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CONVERGENCE SUMMIT
2019



Workplace Modernisation

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Mitel

#1
IN FIVE CORE
MARKETS

70M+
GLOBAL USERS



IN 100+
COUNTRIES



#1 IN
GLOBAL CLOUD USERS

MORE THAN
1.4M
UCaaS USERS
GLOBALLY

#2 IN
CONTACT CENTER
SYSTEMS SHIPPED
GLOBALLY

4

1M+
NEW UC
USERS PER
QUARTER

4.7M+
CLOUD USERS
WORLDWIDE

#2
IN UCaaS
WORLDWIDE



TRUSTED BY High-Performing Organizations



Make-A-Wish®

VIKING LINE

Carlsberg



HealthEast®

HYATT



City of
Oakland



Work





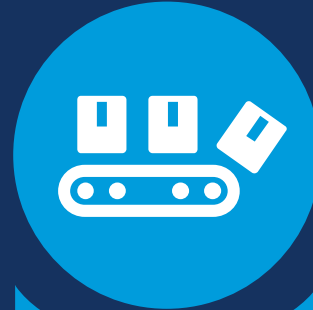
Evolution of the industrial workplace



STEAM POWER AND MECHANIZATION

FIRST

Water and steam power is used to create mechanical production facilities



MASS PRODUCTION AND ELECTRICAL EQUIPMENT

SECOND

Electricity lets us create a division of labor and mass production



COMPUTERS AND AUTOMATION

THIRD

IT systems automate production lines further

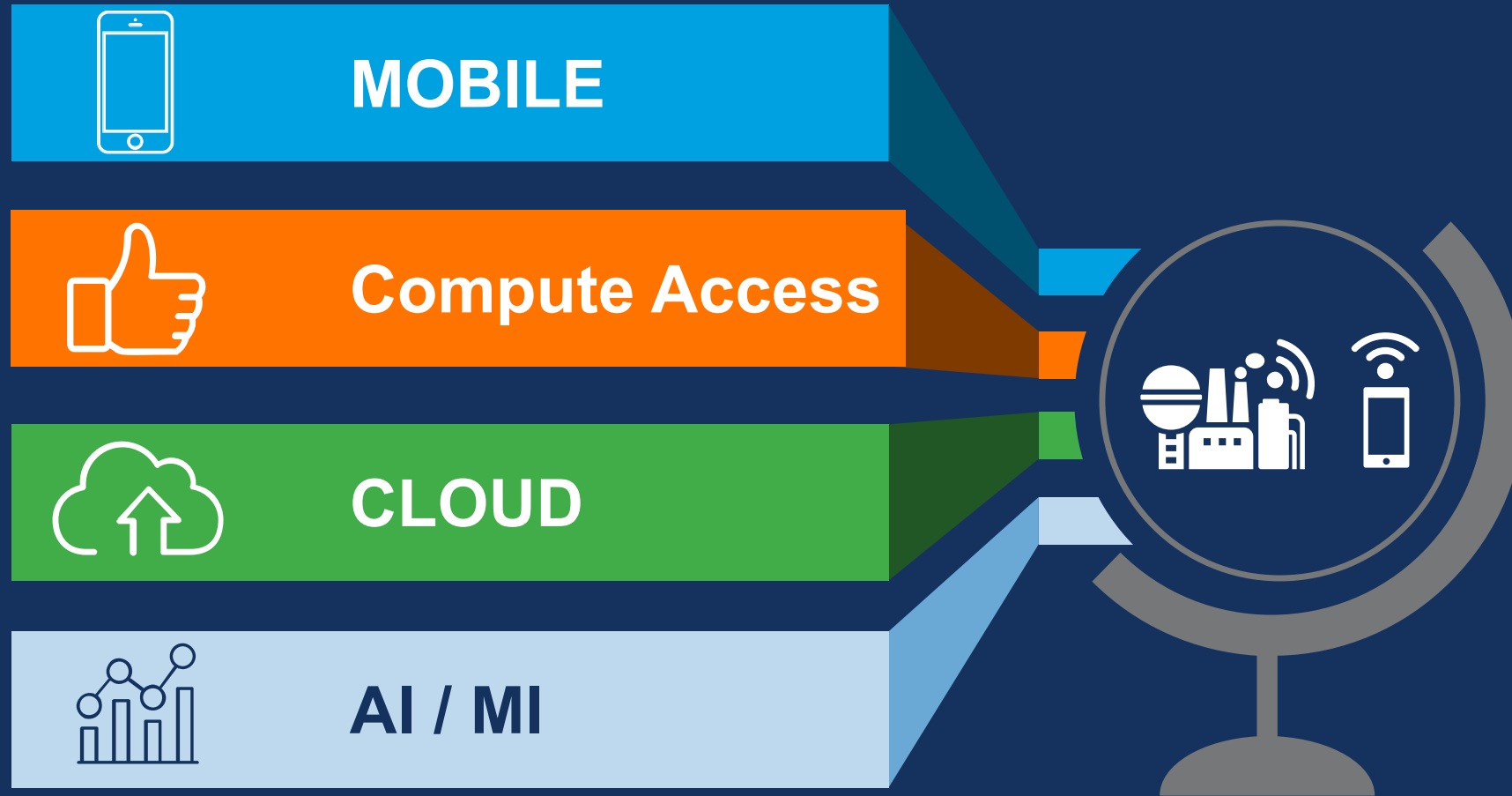


CYBER-PHYSICAL

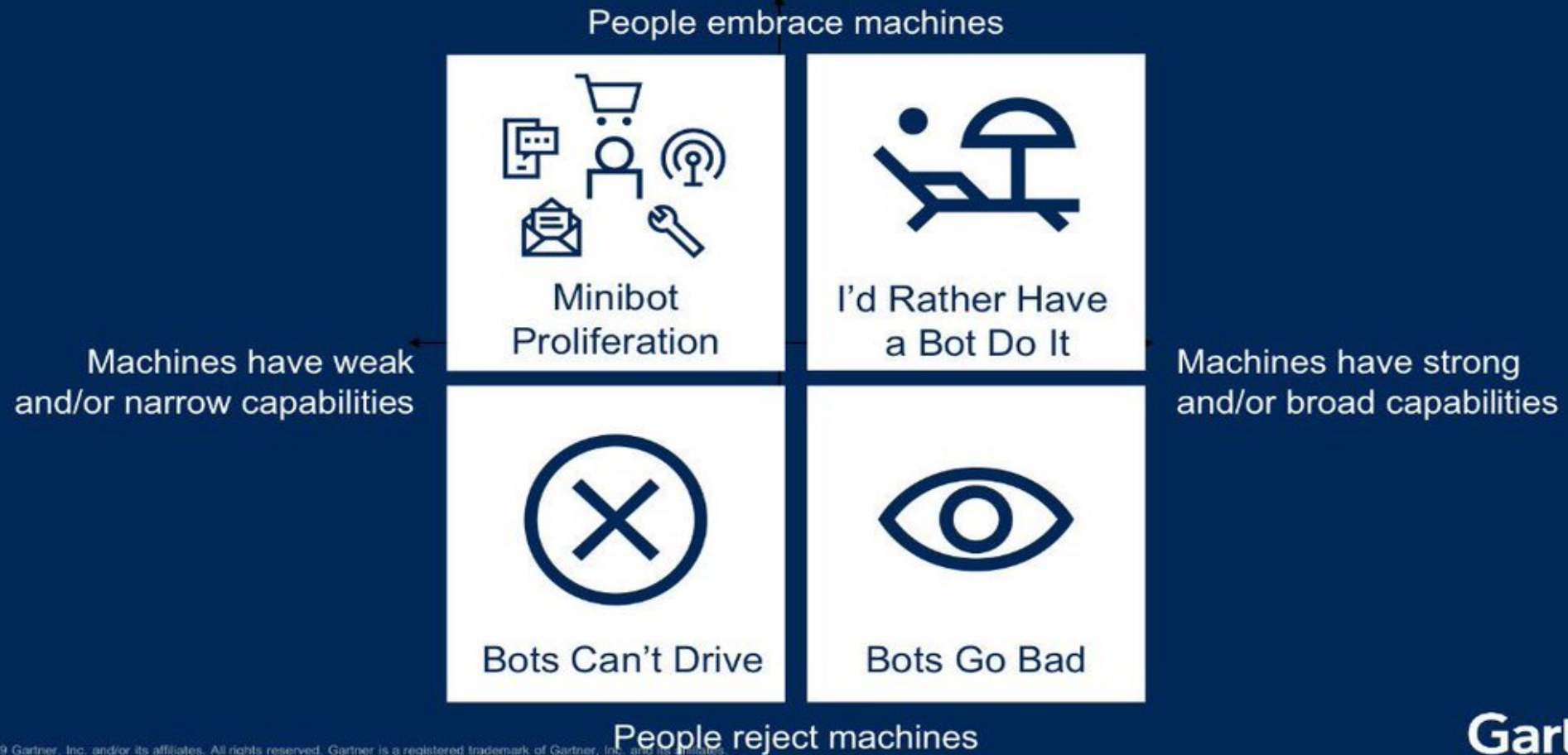
FOURTH

IoT and cloud technology automate complex tasks

The Fourth Industrial Revolution: Cyber-Physical

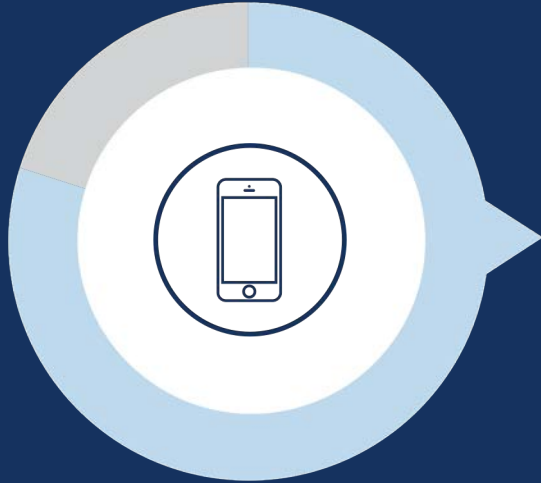


Future of Work Scenarios 2035



We have entered a world.....

Where.....



80%
of the workforce
is deskless



Artificial intelligence
will power
95%
of all customer
interactions by 2025



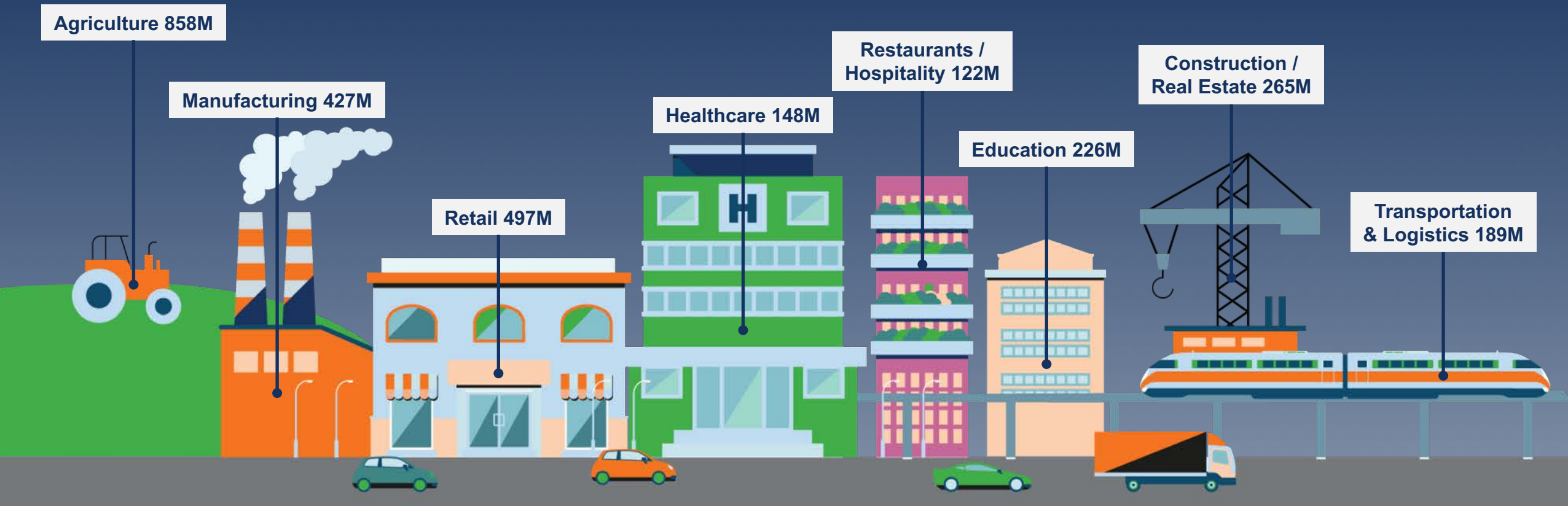
To improve CX,
30%
of enterprises are
turning to IoT



Employee
concerns and
productivity

.....80% of Global Workforce is Deskless

Agriculture, education, healthcare, retail, hospitality, manufacturing, transportation, and construction industries employ 2.7B employees.



Productivity Gains Drive Deskless IT Investments

Top Reason for Investing in Deskless Technology

Productivity	33%
Employee Experience	23%
Cost Savings	21%
Communication	11%
Customer Experience	10%
Compliance	2%

Total: 100%

Many deskless worker industries have high turnover rates. Technology plays an important role in retention as well as the productivity curve for new hires.

Industry leaders plan to increase spending on deskless workers



\$3 Billion

spent on Deskless workforce a year (2017)

82%

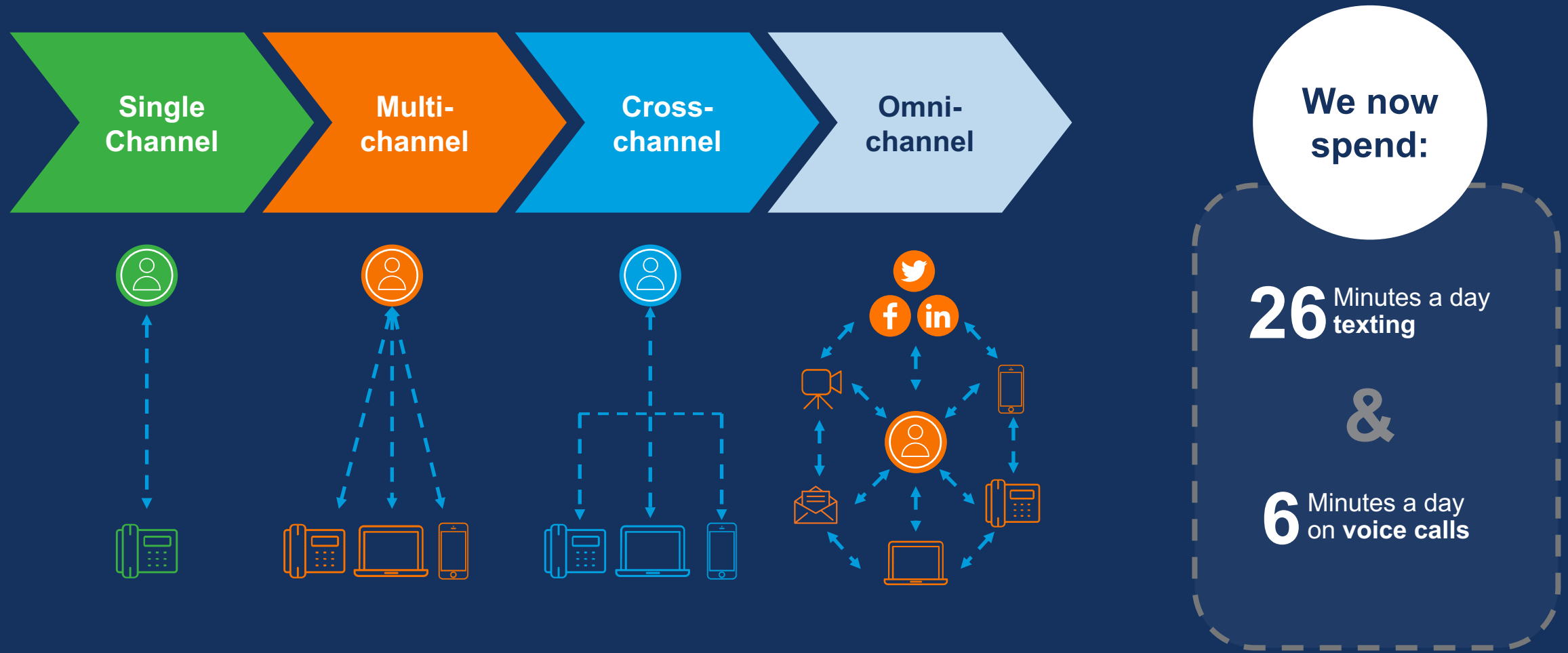
of industry leaders plan to increase spending
by an average of

31%





Our Customers are driving change



Moving vendors from a world of....



Call Control

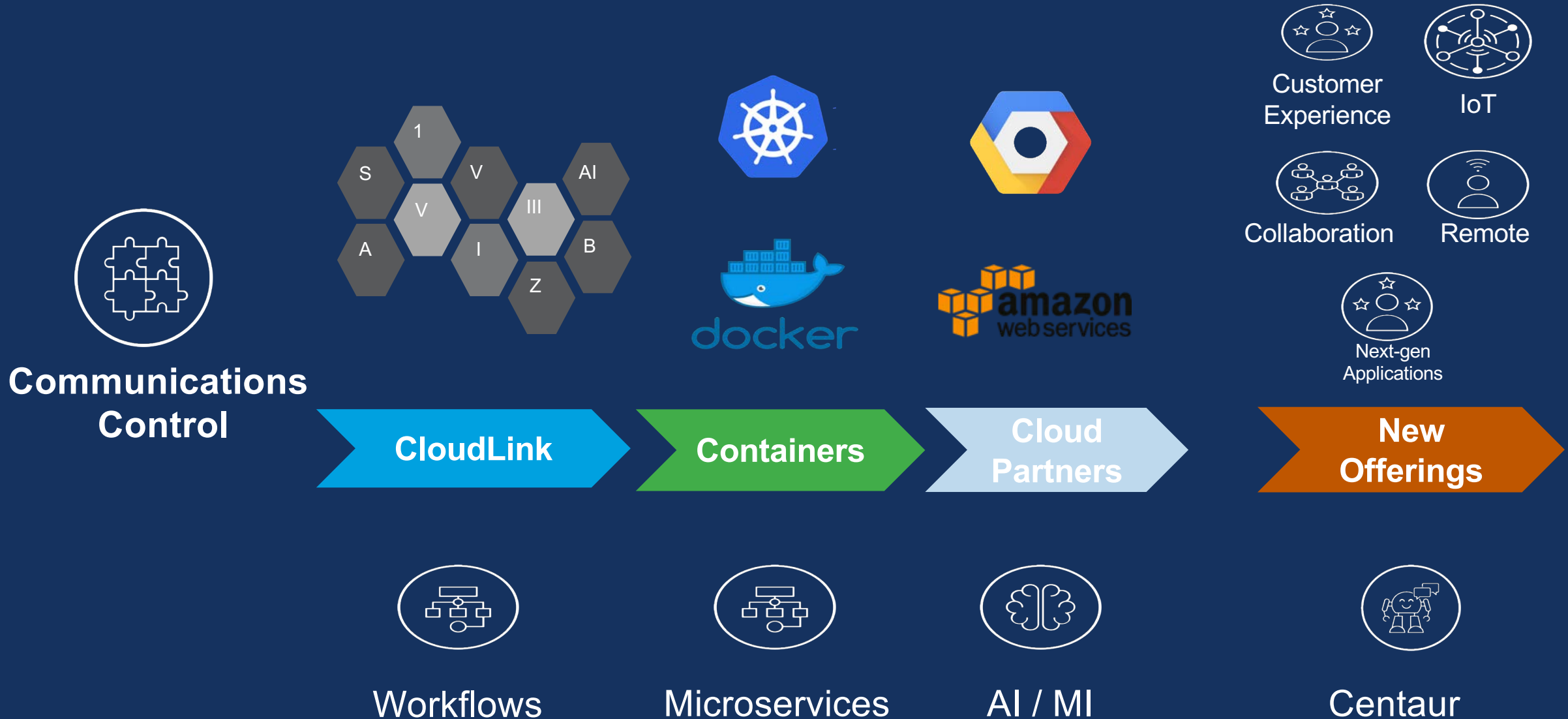


**Contact
Center**



Collaboration

To a world of new ecosystems and architecture



Allowing a completely different experience



Three Steps Progressive Organizations Can Take Today

1

Build a blueprint of what to automate versus what requires personal intervention

2

Determine how best to leverage your prior investments

3

Leverage new tools to improve productivity and customer experience