

SOLUTION BRIEF

ShoreTel Connect

HYBRID CLOUD UNIFIED COMMUNICATIONS ON DEMAND

BENEFITS

- Add new applications to your ShoreTel on-site platform from the cloud
- No hardware, integration or maintenance required
- End-user support provided by ShoreTel customer service
- Services are always up-to-date—no upgrades required
- A la carte and on-demand: pay only for the ones you use.

The growing popularity of software as a service (SaaS) reflects the convenience, scalability, and security of cloud-based applications like email, business process apps and storage. Virtual phone systems delivered completely via the cloud, like ShoreTel Sky, are growing rapidly year-over-year as businesses recognize the time and money saved when application upgrades, maintenance, and end-user support are handled by the service provider, not by internal IT staff.

As a visionary provider of IP PBX phone systems and unified communications applications, ShoreTel sees the future of communications architecture as combining the best of two delivery methods: a hybrid cloud communications platform that delivers the resiliency, control and availability of an on-premises “hardware-based” phone system with the immediacy, ease and flexibility of virtual PBX applications delivered from the cloud.

Services available a la carte and on demand:

ShoreTel Sky Scribe: transcribes voice messages so users can read them via email

ShoreTel Sky Fax: sends and receives faxes via email

ShoreTel Connect: a hybrid VoIP solution that adds new services quickly and easily

ShoreTel Connect is a gateway that integrates ShoreTel’s on-premises phone systems with applications-as-a-service delivery from the cloud. Now, you can boost worker productivity by giving them immediate access to ShoreTel Sky Scribe and ShoreTel Sky Fax, leveraging your current investment by adding new phone system functionality with no additional phone system capital expense.

ShoreTel Connect for ShoreTel Sky services are completely maintenance-free for your IT department. Simply enable employee services via the ShoreTel Director web administration portal. After provisioning, all questions and

trouble calls are resolved by ShoreTel customer service professionals. There’s no hardware to install, no truck rolls for service implementation, and no upgrades to manage—across your entire enterprise, no matter how many locations you serve.

ShoreTel Connect: a hybrid phone system that empowers ultimate scalability, flexibility and choice

ShoreTel Connect empowers CIOs and IT professionals to deploy the type of VoIP platform that best suits their individual network strategies. It gives cost-conscious COOs and business managers the scalability to deploy advanced applications a la carte to only those strategic employees who require

"With ShoreTel Sky Scribe, our employees receive transcribed voice messages directly in their email. They can respond without having to dial in—they even read them during meetings without disrupting the conversation. And ShoreTel Sky Fax lets them send and receive documents while on the go with just click on a button. We've seen tremendous benefits from both features. I would highly recommend ShoreTel Connect to other prospects and customers."

— NATALIE GREAVES
Director of Communications
Ronald McDonald House
New York

Want to know if ShoreTel
Connect is the right fit for
your business?

Find out more at
shoretel.com/findareseller

it, without any increase in IT budgets for service maintenance or user support. And it lets CFOs and financial managers future-proof their investment in ShoreTel, creating the flexibility to spend opex dollars on new service subscriptions rather than spend capex on new products.

There's no better value in unified communications platforms today. ShoreTel Connect combines the guaranteed control and resiliency of a ShoreTel on-premises IP PBX with the smart ala carte provisioning of hosted communications applications.

ShoreTel Connect for ShoreTel Sky services

At the end of the day, no matter what communications platform your company chooses, the proof of success is in increased employee productivity. ShoreTel Connect for ShoreTel Sky services integrate time-saving tools that truly unify your business communications:

ShoreTel Connect for ShoreTel Sky Scribe reduces message retrieval time and creates highly useful caller records. It's an integrated voicemail transcription service that converts voice messages into text files and emails them automatically. The convenience of being able to check voice messages silently and quickly is indispensable to multi-taskers and those who value efficiency.

ShoreTel Connect for ShoreTel Sky Fax recognizes that companies still need access to fax services for delivery of contractual and specialized documents. ShoreTel Sky Fax eliminates the cost and inconvenience of fax machines and analog fax lines. It lets users receive faxes in their email inbox and send them as email attachments.

Get ready for hybrid cloud services—get ready for ShoreTel Connect

To enable ShoreTel Connect, on-premises phone systems must be running ShoreTel 14.2 or higher. ShoreTel system administrators using ShoreTel Director can create a ShoreTel Connect account via a direct connection to the ShoreTel Sky Portal and its ShoreTel Connect landing page. There, administrators import phone system users and designate the personnel authorized to provision these monthly subscription services.

partner logo here

About ShoreTel

ShoreTel, Inc. (NASDAQ: SHOR) is a leading provider of brilliantly simple IP phone systems and unified communications solutions. Its award-winning on-premises IP-PBX solution and cloud-based hosted phone system eliminate complexity and improve productivity. Recognized for its industry-leading customer experience and support, ShoreTel's innovative business phones, application integration, 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. ShoreTel is headquartered in Sunnyvale, Calif., and has regional offices and partners worldwide. For more information, visit www.shoretel.com.



WORLD HEADQUARTERS

960 Stewart Drive, Sunnyvale, CA 94085 USA. shoretel.com and shoretel.sky.com
+1 (800) 425-9385 Toll Free +1 (408) 331-3300 Tel. +1 (408) 331-3333 Fax for ShoreTel
+1 (646) 230-5000 Tel. +1 (646) 230-5001 Fax for ShoreTel Sky
+800 408 33133 Freephone +44 (1628) 826300 Tel.
+61 (0)2 9959 8000 Tel.

EMEA
ASIA PACIFIC

