

PACKETFUSION

Connecting the Dots to the Cloud™

CONNECTIONS

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



August 2020

How is Your Digital Transformation Going?

If your immediate reaction was that you don't have a digital transformation underway you may want to reconsider, because every one of your competitors is going digital. Why? It's not about the technology--it's about people. The value in digital transformation is how it helps you and your people work better, faster, more efficiently and more enjoyably.



Try thinking of it simply as a business transformation. What processes do you feel most need improvement? Which of your people is in deepest need of new and better tools? Ask yourself how you can transform the way you do business into a whole new paradigm of work enabled by new technologies. Once you've developed a target list of the business operations and functions you feel would benefit most from transformation, the next step is to determine what available technologies could help you accomplish that.

Here's how you can get started

You already know that new technologies are constantly emerging and improving. You already have a full-time job, so how are you going to find time to learn about all of them? The answer is, you're not.

This is probably the first and foremost reason companies seek out technology partners to help them with their digital transformation. Selecting that partner should be approached with the same level of care you employ when seeking legal representation, or financial advice.

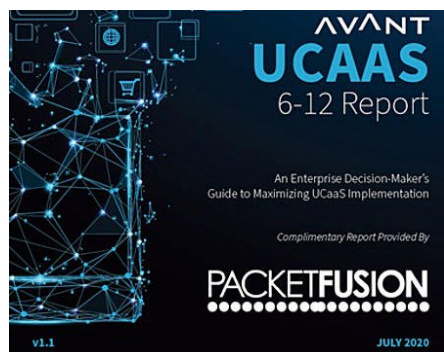
5 Things a Cloud Advisor Can Do for You: WATCH Now



Your partner needs to be someone you trust to provide you with the best information and decisions based

on your specific needs, not a “one-size-fits-all” solution that they happen to be authorized to sell. Your best choice of partner is not a reseller of technology products, they are an expert consultancy with professional engineers and technicians on their team.

Please reach out to me at mpingatore@packetfusion.com or 650 292-6005.



Avant UCaaS Report: An overview of the landscape for the next 6-12 months

As a trusted advisor we're constantly looking at the state of cloud technology and how that affects our customers. In this comprehensive report, Avant studied and surveyed hundreds of businesses in many industries to determine the key drivers for UCaaS adoption, why UCaaS is becoming imperative, and what businesses stand to gain by starting the process.

Jim McGarry, Regional Vice President of Channel Sales at Mitel, summed it up this way: “When you update your platform, you’re raising the stakes of what your business can do. This isn’t just about dial-tone. This is about collaboration, about the empowerment of your mobile users and, most importantly, this is about changing the way your customers connect with you. This is your brand-building.”

[Download the Report](#)



Six Secrets to Selecting the Right SD-WAN

The right SD-WAN solution will deliver a network that is fast, resilient, and fault-tolerant. But selecting the right mix of features, services and providers can be tricky. Here’s our take on it.

[Read the blog post.](#)



Customer Spotlight: Trident Turns to Packet Fusion

[Trident](#) is a well-known and respected university that provides online higher education to active duty military and civilians around the world. They rely on their on-prem legacy phone system for handling student admissions, but managing mature technology can be challenging. They turn to Packet Fusion's technical expertise to keep it operating efficiently.

Kevin Yu, Director of IT for Trident, sums it up like this: *"I really appreciate your company and talented staff. Gary, Eric, Ryan, Kevin B., Kasey, and many others are truly stars in their respective fields. They have a level of professionalism and technical expertise that are rare in the industry. Thank you for maintaining such a wonderful crew of people at Packet Fusion."*

We appreciate you too, Kevin!

Vendor Spotlight



Mitel Helps Customers with Microsoft Teams Get More from Their Investment

Microsoft Teams has many business benefits, but until now if you wanted enterprise level phone capabilities for mission-critical communications or contact center features you were out of luck.

Now, thanks to seamless integration with Mitel, you get a complete communications package with telephony, conferencing, IM, collaboration and contact center, from the world leader in Unified Communications.

You can connect Mitel to Microsoft Teams in minutes through Call2Teams, a simple add-on to Mitel that connects a Mitel phone system or any PBX with Microsoft Teams, whether you have an on premise, cloud or hybrid solution.

As the #1 Mitel partner for 5 out of the past 8 years and Certified at the Platinum level, our Certified Platinum experts are here to help you with your Mitel solution before and after your purchase.

[Download the Data Sheet.](#)

MiCollab/Connect Client:

- Mission-critical communications
- Flexible phones: desk, softphone, mobile options for the same number
- Advanced voicemail - move voicemail away from email and into visual voicemail, Press 1 type capability
- Real-time, rich presence and availability
- Ring Group Control
- Active Directory sync / SSO
- Calendar sync



Microsoft Teams:

- Video (Personal, Room, Internal / External)
- Document Sharing and Collaboration (particularly if they are Office365)
- Non Real Time Chat (1:1 or 1:Many Chats and Internal Forum / Posting type messaging)

Microsoft Outlook:

- Email
- Calendar
- Directory (Personal, Corporate)
- Calendar Sync



August Lunch & Learn with Mitel

A Best-in-Class Collaboration Solution: Mitel & Microsoft Teams



Presented by:

Travis Muller, Collaboration Product Marketing Manager, Mitel

Thursday, August 27, 2020

12:00 PM, PDT

[Register here](#)

As remote working continues to be the new normal for many people, the need for seamless cloud communications and collaboration have never been more important. Mitel has worked to bring people together for years and is now innovating how Microsoft Teams users can enhance their business communications with Mitel.

See how Mitel is working with Microsoft Teams to help users maximize workplace productivity and their investment with a best-in-class collaboration solution.

14.2: End of Life vs. End of Technical Support

As most you know, End of Life for 14.2 is scheduled for Sept 30, 2020. This means no new patches or updates will be provided after that date. Packet Fusion and Mitel WILL continue to support you until December 31, 2021, when Mitel has scheduled End of Technical Support.

[Read the product bulletin here.](#)

Customers are Saying...



"Matt did a great job resolving our issue and getting us back on-line. Very professional and responsive."

Norm, California Department of Veterans Affairs



"Drek was very professional and he looked into the issue right away. Thank you Drek for your assistance this morning."

Gerardo, California Association of Realtors



"Munir Walyani did an excellent job solving these difficult issues."

Greg, Contra Costa Community College



"Very Knowledgeable and professional. Outstanding support as always."

Robert and Scott, City of Laguna Hills

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. Updated regularly.

[Lunch & Learns](#): Monthly webinars featuring trends and insights from the leaders in tech solutions.

[Tech Talks](#): A series of technical "how-tos" and discussions.

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