

SOLUTION BRIEF

ShoreTel Mobility Solution

INTEGRATE LEADING SMARTPHONES AND TABLETS WITH EXISTING ENTERPRISE COMMUNICATION APPLICATIONS AND INFRASTRUCTURE SECURELY, SIMPLY AND COST EFFECTIVELY

With a variety of smartphones and tablets being used for business communications, it has become increasingly important to integrate these devices into existing communication infrastructures securely and cost-effectively, while enabling the mobile workforce to be more productive.

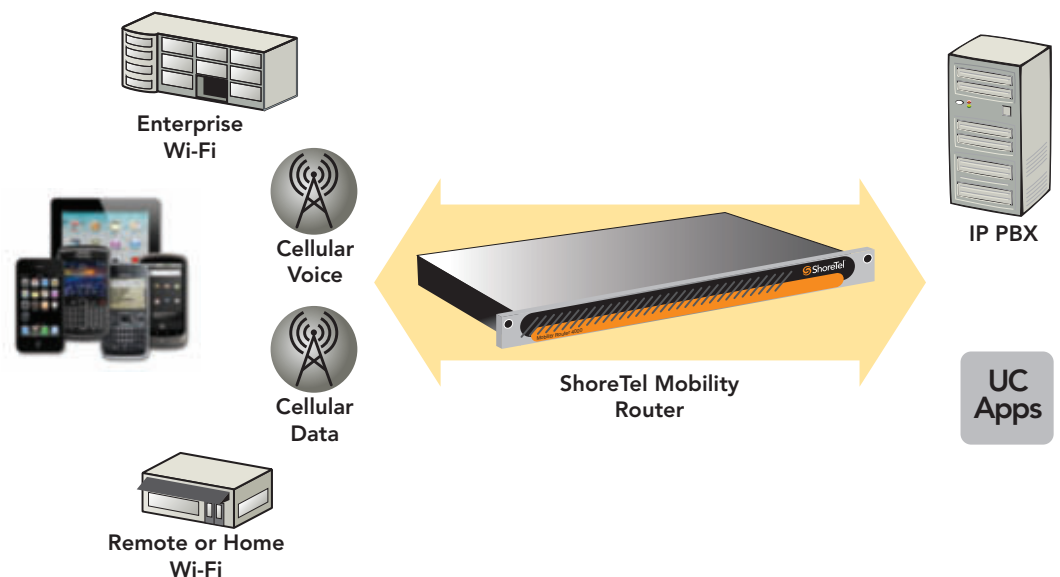
ShoreTel Mobility extends voice and unified communications (UC) applications to a wide range of mobile platforms including Android, BlackBerry, iPhone and Nokia, while integrating with major PBX and UC systems – including Cisco, Avaya, Nortel, ShoreTel and Microsoft.

communications, and access deskphone and UC capabilities on their devices without having to learn a new interface. Additionally, the solution's fast and automatic selection of the best network (Wi-Fi or cellular, voice over 3G/4G) allows for optimization of cost, call quality and coverage.

BENEFITS:

- Reduce enterprise telecom costs
- Secure enterprise communications for mobile workers
- Enable IT to control enterprise mobile communications while allowing personal device use
- Create a more responsive and accessible workforce
- Simplify deployment and management

Users can leverage a single converged device for both business and personal



ShoreTel Mobility integrates leading mobile devices with enterprise communications applications and infrastructure

Reduce enterprise telecom costs

With ShoreTel Mobility, enterprises can reduce international roaming charges by leveraging VoIP over WiFi and cellular data (3G/4G). Selection of the best available network is automatic and dynamic without requiring user intervention. Furthermore, international direct dial charges can be drastically reduced by routing calls through the enterprise PBX to leverage least-cost routing. Eliminating unutilized deskphones and leveraging personal devices that employees want to use for business communications provides additional CAPEX and OPEX reductions.

Secure enterprise communications for mobile workers

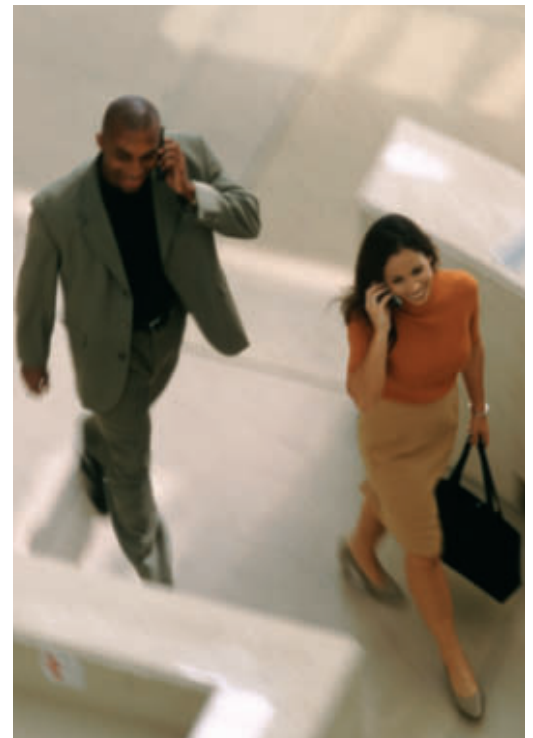
With ShoreTel Mobility's use of AES-256 encryption, IT administrators can be assured that their mobile voice communications are secure. Strong device - and user-level authentication with innovative digital certification, along with automatic initiation of application-layer SSL VPN when the users are outside the enterprise firewall, ensures robust security.

Similarly, adaptive location-aware policies and enterprise directory integration make administration brilliantly simple.

Control enterprise mobile communications while allowing personal device use

With ShoreTel Mobility, IT can allow employees to use their personal smartphones and tablets, and deploy and support them similar to corporate-liable devices making ongoing management simple and cost-effective. This not only gives administrators the control they need to maintain over enterprise communications, but also extends users the flexibility to use the devices they prefer.

Additionally, the solution's ability to enable dual persona lets users maintain separate personal and business identities on a single device, and allows IT to firewall business and personal communications from each other.





Create a more responsive and accessible workforce

With ShoreTel Mobility, mobile workers get access to desk phone and UC capabilities (presence and IM) on their mobile device from anywhere and any network, putting the power of office communications right at their fingertips, whether they are inside or outside the enterprise.

Solution availability on a broad range of smartphone platforms (Android, Apple iOS, BlackBerry OS and Symbian) gives both businesses and users an extensive choice of devices. Moreover, integration with the native dialer eliminates the need to learn new calling behavior, making users immediately productive.

Simplify management and deployment

With ShoreTel Mobility, administrators have a single solution to deploy and manage across all PBXs, UC systems and mobile platforms. Additionally, having voice, UC and security included in a single, unified application simplifies deployment. The central client management portal allows for bulk configuration and software updates with a single click across all devices, eliminating the need for manual upgrades and end-user intervention.

ShoreTel Mobility features for mobile communications

- One enterprise number, one enterprise voicemail
- Deskphone features extended to mobile devices
 - Extension dialing
 - Transfer
 - Conference
 - Call hold/retrieve
 - Do Not Disturb
 - Directory query
- Separate business and personal identities on a single mobile device
- Location and context aware enterprise presence and instant messaging
- Secure Remote Voice



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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