



FOR IMMEDIATE RELEASE

Vertical Communications Named As A 2018 Top Ten Mitel Solution Provider

Vertical demonstrates their commitment to excellent communications and services with 2018 Top Ten Mitel Solution Provider achievement.

Santa Clara, CA, October 10, 2018 – Vertical Communications® has been listed as one of CIO Applications’ [2018 Top 10 Mitel Solution Providers](#). Published in an effort to help CTOs, CIOs, and CEOs find the right communications solution for their sector, the 2018 Top Ten Mitel Solution Provider list ranks Mitel vendors worldwide. Ranking is based on the vendor’s ability to build economic and reliable Mitel solutions, as well as deliver high-quality and timely services. Vertical Communications exceeded CIO Applications requirements, once again broadcasting their commitment to excellent service and support, reliability, and tailored unified/video/voice communications. The complete CIO Applications Top Ten Mitel Solution Provider list and overview can be read in the [Mitel Special CIO Applications edition](#).

One of the largest Mitel resellers in the nation, Vertical has extensive experience in designing, deploying, and supporting Mitel products for enterprise, government, education, and hospitality markets. Vertical has decades of applicable Mitel experience, with more than 975 years of combined experience from their team of solutions engineers, technicians, and project managers. Vertical is also proud to be a Mitel Platinum Partner. Mitel’s tiered partner program includes Authorized, Silver, Gold, and Platinum Levels. Tier achievement is based on sales and the number of Mitel Certifications held. As a Platinum Partner, Vertical Communications holds 16 MiVoice Certifications, as well as 12 additional Mitel Certifications. Vertical delivers [MiCloud](#), [MiVoice](#), [MiContact Center](#), and [MiCollab](#) solutions to their Mitel customers.

Vertical’s success as a Mitel provider can be largely attributed to their commitment to customer satisfaction, achieved through superior solution engineering, world-class implementation capabilities, and exceptional 24/7 support. To guarantee that their customers get the most out of their communications investment, the Vertical team lives by the [Vertical Implementation, Service, and Support Methodology](#). The methodology focuses on pivotal service aspects such as support team size and location, emergency support, onsite vs. remote support, and a service request and escalation process. It ensures that Vertical customer communications are architected to their unique needs, while also ensuring that each implementation is completed in a seamless and timely manner. “At Vertical Communications, we prioritize every customer’s communications quality. Their needs are crucial and unique, so we take the time to develop a custom service and support solution for them,” said Peter Baily, CEO, Vertical Communications. “Whether they need service on a pre-existing phone system or a new system with cost-effective service and support, Vertical can help. Our methodology ensures that every customer receives the service and support they need to get the most out of their communications investment.”

For more information about Vertical’s Mitel relationship, their commitment to service and support, and their other best-of breed solutions, visit www.vertical.com or call 1-877-VERTICAL.

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 76 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.

###

Vertical Communications:

Kevin Butler

Vice President, Solutions, Marketing, and Product

408-404-1608

kbutler@vertical.com