ShoreTel
Brilliantly simple™

SOLUTION BRIEF

ShoreTel Managed Solution

ShoreTel Managed Solution is a turn-key solution with a per seat monthly subscription for full IP phone system features, functionality, and services. Unmatched by any other service offering in the industry, ShoreTel Managed Solution offers customers all the benefits of ShoreTel's award-winning architecture without requiring capital expenses for equipment. As a comprehensive service offering, the technology is managed, monitored and upgraded to stay current with the latest capabilities in the industry. This frees organizations to focus capital expenses and internal IT resources on core business initiatives.

CUSTOMER BENEFITS:

- Fixed rates for budgeting
- Reduce total cost of ownership
- ShoreTel resources, so you can focus on your core business
- No need to hire, train, and retain staff
- Decreased downtime
- End-user efficiency - and improved satisfaction
- Scalability (up or down)

ShoreTel differentiators

The foundation of the ShoreTel Managed Solution is our knowledgeable resources, commitment to world-class customer satisfaction, and our highly reliable IP telephony architecture. ShoreTel offers a unique blend of services and features designed to help organizations lower costs and boost productivity. The combination of usage-based billing, help-desk services, change management, satisfaction-guaranteed contract, and customer liaison support, all with cost effective pricing, means we can offer unprecedented value and flexibility.

Usage-based billing

Customers only pay for what they use, as they use it. Seats can be added or deleted at any time and ShoreTel adjusts the billing accordingly. This feature also allows customers to roll out service to end users based on their schedule and not ours.

Managed solution help desk

Customer administrators are only a phone call away from immediate assistance with our support service, staffed with courteous agents to answer every call and provide a rapid average speed to answer time. A help-desk agent answers all your "how to" questions regarding end-user administration, features, and functionality to help keep you more productive.

Satisfaction guaranteed contract

We understand that quality retains our customers not contract penalties. If you are at any time not completely satisfied with your decision or our performance, you can terminate our services with no penalty. Nemertes annual research survey recognizes ShoreTel as #1 in Customer Satisfaction for seven years in a row.

SHORETEL SOLUTION FEATURES AND SERVICES

- IP Phone System Features and Functionality
- Maintenance
- Configuration Management
- Change Management
- Help Desk
- Customer Liaison
- Performance Assessment
- Remote "around the clock" Monitoring
- Training

Unlimited logical moves, adds, changes, and deletes (MACDs)

These are all built into the standard offer. ShoreTel can do all your logical configuration changes or just the ones you choose, offering you unprecedented flexibility.

Customer liaison

ShoreTel provides a point person for any concerns and to ensure you receive an over-the-shoulder view that includes monthly reporting.

Stay in control

While many businesses realize the benefits of IP telephony, not all have the time and resources to take on the daily management. ShoreTel manages the entire system for you. However, we also understand that loss of control is a major concern for customers considering outsourcing. That's why we designed a solution that provides the customer with the benefits of outsourcing while giving them utmost control with access to our administration server, reports, customer liaison, and help desk.

ATOMIC

About ShoreTel

ShoreTel is the provider of brilliantly simple Unified Communication (UC) solutions based on its award-winning IP business phone system. We offer organizations of all sizes integrated, voice, video, data, and mobile communications on an open, distributed IP architecture that helps significantly reduce the complexity and costs typically associated with other solutions. The feature-rich ShoreTel UC system offers the lowest total cost of ownership (TCO) and the highest customer satisfaction in the industry, in part because it is easy to deploy, manage, scale and use. Increasingly, companies around the world are finding a competitive edge by replacing business-as-usual with new thinking, and choosing ShoreTel to handle their integrated business communication. ShoreTel is based in Sunnyvale, California, and has regional offices and partners worldwide. For more information, visit shoretel.com.

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