



February 2020

Do you use LDAP on your ShoreTel/Mitel system?



If you do, we encourage you to read about a Microsoft Active Directory change that is coming soon and how it will affect the ability for your Mitel/ShoreTel system to work when the update comes.

Here are [five things you need to know](#).

We Win, You Win



We are excited to announce that we have won two major awards from Mitel: Top Software Assurance Partner (SWA) and Top West Regional Partner for 2019. The Top SWA Award is a win for us, but it's also a win for you because it ranks customer satisfaction measured by the highest

renewal rate among Mitel Partners. The Top West Regional Partner award recognizes our status as the highest-grossing Mitel Partner on the West Coast.

[Read the press release.](#)

Looking for information on the latest technologies? Start here.



Introducing the Info Gallery, our curated collection of resources, training and news designed to help you make informed decisions about cloud, contact center, business telephony, SD-WAN, security and collaboration solutions.

[Check it out here.](#)

Why it's the right time to move to the cloud—especially if you are a government agency



Many government agencies have legacy systems, which are expensive to maintain. They are also hard to manage and it's difficult to keep up with the rapid pace of changes, improvements and security. It can be costly to provide secure, compliant, unified communications, streamline processes, and keep pace with increasing public demand for more efficient and transparent operations.

But things are changing.

Today's cloud technologies are saving government agencies money, helping them improve security and enabling them to deliver better solutions, faster.

For example, consider the Napa County Office of Education. They provide academic services and enrichment opportunities for students, teachers, and the community. They also deliver critical business services for school districts. Packet Fusion helped them replace their legacy communications system with a UCaaS solution. Moving to the cloud saved them the costly and time-consuming maintenance of their old, on-premise system, and enables them to be more connected to their community and organizations they serve. It also is compliant with state and federal regulations.

Cloud solutions help government agencies cost-effectively respond to emergencies, protect citizens, drive growth, enhance community services and connect agencies. Not only are cloud solutions cost-effective, but they're reliable. The best providers deliver top-tier, fully redundant data centers nationwide. With hosted solutions all the infrastructure is owned, maintained and managed by the vendor, so agencies can focus their resources on their public service goals rather than managing their cloud solutions.

It's 2020. We're here to help you see clearly with a Series of Lunch & Learn Webinars



Today's technology landscape is dynamic and complex, and it can be challenging to sort through the many options to find the best fit for your needs. That's why we've created this series of Lunch & Learn Webinars to help you see clearly in 2020.

February 26, 12:00 Noon PST

Lunch & Learn sponsored by 8x8

This week we welcome Eric Semp, 8x8 Channel Sales Engineer, who will share industry trends with a special focus on solutions for state and local government.

[Register now.](#)

March

Lunch & Learn sponsored by Mitel

Finding the Right Cloud Communications Solution for Your Business.

Registration coming soon.

Recorded Events

January

Lunch & Learn with Avant

What you need to know about SD-WAN for the next 6-12 months

[Watch now.](#)

ShoreTel/Mitel End of Life: September 30, 2020

End of Life for 14.2 means Mitel will provide Best Effort technical support for catastrophic failures/critical issues only. While we encourage you to upgrade, Mitel 14.2 will continue to function as it does now, and we will continue to support you.

For more details, give us a call or [watch this webinar](#), where we delve into all the details on the Mitel roadmap, Connect upgrade and options for contact center, and discuss how to plan for the future.

Don't miss out on our valuable content. Follow us on social media and check out our website

We're posting great content every week, on subjects ranging from Cloud to Contact Center, so be sure to follow us on one of the channels below and visit us at www.packetfusion.com

