



FOR IMMEDIATE RELEASE

Vertical Communications Overhauls Richland County's Phone System with Mitel MiVoice Communications Solution

Vertical Communications and Mitel partner to provide a customized communications solution to 850 users across a multi-building campus and call center.

Santa Clara, CA, March 2, 2018 - Vertical Communications®, a leading provider of business communications solutions, has signed a 1.1 million dollar communications contract with Richland County, OH. Vertical Communications will be overhauling the Richland County phone system with MiVoice Business, a business communication platform that delivers Unified Communications, including voice, messaging, mobility, presence, conferencing, and more.

Vertical Solutions Engineers tailored the solution to Richland's specific needs, designing a multi-building campus solution with an integrated call center. Key components to the Vertical solution include Mitel's MiCollab (audio, web conferencing, unified Communications), call recording, SIP trunking, and mobility applications. In addition, Vertical Solutions Engineers designed the network architecture of the solution to center around Aruba data infrastructure, including new PoE switching and management tools.

The Vertical solution for Richland County is built to be geo-redundant campus wide. The custom-designed MiVoice system includes fail-over redundancy to 15 buildings delivering communications to approximately 850 users, including the Richland County call center. The system also includes automated failover forwarding to another number; forwarding can be to another company location or a cell phone. Vertical is providing APC battery backups to help guarantee continuity of service for all of the Mitel MiVoice products.

"Vertical Communications is thrilled to win Richland County's contract, allowing us to provide them with the comprehensive MiVoice Unified Communications platform that will leverage their business campus-wide," said Ben Treadway, President of Vertical Communications. "Vertical and Mitel have partnered to design a secure and reliable communications to Richland County, to ensure their communications fit their unique needs and are high-quality and consistent no matter what the circumstances are."

Vertical Communications is one of the largest Mitel® resellers in the nation. Mitel, a global vendor for virtualized communications infrastructure and applications deployments, focuses on products for Enterprise, Government, Education and Hospitality markets. Vertical has extensive

expertise in designing, deploying and supporting Mitel products. Vertical's Solution Engineers are Mitel certified and are supported by Project Managers with extensive Mitel experience.

For more information about Vertical Communication's products and solutions, visit www.vertical.com, or call 1-877-VERTICAL (877-837-8422).

About Vertical Communications

Vertical Communications, Inc. is a leading provider of communications platforms and applications that enable critical business workflows for enterprises across a variety of industries including retail, automotive, health care and hospitality. Our cloud and hybrid voice, WebRTC, mobility, messaging and collaboration solutions help some of the world's most successful companies improve efficiencies in daily operations, drive sales and deliver a superior customer experience. Vertical's award-winning products and solutions, combined with our highly customer-focused engagement model, make us a strategic partner for businesses looking to transform their operations with communications technology. For more information about Vertical Communications and our complete line of products built for How We Work Today, visit www.vertical.com.

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Vertical Communications:

Kevin Butler

Vice President, Marketing

408-404-1608

kbutler@vertical.com