ShoreTel Connect

THE ONLY BUSINESS PHONE SYSTEM YOU MAY EVER NEED

Want a hosted, managed service from the cloud? Prefer to maintain onsite control? Want a mix of both? ShoreTel ® Connect is the one business communications platform that does it all.

With ShoreTel Connect, selecting the right business communications system is as easy as 1-2-3:

① Platform—and one exceptional user experience

② Delivery choices—as a service, as a product

③ Deployment options—cloud, onsite and hybrid

We've designed ShoreTel Connect to be the most reliable, flexible and intuitive business communications solution. ShoreTel brings a fundamentally different approach to phone system technology and the user communications experience to create a seamless delivery of services and applications that will work for your company today and adapt gracefully as your business needs change in the future.

The result? Greater business flexibility and customer insights, heightened workforce productivity, and lower IT operating costs for your business.

More than just a "phone system," ShoreTel Connect is unified communications (UC) at its best. ShoreTel Connect features include:

- Personalized call handling and call routing for both office and mobile devices
- Advanced collaboration tools including instant messaging, audio and web conferencing, point-to-point video and desktop sharing
- Seamless feature integration and collaboration apps for smartphone, tablet and wearable devices
- Dozens of specialized add-on apps and CRM integrations like the ShoreTel for Salesforce® product suite, voice mail to text, emergency notification applications and more
- Robust, multi-modal customer engagement with ShoreTel Connect Contact Center

BENEFITS :

- Exceptional user experience
- Highly flexible
- Easy to deploy, use and manage
- Reliable and secure
- Highest value for your investment
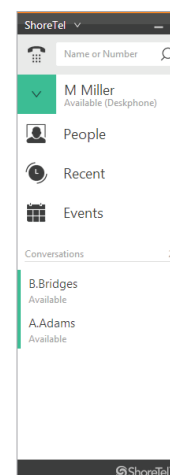
The ShoreTel Connect app stays compact until you select an action.

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AN END-TO-END SOLUTION FROM PHONES, TO VOICE SWITCHES, TO CALL CONTROL APPLICATIONS TO NETWORK SERVICES AND CUSTOMER SUPPORT

The business advantages of this groundbreaking approach are clear. By **cutting IT complexity**, ShoreTel Connect cuts costs and frees up staffing, training, maintenance, and financial resources so you can focus on your business, rather than your phone system. By **simplifying the user experience** and making it more natural, ShoreTel Connect opens new avenues for more spontaneous, productive and profitable collaboration between your employees, partners and customers.

One platform and user experience. Two delivery choices. Three deployment options. Read on to learn how ShoreTel Connect is fundamentally different from UC solutions offered by other providers.

1 Platform and User Experience

Exceptional user experience

ShoreTel Connect delivers a better, more natural way to collaborate that keeps your teams engaged with each other internally and with your customers and partners externally. 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. We call it the

ShoreTel Connect experience, and it's a sea change in unified communications. Simple. Easy. Intuitive. Powerful.

The sleek interface integrates ShoreTel call handling preferences, messaging, call records, voice mail, and collaboration event scheduling with Active Directory, Outlook and popular ICS calendars like Google. Easily organize **people** by favorites and groups; see all your **recent** communications with those people; track past and future **events** and **conversations**. Best of all, every communication tool is at your fingertips. With one click, easily escalate a conversation— from IM to a call, to an online meeting, to a web desktop share for over 100 people.

Relationships deepen and become more productive when employees, partners, and customers can all share a dynamic collaboration experience. ShoreTel makes it easy for external contacts to fully participate in the Connect experience via a **web collaboration app** that automatically opens on their desktops for conferences and desktop sharing.
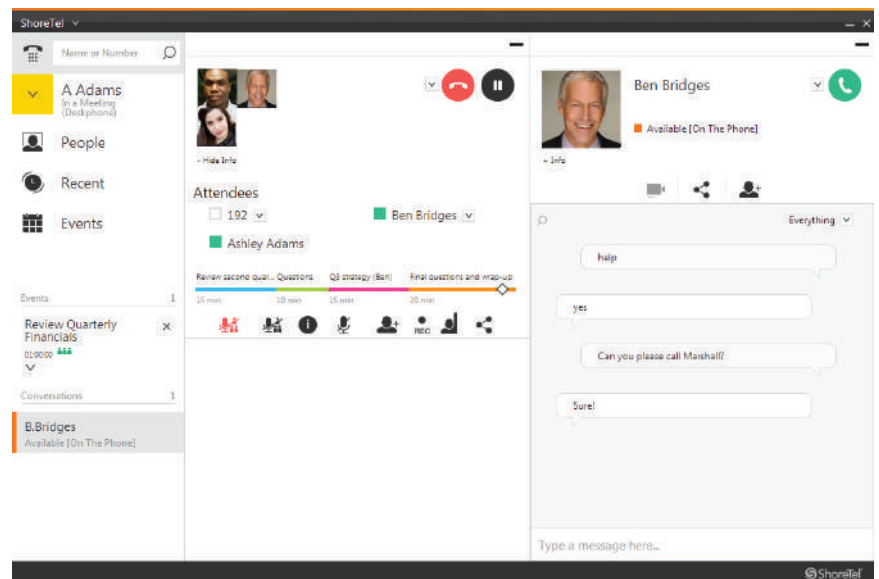
Highly flexible

ShoreTel Connect is the only complete UC platform for all deployment types. While other vendors offer an array of standalone products, or
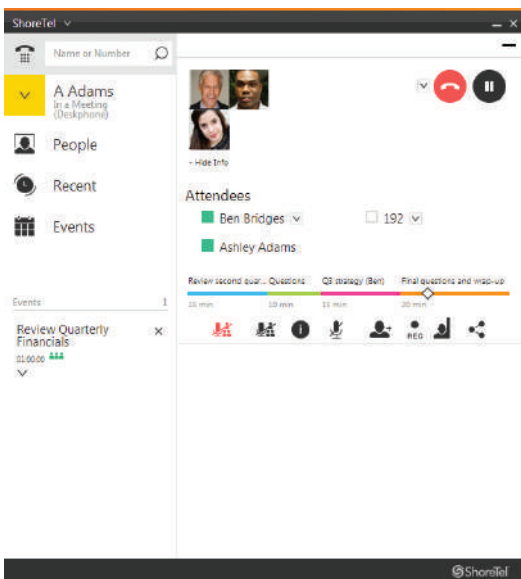
Keep meetings on schedule. It's easy to create agendas for meeting invitations, which then track your progress in a real-time display that all can see.

Need to clarify a point one-on-one during a conference call? Click on a participant to open a panel for a private IM session. You can also place or answer a side phone call without leaving your primary conference.

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don't provide a phone system with their UC, or require complicated, multi-step launch processes for each individual app, ShoreTel integrates the most popular UC features into a single, scalable solution. No more need to maintain, train and pay for separate communications tools.

This brilliantly simple design gives your company tremendous flexibility. Whether your organization has one location or a thousand, with ShoreTel Connect you can manage your network your way:

- Deploy a cloud system that serves all your locations and teleworkers
- Use your existing data center to host your own virtualized phone system onsite
- Install an onsite system at headquarters synchronized with cloud accounts for remote workers
- Deploy an all-mobile enterprise communications system, foregoing desk phones entirely
- Add features to your onsite ShoreTel system via new applications from the cloud

With ShoreTel Connect, whatever choice you make today will work with whatever you decide for your communications tomorrow. The solution works with what you have, offering a flexible path between an onsite system and cloud-based services that scales to any business need.

Easy to deploy, use and manage

ShoreTel Connect closes the gap between technology innovation and ease of deployment. Whether you choose our cloud or onsite solution, or decide to mix deployment types within your single phone system, a ShoreTel Connect unified communications system installs with plug-and-play ease, often in half a day.

ShoreTel has built an outstanding reputation by making unified communications easy to deploy, use, manage, scale and maintain. Of course, nothing is simpler than employing a hosted, managed communications platform from the cloud. With **ShoreTel Connect CLOUD**, you can get out of the business of running your phone
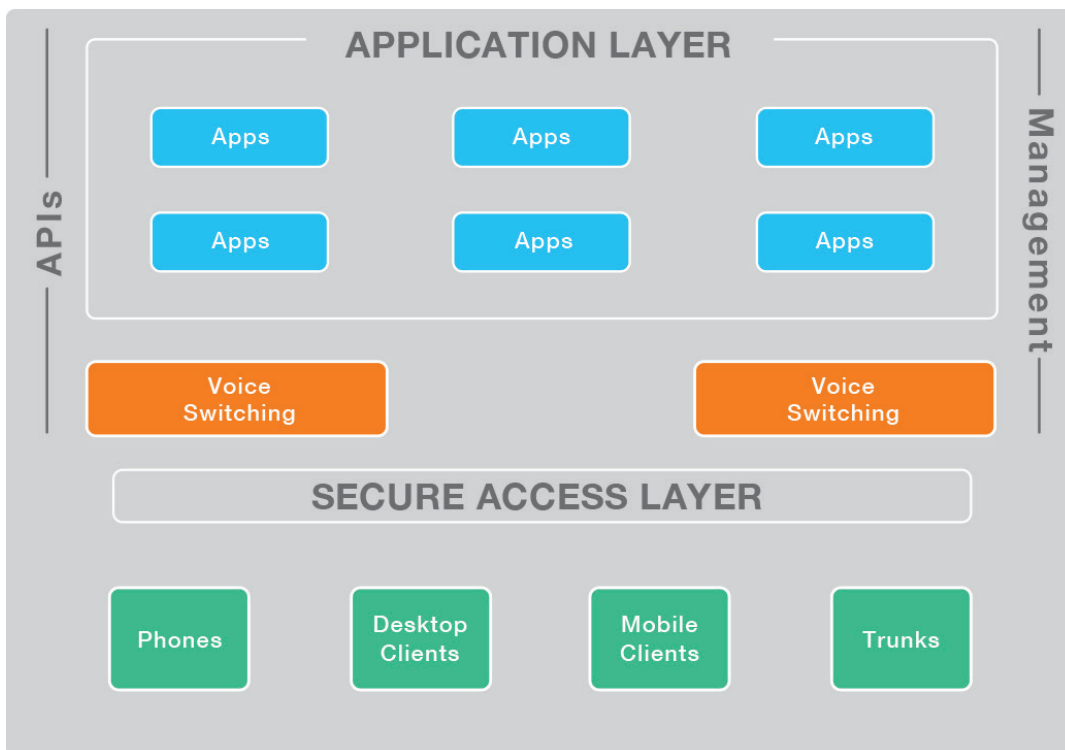
SHORETEL CONNECT PLATFORM ARCHITECTURE

- Voice switching and core PBX functionality are provided by our signature **ShoreTel Voice Switches.**
- A **secure access layer** protects phones, trunks and the Connect app against all security risks
- The **application layer** consists of the higher-level feature applications like voice mail, contract center and collaboration.
- In addition, the solution provides open **APIs** for both ShoreTel and 3rd party users
- A **management** framework tailors management interfaces depending on deployment model

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The ShoreTel BB424 gives operators 24 programmable buttons and four page keys, to handle up to 96 lines on a single box or distributed over two.

The ShoreTel Connect mobility app makes it easy to join online meetings. Simply click the "JOIN" button for immediate access—no more juggling dial-in numbers and long access codes.

system, so you can direct your IT resources toward other strategic business initiatives.

And for on-premises systems, **ShoreTel Connect ONSITE** is a leader in reducing impact on IT departments. Year after year, analysts report that ShoreTel's ease of management saves companies time and money. Administrators use a single-screen view to monitor and troubleshoot their entire enterprise system, and moves/adds/changes can be made in seconds with simple radio buttons.

ShoreTel Connect's ease of scalability means your business can accommodate seasonal sales volumes, acquire or open new locations, or simply handle rapid growth without headaches. You'll never need a "fork-lift upgrade" as your business grows.

Reliable and secure

You can deploy your ShoreTel Connect business communications platform with confidence. You'll never need to be concerned that your mobile calls might be tapped by a Wi-Fi hot spot hacker, and you can rest easy knowing that our distributed approach to onsite system architecture and cloud network operations provides automated fail-over in the unlikely event of a component or service outage.

The ShoreTel Connect platform is built on a highly available architecture that utilizes end-to-end, **Secure Real-time Transfer Protocol** (SRTP) with encrypted 128-bit AES voice traffic and signaling included as a base feature. Because components are individual and modular, any individual failure only effects a subset, allowing for emergency troubleshooting during business hours rather than being forced to wait for an after-hours maintenance window.

Redundancy is assured for cloud services via the HA (High Availability) feature of virtualization in the ShoreTel Connect CLOUD Network Operations Center, which itself has two geo-redundant locations. Our Connect ONSITE deployments utilize distributed architecture and **N+1 switch redundancy** to achieve 99.999% availability.

Highest value

ShoreTel Connect's flexibility of deployment options, ease of administration, scalability, unique user experience and superior reliability delivers industry-leading total cost of ownership (TCO) and return on investment (ROI).

Driving revenue through increased productivity

Organizational productivity improves when you offer employees unified communications tools that are easy and intuitive to use. Features like presence, unified messaging and collaboration increase sales and service team effectiveness. Skills-based call routing and web dialers can increase call volumes. And integration with CRM, ERP and other business process applications can quicken access to corporate data, increase sales cycle understanding, and improve customer service and retention.

Cost savings to the bottom line

The single management platform enables companies to increase IT efficiency and reduce IT training by providing a converged service-centric management platform. And the single-screen view of system administration delivers comprehensive visibility and control of all end points and users regardless of device or location. This streamlines troubleshooting and reduces problem resolution times to get users back on line faster.

Increase your business agility and improve your top and bottom lines—all with incredible flexibility in how you choose to budget for it.

② Delivery Choices

ShoreTel Connect's single platform and user experience provides flexibility beyond deployment options into financial options as well, because we offer two ways you can acquire your system: **as a service and as a product**. ShoreTel Connect empowers executives to align communications investments with their preferred capital expenditure (Cap Ex) or operational expenditure (Op Ex) strategies.

As a service

ShoreTel Connect CLOUD is a fully hosted and managed communications platform. Let ShoreTel Connect engineers and customer service maintain your phone system for you. The benefits of Unified Communications as a Service (UCaaS) include:

- Doesn't require an IT department, or frees your IT staff to focus on other business initiatives
- Software is always the latest version and faster upgrades managed off-site
- Easier implementations and uniform deployments across remote workforce
- Subscription model offers predictable monthly spend and scales to your business needs
- Add new features without capital expense
- Faster time to implementation

As a product

ShoreTel Connect ONSITE is deployed as hardware and software owned and controlled locally by the customer. Leverage your IT team to achieve the lowest TCO in the industry: Benefits of ShoreTel Connect unified communications as a product include:

- Maintain local control over account data and system security
- Upgrades and system maintenance scheduled to your organization's workflow
- Extend your investment in virtualization by adding virtualized phone and UC services
- Achieve greatest long-term cost savings by investing capital upfront and amortizing the purchase
- Custom business process applications integrations via our open APIs

3 Ways to Deploy

If you're currently using a TDM phone system, and you're exploring voice over Internet protocol (VoIP) you'll hear about cloud, on-premises and hybrid phone systems. Don't get trapped into a single deployment model that may limit future flexibility. ShoreTel Connect is the only platform designed for easy migration across deployment types.

ShoreTel Connect CLOUD

ShoreTel Connect CLOUD is fully hosted and managed Unified Communications as a Service (UCaaS). It's the only vertically integrated, end-
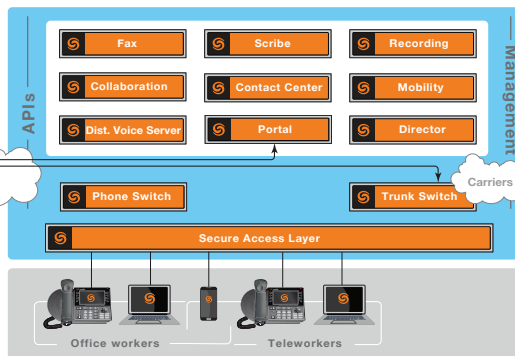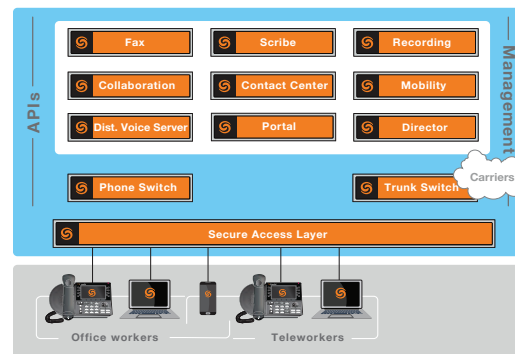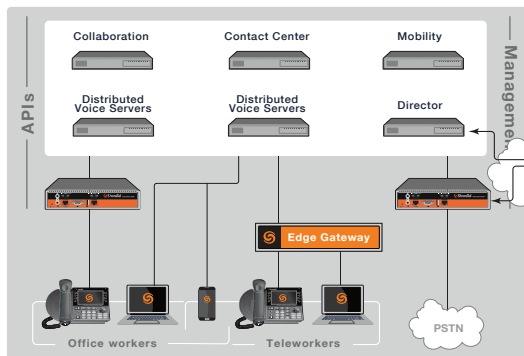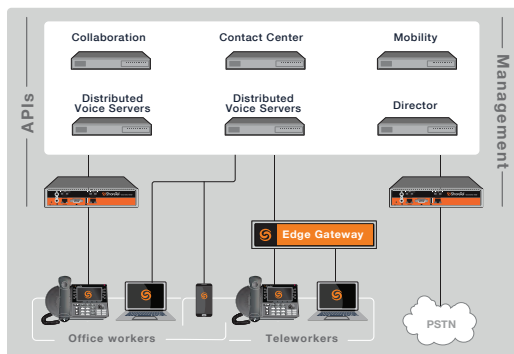
SHORETEL CONNECT ARCHITECTURE BY DEPLOYMENT

(Left) **ShoreTel Connect ONSITE** platform and applications can be deployed using our solid-state voice switches, or virtually on your X-86 compliant servers

(Right) **ShoreTel Connect CLOUD** has highly redundant data centers running multi-tenant, virtual deployments of the ShoreTel Connect platform and applications.

ShoreTel Connect HYBRID unites onsite and cloud deployments, enabling onsite systems to receive applications from the cloud, and enabling unified management of both onsite and cloud location deployments.

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to-end cloud business phone solution, from the phones and PBX capabilities to implementation and support.

Easy to install and easy to use, ShoreTel Connect CLOUD gives users complete control over call handling priorities like call routing, ring everywhere and conditional call management, but removes IT administrative responsibilities like call plans, system maintenance and software upgrades.

ShoreTel Connect CLOUD is a premium managed phone solution, with direct user access to customer service with a simple press of the "?" key on your ShoreTel IP 400 series desk phone.

Benefits:

- End-to-end solution including phones, call plans, carrier, network, UC software and customer service
- Easy, accurate provisioning via the ShoreTel Connect Portal
- Highest availability, with redundant network operations centers
- Secure voice and data
- Premium customer service

ShoreTel Connect ONSITE

With ShoreTel Connect ONSITE, your company owns, maintains and controls your business communications network. Call control is distributed across your WAN via the ShoreTel Connect voice switches—scalable, solid-state appliances that install with plug and play ease. The modular design distributes system intelligence across your entire network, ensuring superior reliability and ease of management—no matter how many locations you have, anywhere in the world. These switches are also available virtualized for secure deployment in your data center.

Benefits:

- End-to-End solution
- Business communications continuity
- Outstanding management interface

- Line of business integration with CRM and ERP software like Salesforce
- Lowest TCO of any onsite solution

ShoreTel Connect HYBRID

ShoreTel Connect HYBRID combines the immediacy and convenience of managed service subscriptions delivered via the cloud with the solid performance and control of an on-premises system deployment. The result is a flexible, adaptable and strategic approach to unified communications system deployment.

Each ShoreTel Connect HYBRID deployment model offers particular benefits; all rely on Connect's single platform to ensure operational consistency in every situation.

ShoreTel Connect HYBRID Apps

ONSITE call control with application delivery from the CLOUD

ShoreTel Connect HYBRID Apps offers your ShoreTel onsite deployment additional productivity applications: ShoreTel Scribe for voice-to-text transcriptions, and ShoreTel Fax to enable fax sending and receiving from your desktop.

Benefits:

- Add productivity apps quickly and with no capital expense: ShoreTel Fax and ShoreTel Scribe
- Maintain local control while exploring cloud services
- Leverage data center investments
- Add new features with no impact to IT
- Maintain financial flexibility to choose both cap ex and op ex expenditures

ShoreTel Connect HYBRID Sites

Unifies mixed ShoreTel Connect deployments: available in late 2015

ShoreTel Connect HYBRID Sites enables companies to unify multiple locations that have deployed both ShoreTel Connect CLOUD and ShoreTel Connect ONSITE phone systems.

End users can access voicemail, directory, conference calling, park, transfer and other options directly from their handset, as well as from the ShoreTel Connect app.

ShoreTel Connect mobility apps for iOS and Android devices give users access to a full range of unified communications tools

ShoreTel Connect HYBRID Sites synchronizes ShoreTel Connect CLOUD, ONSITE and HYBRID Apps locations, with automated directory integration that delivers extension dialing, caller ID, point-to-point video and 100% feature parity (although not transparency).

Benefits:

- Add new cloud remote office locations to your company network without capital expense
- Add new accounts, including seasonal teleworkers, without IT operational impact
- Deploy a single communication platform for global business, deploying onsite where cloud services are not available
- Give all your employees the same great ShoreTel Connect user experience at all locations, no matter whether their call control is in the cloud or onsite
- Control your own financial strategy of transitioning from capital to operational expenses
- Provides a clear migration path from an onsite deployment to an all-cloud deployment

④ Which delivery method is right for your business?

Here are several key points to consider; a ShoreTel reseller can help you determine the right mix of platforms for your company:

- Do you need to control your own phone system or do you prefer to outsource management?
- What is the extent of your IT resources?
- How quickly do you need your phone system up and running?
- What is the nature of your system integrations?
- Does your organization have experience with cloud services?
- How are your offices and users distributed?
- Do you prefer a Cap Ex or Op Ex budget model or combination of both?
- Do you near-term costs or long-term total cost of ownership (TCO)?

No matter which deployment model you choose, you'll get the most value for your money.

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

ShoreTel Connect ONSITE
Your company owns, maintains and controls your ShoreTel system

ShoreTel Connect HYBRID
Your company combines onsite and cloud deployment features

THE RIGHT CHOICE FOR EVERY BUSINESS

ShoreTel Connect's single platform for cloud, onsite and hybrid phone systems extends our reputation for simplifying the way companies deploy, manage and maintain unified communications—no matter how many sites you serve.

Now, whether you prefer to subscribe to a managed cloud communications service, invest in an onsite communications system, or deploy a combination of the two, there is a single solution that delivers the same outstanding features and user experience to your entire team— ShoreTel Connect.

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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.