How to become
Mida Solutions' partner

mida
solutions

Mida in a nutshell

Mida Solutions is an Italian company focusing on Unified Communication and Professional Communication **since 2004**.

We offer a complete suite of **advanced services and voice applications**, with the mission to provide value-added innovative technologies to improve business communications.

ENSURE HIGH-QUALITY CUSTOMER SERVICE SOLUTIONS

Solution certified for **Microsoft Teams**

Our most popular UC solutions, including a **Compliance Recorder**, an **Attendant Console** application, and a **Cloud Contact Centrer**, are available for **Microsoft Teams and Zoom**.
Mida C³- Cloud Contact Center and Mida Compliance Recorder are certified for Microsoft Teams.

The deep integrations with the most popular **CRM platforms, Business Intelligence tools and Microsoft 365 applications** enable operators to improve their performances and make it possible for companies to turn UC into an **integral part of the company global data asset.**

Mida is an **ISO 9001** and **ISO 27001** certified company.

Mida's network

MIDA'S PARTNERS

Mida Solutions has joined forces with some of the biggest technology vendors and communications companies in the world. **Service Providers, System Integrators, and IT managers from all industries rely on Mida's extensive suite** of advanced UC applications.

Mida and its partners are able to deliver innovative and advanced solutions that **meet the global demand of professional UC software.**

Mida offers partners 18+ years of UC experience, a market reach that spans four continents and professional on-Premise or Cloud UC solutions that are able to **address the specific needs of multiple vertical markets.**

"We are glad to join our forces and expertise with companies all over the world to provide together cutting-ege UC systems, which can improve businesses daily communications"

Mauro Franchin, CTO

Mida's UC solutions

Mida's complete suite of UC applications can be deployed on legacy environments, **Microsoft Teams and Zoom**.

Compliance Recorder

Mida Compliance Recorder is the trusted, easy-to-use and multi-source video and voice recorder. It complies to **GDPR, MiFID II** and it is flexible enough to adapt to your internal regulations too. All business conversations are **securely stored in a single platform** in your preferred storage, either locally or in the cloud.
The solution is certified for Microsoft Teams.

Attendant Console

Mida Attendant Console is the application that ease receptionists' and contact center operators' activities. It is a web-based console (for Microsoft Teams is available also as an App) that empowers agents to rapidly manage multiple calls. Thanks to **Dynamics/Salesforce CRM integration**, they can access to key information in a flash.
The solution is provided also for receptionists.

Contact Center

Mida C³ Cloud Contact Center is the all-in-one contact center that brings to legacy environments, Microsoft Teams and Zoom, the **advanced communication treatment functionalities**. It is designed to integrate your contact center data with other key MS365 products, including **Dynamics 365 and Power BI.** In a single platform agents can seamlessly manage **calls, WhatsApp messages and emails**.
The solution is certified for Microsoft Teams.

Why choose Mida

EXPERIENCE

- 18+ years of UC experience
- 300+ customers
- ISO 27001 and ISO 9001 certified
- Official Microsoft partner
- Certified for Microsoft Teams

INTEROPERABILITY

Mida's UC products are compatible with the main SBCs on the market. Therefore they can be integrated in multiple projects, guaranteeing the best quality and reliability.

QUICK TO INSTALL

Mida's entire portfolio of UC applications is **easy to install and fast to configure**, both for the final customers and for System Integrators or Service Providers. The latter usually deploy Mida's applications **leveraging multi-tenancy.**

Why partner with Mida

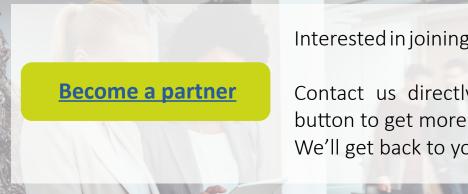Expand your offering by adding Mida's products to your portfolio.

You will be able to fulfill your customers' needs thanks to Mida's on-Prem and Cloud innovative UC applications.

Mida's new partners' onboarding process is going to be easier than what you expect thanks to:

- **Technical training** - We can make your technical team become quickly familiar with our UC solutions. These training sessions will empower them to easily get our products and be able to provide basic support to end-customers/resellers.
- **Sales training** - We will train your sales force, in order to help them identify upselling or cross-selling opportunities.
- **Support** - You and our common customers can always rely on our support, so there won't be any extra work required from your team.

**Deliver more to your customers and expand your portfolio.
Join our partner network!**

Interested in joining our partner program?

Become a partner

Contact us directly by clicking on this button to get more info.
We'll get back to you in no time!

DOCUMENTATION

mida solutions

We are technology-oriented company focusing on Unified Communications and Professional Communications since 2004.

We offer a complete suite of advanced multimedia applications, with the mission to provide value-added innovative technologies for communications.

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