

## BEYOND BUSINESS TELEPHONY

# 5 KEY BENEFITS OF SHORETEL'S UNIFIED COMMUNICATIONS PLATFORM

Bringing together VoIP telephony, instant messaging, video conferencing, mobility, presence, and collaboration capabilities into a single, seamless environment, ShoreTel's Unified Communications (UC) platform is easy to deploy, manage and scale, while also delivering a significantly reduced total cost of ownership. The net result is a superior communications solution that increases productivity and reduces operational complexity and expense – no matter the size of your organisation.

1



### SUPERCHARGE YOUR PRODUCTIVITY.

ShoreTel's UC platform brings multimedia communications, enterprise applications and personal information into a single, integrated environment. With minimal training, users master ShoreTel Communicator's built-in tools, making staff collaboration much easier, quicker and more effective. With ShoreTel Mobility and ShoreTel Dock, mobile users can fully embrace Bring Your Own Device (BYOD).

2



### BRILLIANTLY SIMPLE TO USE AND MANAGE.

ShoreTel presents a single interface for system administrators and users alike. The intuitive browser-based administrative interface, ShoreTel Director, reduces training, configuration and maintenance hours and increases user adoption rates. Your organisation benefits from lower costs, less time wasted and greater collaboration between users who can focus on core business activities.

3



### ABSOLUTE RELIABILITY.

ShoreTel's VoIP phone system's distributed architecture and applications, and its N+1 redundancy provides 99.99999% availability for mission-critical business continuity. In the event of a WAN failure, the switch-based hardware platform ensures that the phone system continues to place and receive calls on the Public Switched Telephone Network (PSTN), delivering a truly resilient telephony solution for 100% peace of mind.

4



### LOWEST TCO AND FAST ROI.

ShoreTel's UC solution eliminates the complexity and costly software upgrades common to other UC solutions, offering the lowest total cost of ownership (TCO) in the industry. In fact, switching to ShoreTel will tend to cost your organisation less than keeping an existing system, plus many customers find it pays for itself within a year. Read our free **Nemertes Research White Paper** to learn how ShoreTel lowers overall organisational costs.

5



### STRESS-FREE SCALABILITY.

You can choose to deploy any combination of solid-state physical appliances, or virtual appliances installed on industry-standard servers. This innovative design means that the ShoreTel UC system scales and grows as needed, across sites and even countries, so is ideally suited to multi-site organisations of all sizes.

#### About Incom Business Systems

Incom Business Systems designs award-winning business communications solutions that enable people to collaborate more effectively, while reducing operational costs and capital expenditure. As a ShoreTel Silver Champion Partner, our expertise in voice and data convergence and contact centre technologies enables us to address the evolving needs of SMEs, enterprises, Not for Profit and government organisations.

For more information on ShoreTel's UC platform, visit us at [www.incomtele.com](http://www.incomtele.com) or call us on 0161 788 0000