



news

R E L E A S E

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Mitel Awards 'Housing specialistPARTNER' Status to Actimax

London, UK –11th January, 2011 — Mitel (Nasdaq:MITL), a leading provider of unified communications software solutions, today announced that Actimax, suppliers of IP communications solutions, has been awarded the highly esteemed, Mitel 'Housing_specialistPARTNER' status.

Mitel 'Housing specialistPARTNER' certification is based around strict criteria including, but not wholly restricted to having:

- Dedicated housing sales specialists
- Dedicated housing design specialists
- Onsite housing demo facility
- Housing reference sites and case studies

Social housing providers need to be able to demonstrate superior customer service and best value, and the contact centre is often the backbone of operations. Mitel contact centre solutions help organisations manage and improve customer interaction, maximise staff efficiency and report on key line of enquiry in one 'simple to manage' solution.

Commenting on the award, John Massey, managing director of Actimax said, "Housing associations are driven by delivering outstanding customer service and like to deal with people that not only understand their industry but also have a proven track record in delivering 'best value' solutions. The Mitel accreditation presents a proof point of creditability from a market leader which will provide confidence to the customer and help us win more sales."

Ian Bevington, head of solutions marketing at Mitel said, "Social housing providers have very specific challenges around customer service, mobile working and compliance. Actimax understands these challenges and have a proven track record in delivering IP-based communication solutions. We are delighted to award them the accreditation, it's truly deserved."

About Mitel

Mitel (Nasdaq:MITL) is a global provider of business communications and collaboration software and services. Mitel's Freedom architecture provides the flexibility and simplicity organizations need to support today's dynamic work. Through a single cloud-ready software stream, Mitel delivers a powerful suite of advanced communications and collaboration capabilities that provides freedom from walled garden architectures and enables organizations to implement best-of-breed solutions on any network; extends the "in-office" experience anywhere, on any device; and offers choice of commercial options to fit business needs.

For more information visit: <http://www.mitel.com>

About Actimax

Actimax are a National supplier of IT and Telecoms Infrastructure. We aim to help improve our clients business processes by implementing change, which improves service levels and efficiency while reducing cost. Our strategy for providing solutions is split into two components. The first of these is infrastructure and we provide Mitel telephony solutions together with Data Switches, WiFi Solutions and Routers, to provide a complete solution for our clients. This infrastructure is then connected to the network by a variety of methods including, ISDN, SIP Trunks and Wide Area Network connections. We also provide Call Recording and Mobile Telephony. The second component is providing elements of the solution, which we would regard as Value Added Services. These would include Collaboration and Unified Communications, Video Conferencing and Managed Services such as Least Cost Routing, Maintenance, Fraud Detection and various hosted services to provide the customer with value added services to enable them to manage their business on an ongoing business. For more information visit: www.actimax.co.uk