PACKETFUSION
Connecting the Dots to the Cloud™

CONNECTIONS
A newsletter to *connect the dots* to you, our customers

Good News for State, Local, or Education Organizations in California - We are Now CALNET Authorized!

The California Network and Telecommunications (CALNET) Program enables state organizations to easily source providers, and Packet Fusion is now authorized to utilize the CALNET contract for our customers.

What does this mean for you?

You don't have to go through a lengthy and complex RFP/quoting process to get the most competitive bid - simply let us configure, order and manage everything. Whether you need DIA, IPFlex, MPLS, SD-WAN or SIP trunks, we've got you covered.

We're proven to be more competitively priced than any other provider on recent projects. Contact me and I will show you how easy it is! **mpingatore@packetfusion.com.**

Mitel in the Know

It's Time to Make the Move: 14.2 Officially EOL on Sept. 30, 2021

You've got four short months to either move to cloud or upgrade to Mitel Connect. If you've been procrastinating, consider these benefits:

- Software and labor to move to Connect is 100% included in your support agreement
- Upgrading EOL hardware is also no cost, because it's virtual

Meanwhile, these are the risks of waiting:

- Security risks and **TLS 1.2 compliance**
- No support from Mitel (Packet Fusion will always support you, but without the ability to escalate to Mitel)

Mitel Connect Makes the Hybrid Return to Work Seamless

Whatever your return to work looks like, whether in-office, remote or on-the-road, Mitel Connect can accommodate you. While a pure UCaaS solution is ideal, Mitel Connect optimizes your physical infrastructure to support on-site, remote and employees on the road.

Here's a rundown of Mitel Connect capabilities.

Mitel Softphone
Softphone is now included for all users on Connect. If you are on an older release of ShoreTel/Mitel (14.2), you need to upgrade to current Connect and softphone to take advantage of this.

Mitel Edge Gateway
You can connect phones with this virtual device, which allows up to 200 simultaneous connections of either physical 400 series phones or Softphones.

Virtual Private Network (VPN)
Some customers who utilize a third party VPN appliance or software can bi-pass the Edge Gateway to connect both physical phones and Softphones.

Mobility Client
Mitel's Mobility client enables 100% seamless integration to your corporate system - and if you are on Mitel Connect, it's included.

Hoteling
As people change the way they work, sometimes in-office and sometimes remote, you might want offices or cubicles to be shared by multiple people. Hoteling enables an employee to easily log in to their extension from the physical phone in that space, and utilize their personal programming and settings.

Simultaneous Ring
This feature creates a virtual extension in the system so that employees can have the system simultaneously ring their corporate DID phone number with a cell phone, home phone, etc.

As always, please reach out to Packet Fusion for more information and assistance in enabling your unique work environments.

An IQA or Interactive Quick Assessment is the quickest way for Packet Fusion to understand your needs and come back with the vendors that best fit your needs. Saving you hours of time on research and speaking to countless sales reps.

Take the IQA now

To everyone involved on this upgrade (Connect Build Upgrade):

I've been in the networking business for 25+ years and I wanted to let your team know that from start to finish, this was the most organized, detailed and professionally conducted project I've ever seen, by far. The excellent step-by-step communication leading up to and during the upgrade allowed *me* to rest assured knowing that Packet Fusion had everything under control.

Great job and thank you very much!

Bill Budd

IT Director, CS Architect

Resources to Help You Make Informed Decisions

Info Gallery: Our curated collection of resources, training and news on the technologies you care about: cloud, contact center, business telephony, SD-WAN, security, and collaboration are updated regularly.

Lunch & Learns: Our popular monthly webinar series covers a wide range of topics from industry trends to leading solutions from companies such as Genesys, Zoom, Mitel and more.

Tech Talks: Packet Fusion engineers cover a wide range of in-depth technical topics.

Technical Explainers: Technical explainers cover complex topics at a high level in an easy-to-understand way.

If you have questions on any information in this newsletter, please reach out to your Packet Fusion representative.