



Architected to anticipate your needs

ShoreTel's Pure IP Unified Communications solutions deliver performance, reliability and value — with no surprises!





Customer focus drives our success

In the white-hot market of unified communications, ShoreTel stands out. Our success is based on more than superior technology; organizations like yours are choosing ShoreTel because we deliver more than customer satisfaction—we deliver customer delight.

We have built our business by ensuring that ShoreTel solutions, service and performance exceed customer expectations—a rigorous approach that has been rewarded with many accolades and world-class customer satisfaction ratings.

Build your business on the performance and reliability of Pure IP communications

Across industries, companies of all sizes are embracing unified communications—the integrated delivery of voice, data and video—to accomplish four critical goals:

- Improve employee productivity by transforming the way people communicate
- Integrate the communication system into business processes
- Deliver communications services with superior reliability and availability
- Reduce capital and operating expenditures



“ShoreTel has been named the Best Overall VoIP Provider for the fifth year in a row.”

Nemertes PilotHouse Awards for Unified Communications and Collaboration, July 2008.

ShoreTel delivers high-performance Pure IP communications

ShoreTel delivers breakthrough unified communications solutions that can help you achieve all of these goals, and more. Our market-leading *Pure IP* solutions redefine the traditional phone system to offer:

- Extremely high levels of scalability, reliability and availability that meet the needs of global enterprises, and small and medium businesses, alike
- Exceptional ease of installation, management and use
- Accessibility by mobile users, transferring the full productivity of their office environment to their mobile phones
- Lower total cost of ownership

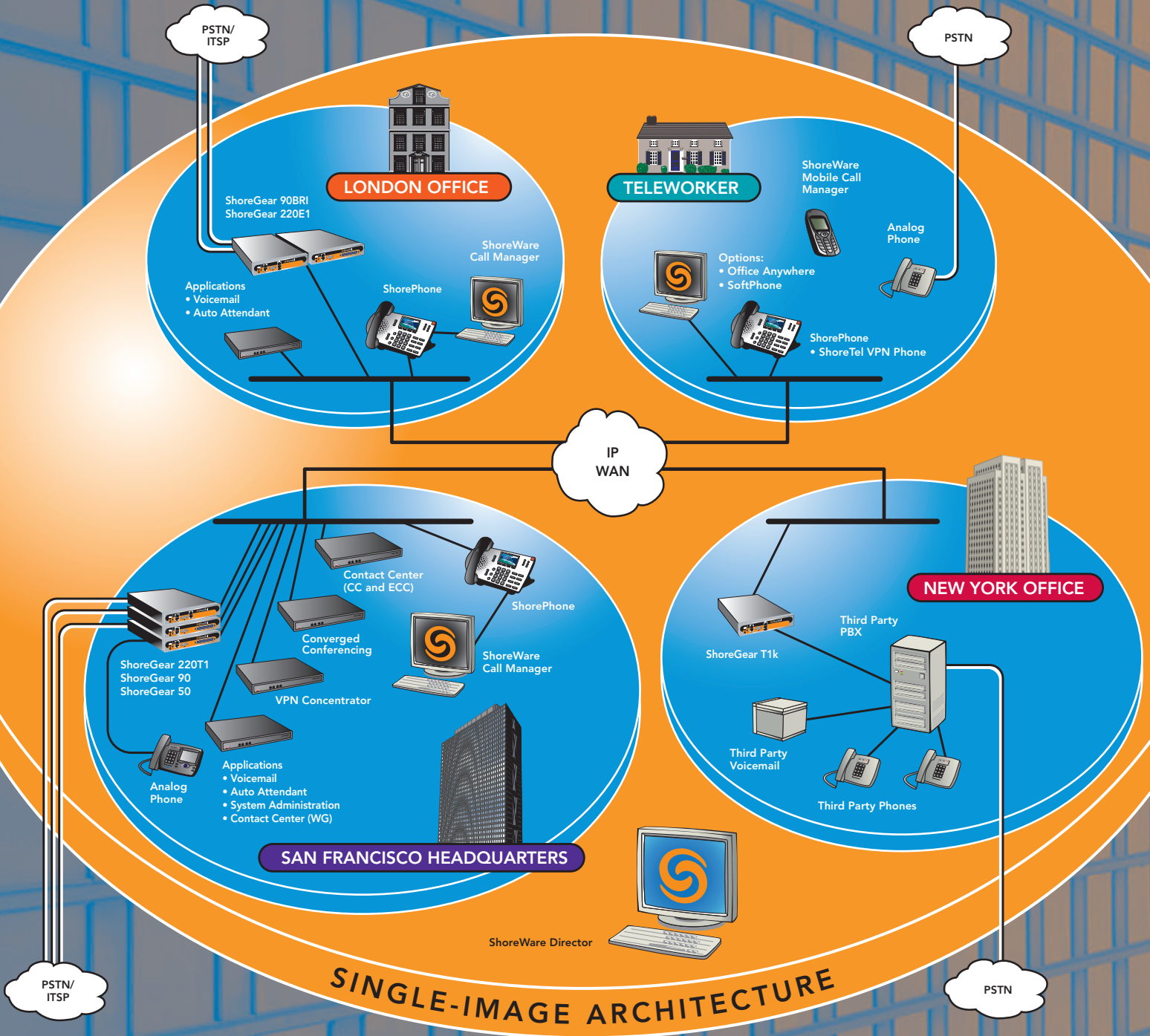
Unbeatable reliability and value

ShoreTel’s distributed software architecture and innovative product design provide enterprise-class reliability and scalability for businesses of every size—from ten users to tens of thousands. No matter what the size of your deployment, you can expect reliability that exceeds the most stringent measure of availability commonly used today—“five 9s,” or 99.999 percent—while enjoying low cost of ownership and streamlined, centralized management.

But a communications solution is more than just an architecture. ShoreTel complements its technology and design leadership with equal strengths in ease of use, customer service and support, and an exceptional commitment to customer satisfaction. Our entire business is focused on delighting customers at every step, from initial consultations, through installation and deployment, to ongoing use and system expansion. In every way, ShoreTel delivers its *Pure IP* solutions to meet the needs of virtually any business —including yours.



The ShoreTel Distributed Architecture



One network, countless benefits

ShoreTel's distributed architecture provides a single image system for business sites spanning any geography. It's the foundation of our *Pure IP* solution: easy to use and maintain, and a catalyst for productivity gains.

The ShoreTel IP Unified Communications (UC) system offers complete feature transparency across your enterprise. Gone are the days of multiple PBXs and separate systems for voicemail, automated attendant and Automatic Call Distribution. With ShoreTel's UC system, the phone system is distributed, the voice applications are integrated, and the management interface is best in class.



End-to-end solutions for every business

For maximum availability, the processors that power ShoreTel switches do not contain mechanical disk drives, eliminating the single most common point of system failure.

IP Voice Switches: Highly reliable, intelligent ShoreGear® Voice Switches meet the communications needs of headquarters, regional and branch offices, supporting both IP phones and analog devices. Reliability is further increased by adding a single additional switch at a site. If a ShoreGear Voice Switch supporting IP phones fails or is isolated by a network fault, the phones will automatically failover to another voice switch at the site. This “N+1” form of redundancy is simple, cost effective and incredibly reliable.

IP Telephones: ShoreTel offers a wide range of ergonomically designed, intuitive telephones with rich, superior sound quality. ShorePhone™ IP Telephones are automatically configured when added to the network, eliminating time-consuming manual installation.

System Management: With ShoreWare® Director, your entire phone system can be centrally managed from a single browser-based interface.

System Monitor: ShoreWare System Monitor ensures a high level of voice quality by continuously monitoring your network, allowing you to proactively address performance issues before they affect network reliability.

Office Anywhere: Whether they are in the office or on the road, end users can direct calls to any phone of any type, and use ShoreTel’s desktop applications as if they were sitting at their desks.

Contact Center and Converged Conferencing: ShoreWare Contact Center products offer solutions for call centers ranging from entry-level, for those requiring basic functionality, to formal contact centers requiring more in-depth, full featured options. For maximum productivity, ShoreTel® Converged Conferencing allows your organization to conduct large audio conferences and share desktop applications.

Additional Business Applications: ShoreTel offers specialized applications such as the ShoreTel Salesforce.com Call Center Adapter, E911 Notification, ShoreTel NetSuite Integration, Legal and Professional Cost Recovery Integration and the ShoreTel Web Dialer, all of which deliver strong productivity benefits.

Purpose built for scalability and reliability

The ShoreTel UC system encompasses phones, switches, and software designed for easy deployment, rapid flexibility, and world-class IP communications.

Incorporating a switch-based hardware platform, the ShoreTel distributed architecture makes each switch and site an independent call processor that continues to operate seamlessly in the event of a wide area network (WAN) failure. Unlike other solutions, all servers can be disconnected from the ShoreGear switches and the ShoreTel phone system will continue to place and receive calls.

"After an extensive and rigorous evaluation of numerous IP telephony vendors, we selected ShoreTel to meet our requirements including ease of use, simplicity of management, high reliability, scalability, strong disaster recovery capabilities, and a rich feature set. The ShoreTel UC system has improved our communications and productivity, and we have a disaster recovery solution in place because of the distributed nature of the system. ShoreTel has prepared us for the future."

Bob Glaze

CTO, City of Oakland

"In addition to meeting our needs for unified communications in our fast-paced, highly collaborative global consulting business, ShoreTel has enabled us to reduce our telephony operating costs because of capabilities such as least cost routing, toll bypass, ShoreTel's efficient management and administration, and the company's conferencing features. We have been saving at least \$10,000 per month, every month, since we installed the ShoreTel UC system. We continue to be amazed at how our per employee costs keep coming down."

Michael Shisko

Director, Information Technology, Hitachi Consulting



A single goal: customer satisfaction

Since our first shipment in 1998, customer satisfaction has been, and always will be, ShoreTel's top business priority.

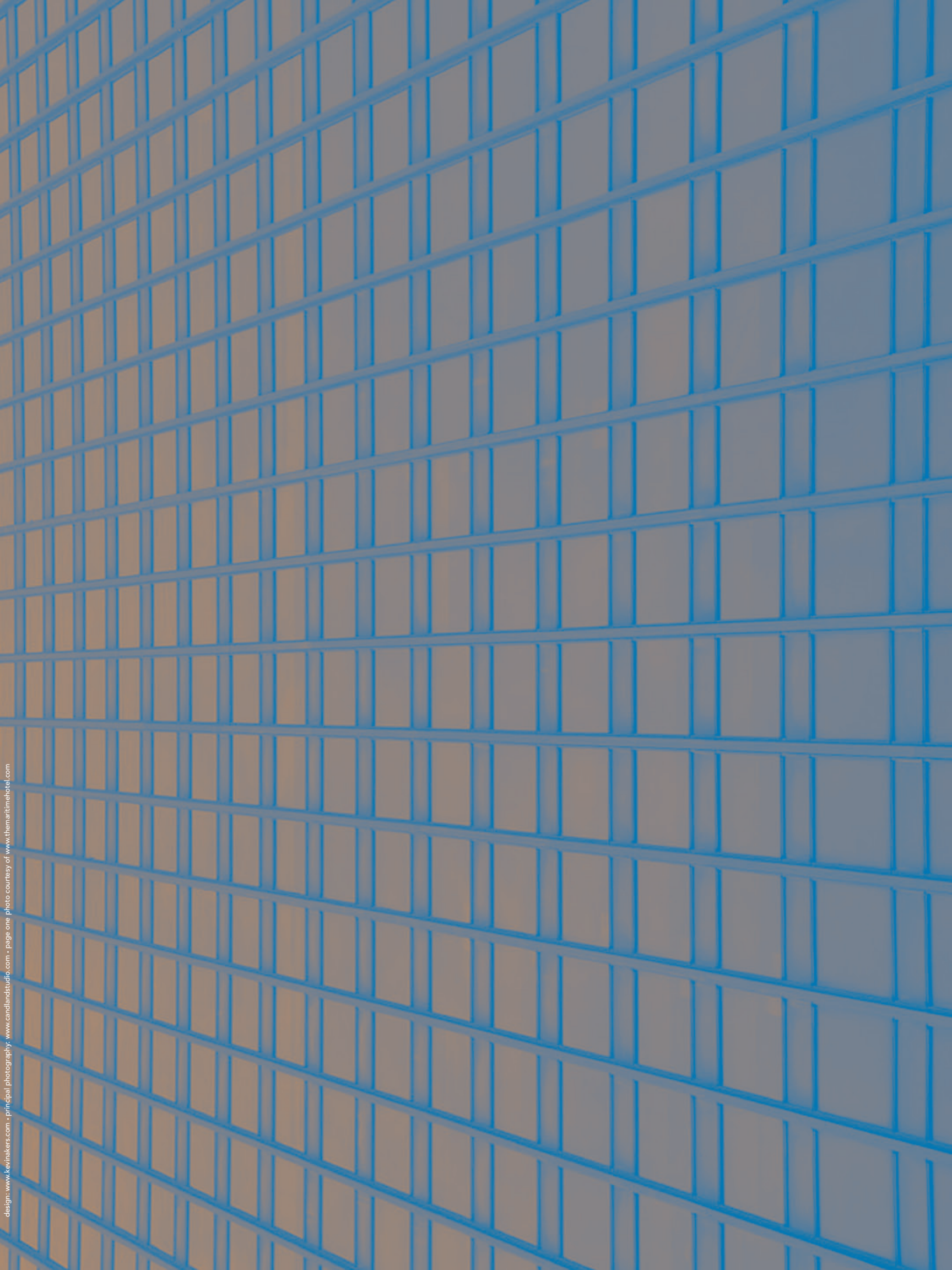
At ShoreTel, "customer focus" is not a slogan; it's our way of doing business. We have oriented our entire business to focus on customer satisfaction, which we rigorously monitor, measure and constantly strive to improve.

Using an independent research firm, ShoreTel surveys all new customers to track and monitor satisfaction, and this effort continues on a daily basis.

To learn more about how ShoreTel's *Pure IP* solutions can transform the way you do business with unified communications, please call a ShoreTel office near you or visit www.shoretel.com.



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