

SOLUTION BRIEF

ShoreTel Sky Cloud Phone Service

HOSTED BUSINESS PHONE SYSTEMS WITH AN EXPERIENCE CUSTOMERS LOVE

BENEFITS

- **Quality**—proven by our loyal customers and the lowest churn rate in the industry
- **Metrics**—the power of information for real business impact
- **Simplicity**—we manage your phones, you manage your business
- **Flexibility**—unites multi-site, centralized and remote workers
- **Scalability**—add an unlimited number of users, or reduce services as needed
- **Reliability**—built-in disaster recovery to keep you productive

MARKET LEADER

Synergy cites ShoreTel Sky as the number one leader in the Unified Communications as a Service (UCaaS) business suite market.

At ShoreTel, we believe voice communications should empower your employees and be a strategic asset to your business. Our managed phone service, ShoreTel Sky, is the easy way to quickly deploy phones and unified communications applications with the business intelligence you need to grow productivity exponentially and differentiate your company in a crowd of competitors.

More than just a phone system, the ShoreTel Sky service offers advanced applications that directly improve your bottom line by both driving revenue and reducing costs. And it's supported 24/7/365 by ShoreTel's world-class customer service and end-user support.

ShoreTel Sky enables your workforce to communicate how they want, where they want, when they want, using ShoreTel IP 400 series desk phones as well as on the laptops, smartphones and tablets that your employees already love. Whether you're a business strategist, an IT professional, or a cost-conscious financial manager, ShoreTel Sky will exceed your expectations for business process integration, service quality, business continuity and overall value.

Ease of operation—highest quality service

Ready to stop managing your phone infrastructure so you can focus IT resources on more strategic initiatives? Need to scale up or down as your business changes without juggling capital expenses? A hosted PBX solution is right for you, and ShoreTel Sky offers

the highest-quality cloud-based service available today.

ShoreTel Sky is closely controlled and integrated for crystal-clear sound and end-to-end quality assurance: from the ShoreTel-designed desk phones, to the ShoreTel-authored software applications, to the flexibility and choice of using the public or private cloud for connectivity, to ShoreTel's white-glove service and support. Deploy with confidence—we've got you covered from legacy service change-over, through service implementation, to on-going customer and end-user support.

Communications-enable your applications

When phone systems are integrated with core business applications, you unleash the full potential of both. ShoreTel Sky supercharges your investment in mission-critical operations software like customer relationship management (CRM), enterprise resource planning (ERP), and applicant tracking system (ATS).

Live in Salesforce, NetSuite or another app? Your phones should, too, and with ShoreTel Sky's advanced application

Give your business enterprise phone system features without the enterprise price tag. The value's not just in the quality of our service, but in the business we enable.

ShoreTel Sky—from a company you can trust

- A service of ShoreTel, maker of UC solutions used by over 30,000 companies and 3,000,000 workers worldwide
- Over 14 years of cloud leadership experience
- The most widely deployed private cloud-based business phone system in the U.S., serving over 3,200 businesses
- Over 200 engineers dedicated to ShoreTel Sky R&D and customer support

Want to know if a hosted phone solution is the right choice for your business?

Get more information here: shoretel.com/findareseller

integrations, they can. While the phone is still ringing, call center agents see customer information on screen, putting business data front and center. Got a voice message? Have it transcribed and the text entered into the CRM automatically. SMS text messages enter automatically, too, for multi-modal contact tracking. This is true unified communications, delivering actionable sales knowledge by aligning your phone data with your sales and service pipeline in real time.

Flexibility + reliability = premium service

ShoreTel Sky works wherever your employees find a broadband connection, making it ideal for multi-site and distributed workforces. Hire the most qualified employees, no matter their locations, or integrate new acquisitions—all employees immediately become part of one easy-to-manage, unified communications system.

ShoreTel Sky is designed for utmost reliability with our world-class data centers running our own soft switch software, multiple call handling server clusters, databases and multiple carrier network connections. Service quality is ensured with our use of private circuits via managed routers. Should there be a loss of connection to our GRE (generic routing encapsulation) tunnel, our geographically redundant data centers with multiple PSTN carrier connections for seamless rerouting provides business continuity for users at all times and keep them connected.

ShoreTel Sky—the highest value in cloud phone systems

- ShoreTel Sky's premium managed phone system offers both private and public cloud connectivity for ultimate choice and flexibility
- End-users manage voicemail, address book and personalized call handling settings via an easy-to-use web portal
- Managers use the web portal to administer moves/adds/changes, access the visual call flow editor, and monitor account activity
- ShoreTel Sky provides end-user support so you don't have to; help is only a button away
- Contact center functionality is bundled with the phone service—there's no need to buy separate technology
- Additional feature integrations include on-demand conference calling, click-to-dial, call recording, phone campaign analysis, call barging, hunt and ring groups and more
- ShoreTel Sky Mobility extends office phone functionality to worker's smartphones and mobile devices to put the power of unified communications in their pockets
- ShoreTel Sky Fax sends and receives with no additional hardware needed; ShoreTel Sky Scribe transcribes voice messages into readable voicemail and text files

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.



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