

# ShoreTel Corporate Overview



## COMMUNICATIONS SOLUTIONS FOR ONSITE, CLOUD AND HYBRID ENVIRONMENTS

ShoreTel, Inc. (NASDAQ: SHOR) is a leading provider of brilliantly simple IP phone systems and unified communications solutions powering today's always-on workforce.

ShoreTel's flexible communications solutions eliminate complexity, reduce costs and improve productivity for businesses the world over. Recognized for industry-leading customer experience and support, ShoreTel's innovative phones, application integrations, collaboration tools, mobility, and contact center applications enable users to communicate and collaborate no matter the time, place or device, with minimal demand on IT resources.

### History

Founded in 1996 to deliver superior business communication solutions for the IP age, ShoreTel's on-premises solution was designed to eliminate complexity. In 2010, ShoreTel acquired enterprise mobility leader, Agito Networks, to enhance UC on mobile devices, supporting the BYOD revolution. Then in 2012, the acquisition of hosted UC pioneer, M5, expanded ShoreTel's brilliantly simple approach to business communications to the cloud. In 2015, ShoreTel rolled out ShoreTel Connect, a single platform

that delivers a next-gen unified communications experience via cloud, onsite or hybrid systems.

### ShoreTel Solutions

#### ShoreTel Connect CLOUD

Offering the ultimate in flexibility, ShoreTel's cloud phone system and unified communication applications let organizations add capabilities as needed, choose operational expenditures over capital expenditures, and dedicate internal resources to strategic initiatives. The solution is backed by dedicated teams of cloud telephony experts who manage the entire experience – from the move to the cloud, to ongoing upgrades and maintenance, to support for users.

#### ShoreTel Connect ONSITE

Leveraging the power of ShoreTel's award-winning, all-in-one, appliance-based IP phone system, this easy-to-scale and use UC solution has contact center capabilities built in. With a unique open architecture, it works seamlessly with homegrown applications and leading business intelligence applications. Providing the

#### Availability

ShoreTel solutions are available worldwide in over 60 countries through resellers and distributors.

#### Locations

ShoreTel, headquartered in Sunnyvale, California, and has regional offices and partners worldwide.

#### Customers

Over 35,000 on-premises customers and over 4,000 cloud customers for more than 4,000,000 ShoreTel end users.

#### More Information

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easiest system management in the industry, it is simple enough for non-technical staff to master, freeing valuable IT resources for more critical tasks.

#### ShoreTel Connect HYBRID

Maximize your investment in your Connect ONSITE phone system while beginning a migration path to the cloud. Add productivity-enhancing applications quickly and easily—without adding to IT's workload or making a capital expense. ShoreTel Connect HYBRID delivers applications from the cloud to Connect ONSITE phone systems.

#### What customers say

##### Black Box Network Services

"ShoreTel Connect HYBRID is definitely something we are talking to our customers about and it's a game changer. We're excited to offer the same IP phones, the same platform and the same client regardless of deployment model."

MIGUEL ABREU

New York superintendent at Black Box Network Services

##### Kids Plus Pediatrics

"The ShoreTel Connect client is magical!"

CHRISTIAN LOWRY

Kids Plus Pediatrics

##### CNET Networks

"ShoreTel is straightforward to use for both users and for telecom staff. We had payback on the ShoreTel system the day we moved in." –

DON MCGILL

Director of Client Services, CNET.

##### San Francisco Giants

"The Giants were seeking a state-of-the-art communications system that would transform the way our front office staff, the media, and our fans connect at AT&T Park, and we were very excited to find that a local leader in IP-based communications offered an outstanding solution coupled with the best customer service in the industry. The ShoreTel system will help us all communicate more efficiently, provide enhanced capabilities for our staff and luxury suite patrons, and ensure the safety of our fans. On top of all that, the system will save us hundreds of thousands of dollars per year. ShoreTel has hit a grand slam for the Giants!"

BILL SCHLOUGH

CIO, San Francisco Giants.

##### Fujitsu Network Communications

"With ShoreTel as our platform of choice, we got so much more. It's fundamentally different in that we get better technology, greater simplicity, and tangible cost savings with all-in-one UC solution. The ShoreTel Enterprise Support team helps us resolve any issues in a timely manner and the system always stays up, which is especially good for the work we do and industry we support."

BOB ESS

Senior Director of IT, Fujitsu Network Communications.



Want to know more?  
Talk to an expert.

Visit [www.shoretel.com/findareseller](http://www.shoretel.com/findareseller)

### ShoreTel. Brilliantly simple business communications.

ShoreTel, Inc. (NASDAQ: SHOR) is a leading provider of brilliantly simple IP phone systems and unified communications solutions powering today's always-on workforce. Its flexible communications solutions for on-premises, cloud and hybrid environments eliminate complexity, reduce costs and improve productivity.

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