ShoreTel®

ShoreTel Connect CLOUD

STAY CONNECTED: BUSINESS PHONE SYSTEMS FOR HOW WE WORK TODAY

ShoreTel Connect CLOUD isn't just a phone system—it's a phone-text-mobile-conference-video-web share-online meeting system that's sleek and easy to use

ShoreTel brings a fundamentally different approach to phone system technology. We focus on your most important assets—your people and their goals—and remove impediments to free-flowing communications so your team can focus on relationships, ideas and growth, not on getting technology to work.

The result is a truly unified communications experience. ShoreTel Connect CLOUD brings all of your multi-tasking communications tools together in one simple interface. Quickly and easily find contacts, check their availability, and connect with them via phone, IM, video, desktop sharing or conference calling, without having to open a separate window or log in to new applications.

ShoreTel Connect CLOUD is a cloud-based, premium VoIP business phone service that

every department in your company will love. It's a true "end-to-end" communications solution, from IP phones, to operating software, to data center, to customer service. It's a fully hosted and managed, to free up your IT resources to work on other strategic projects. And it's built on state-of-the-art data centers architected to be reliable, highly secure and scalable.

ShoreTel CONNECT Cloud works for businesses of all sizes, distributed locations and varying budgets. It's easy to add productivity apps like ShoreTel for Salesforce ˚, NetSuite ˚ and other CRMs, and the ShoreTel Connect CLOUD Contact Center. You know it's enterprise-grade because it's from ShoreTel, a pioneer in VoIP with nearly 20 years of unified communications leadership.

BENEFITS
- End-to-End solution
- Exceptional user experience across all devices
- Easy provisioning
- Reliability
- Security
- Premium customer service

ShoreTel Connect CLOUD
Your company subscribes to fully hosted and managed UCaaS

ShoreTel. Brilliantly simple business communications.

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OUR MISSION IS TO DELIVER A COMMUNICATIONS EXPERIENCE THAT OUR CUSTOMERS LOVE.

Exceptional user experience across all devices

The secret to frictionless and intuitive communication is the ShoreTel Connect user app, which manages the call handling and collaboration tools for your employees and their contacts. The single window anticipates your needs and opens to guide you quickly and efficiently. The ShoreTel Connect app is a next-generation user interface for PCs, Macs, iOS and Android devices, requires no VPN for teleworkers.

Easy provisioning

With ShoreTel Connect CLOUD, vendor management becomes easy. It's a one-stop shop for the phone system, the telco, collaboration. Whether you currently have an on-premises PBX or a different VoIP provider, the move to ShoreTel CLOUD is easy and completely managed for you. ShoreTel Connect Portal is the administrative interface that manages billing and user permissions. Scale up or scale down as you need to accommodate new locations or seasonal staffing fluctuations. It's that easy.

Reliability

ShoreTel Connect CLOUD is an enterprise-grade solution with data integrity, application reliability and physical safeguards built-in. It's architected with several levels of redundancy and load-balanced system hardware to anticipate and prevent any single point of failure. It is backed by strong SLAs to maximize uptime for your business.

Security

ShoreTel Connect Cloud is deployed out of highly secure data centers, leveraging infrastructure layer, network layer and application layer security protocols. All communications are end to end encrypted with Secure Real-time Transfer Protocol (SRTP) and granular access controls are built into the solution.

Customer service

ShoreTel Connect CLOUD is a premium, managed service. Our mission is to deliver a communications experience that our customers love. Because we own our own software and we can streamline the support experience—users can simply double tap the "?" button on their desk phone and immediately be connected to our team of experts. Our team can answer technical questions, resolve problems and even help you develop a strategy for maximizing the impact of our business phone system.

Learn more about ShoreTel Connect CLOUD and our service plans at shoretel.com

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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