 weeks
Detailed call activity	✓	✓
Reports by DID	✓	✓
Call traffic reports	✓	✓
Incoming call analytics	✓	✓
Customer reports		✓
Report on grade of service		✓
Configurable dashboards and report filters	Pre-defined	✓
My console user access to own DID call analytics	✓	✓
Voice quality statistics	✓	✓
Voice quality drill down reports		✓
Wallboard with customizable widgets	Pre-defined	✓
Reports scheduling and widget alarms		✓
Call-time duration and missed calls by DID		✓

# FRONTIER AnyWare™ PERFORMANCE ANALYTICS

Frontier AnyWare™ Performance Analytics provides the tools and reporting that allows Frontier's support teams to monitor, diagnose and improve the quality of your voice and unified communications network.



## PERFORMANCE MONITORING

Monitors the status and performance of systems on a 24/7 basis.



## ALARMS

Real-time alerts give IT professionals timely, actionable data on network issues.



## ALARM ANALYTICS

In a sea of data, alarm analytics ensure that customers and support teams see the issues that matter the most.



## DETAILED REPORTS

Reports demonstrate network and device performance, improving capacity planning and trend identification.



## TESTING TOOLS

Identify the source of a problem quickly, for faster resolution.



## AT-A-GLANCE DASHBOARD

Well-designed dashboard makes it easy to identify the most critical issues.

# FULL USER FEATURES

FEATURES	ESSENTIALS	PREMIER	ELITE
Connected Devices	1 (desk phone only)	3	4
Hot Desking	✓	✓	✓
Inbound Phone Line/Local Number Portability	✓	✓	✓
Access to Administrator/End User Portal	✓	✓	✓
Corporate Auto Attendant*	✓	✓	✓
Automatic Transition Between Day/Night Routing	✓	✓	✓
Customized Music on Hold*	✓	✓	✓
Voicemail/Voice with Email Forwarding	✓	✓	✓
Hunt/Ring Groups*	✓	✓	✓
Meet-Me Conferencing	✓	✓	✓
Localized E911	✓	✓	✓
Call Transfer/Call Forwarding/Call Park/Call History	✓	✓	✓
System Speed Dial*/User Speed Dial	✓	✓	✓
Direct Page	✓	✓	✓
Individual Record & Call	✓	✓	✓
Do Not Disturb	✓	✓	✓
Outbound Caller ID Company Name & Number	✓	✓	✓
Twinning		✓	✓
Desktop Client		✓	✓
Desktop Softphone		✓	✓
Mobile Softphone		✓	✓
Mobile App			✓
MiTeam Collaboration			✓
Presence and Chat			✓
Outbound Calling (U.S. and Canada)**	Unlimited	Unlimited	Unlimited
Real-Time Office Analytics Reports (per user, must be purchased system-wide)	Optional	Optional	Optional

\* Company-wide Feature \*\* International rates will apply

# FRONTIER AnyWare™ BUSINESS COMMUNICATIONS DEVICES

## MIVOICE 6920 IP PHONE

The MiVoice 6920 IP Phone is designed for enterprise users who demand not only a modern design but also a phone that is flexible and delivers a high-quality communications experience. Delivering exceptional HD audio via its speech-optimized handset, it also provides a full-duplex speakerphone and support for USB and analog handsets.



## MIVOICE 6930 IP PHONE



The MiVoice 6930 IP Phone is a powerful, customizable IP phone designed for the power user. Mobile device integration seamlessly marries your mobile phone call audio and contact information with the MiVoice 6930. Calls to your mobile phone can be answered on the MiVoice 6930 just like any other call, leveraging the superior audio performance and ergonomics of the 6930 IP Phone. Mobile phone contacts are automatically synchronized with the MiVoice 6930 allowing access to the same contacts on either device. Additionally, a powered USB port suitable for charging a mobile phone is also built into the MiVoice 6930.

## MIVOICE 6940 IP PHONE

Designed for the executive user who demands an exceptional phone that meets their demanding communication needs, the MiVoice 6940 IP Phone offers power users a touch-centric user experience on top of robust, productivity-enhancing features. Much like the MiVoice 6930 IP Phone, the 6940 offers mobile device integration, automatic contact sync, superior audio and ergonomics, plus a mobile phone charging port (USB). The 6940 excels with its 7" color LCD touch screen display.



## MIVOICE 6900 EXPANSION MODULES



The Mitel M695 can easily add 28 buttons to the existing personal keys on a 6920, 6930 or 6940, enabling the MiVoice 6900 Series IP Phones to become robust, productivity-enhancing desktop communication tools for users who need to monitor a large number of lines or Busy Lamp Fields.

## MITEL 112 SIP-DECT PHONE

The Single Cell phone and base station solution gives users the freedom and mobility to move away from their desk within their office or adjacent offices. It is ideal for users in retail markets, such as stores or car dealerships; health care locations, such as clinics, dental or medical offices; and small businesses.



## MIVOICE IP BUSINESS CONSOLE



The MiVoice IP Business Console is a completely PC-based call handling solution with an intuitive graphical user interface for department or office attendants. It enables operators to perform call-handling tasks with the numeric keypad of a PC keyboard and to customize toolbars with commonly used commands.

## MIVOICE CONFERENCE UNIT

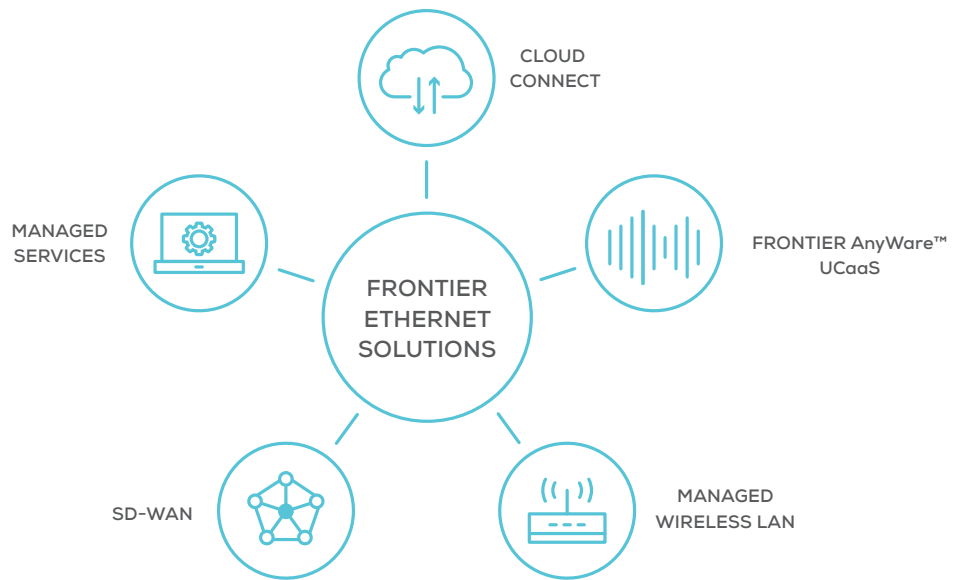
The MiVoice Conference Unit is a first-of-its-kind device for the personal office meeting space. It is a single device that combines multi-party audio, video and in-room display. Compact, easy to deploy, simple to use, with 16 built-in microphones, the touchscreen MiVoice Conference Unit gives you what you need to turn collaboration from a special event into a natural part of every workday.



## ABOUT FRONTIER BUSINESS

Frontier's advanced fiber network serves businesses of all sizes, ranging from small and mid-sized businesses to Fortune 500 companies.

Frontier offers a full suite of collaboration solutions including advanced data networking, video, Voice solutions, cloud technology and network security.



### Contact Us

Speak with your Frontier Business Consultant today.

Find out how Frontier AnyWare™ (UCaaS) can help your business improve collaboration and power teamwork without compromise.

**844.550.4879**

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