

Why Buy ShoreTel from Black Box Network Services

Black Box Network Services is a leading provider of ShoreTel® *Pure IP* solutions. What's more, Black Box has one of the largest ShoreTel certified teams in the world, so we can deliver ShoreTel solutions for installation, support, and maintenance regardless of where your organisation is located.

Why ShoreTel?

Scalability

- » Scales from 1 to 20,000 users on a single image using the same telephones, software, and voice switches.
- » Distributed intelligence at every site.

Reliability

- » True "five nines" (99.999% reliability) right out of the box.
- » Highly reliable real-time operating system (VX Works) vs. Windows®/Linux®.

Availability

- » Distributed intelligence at every site.
- » N+1 redundancy.

Ease of management

- » Single image across entire system.
- » Centralised management of all sites, switches, phones, and servers.
- » Virtualization of voice, SIP trunking, collaboration, and mobility on VMWare is available and can mix and match with ShoreTel hardware.

End-user productivity and mobility tools

- » ShoreTel Mobility.
- » ShoreTel Collaboration.
- » ShoreTel Enterprise Contact Center.
- » Office Anywhere.

Total cost of ownership (TCO)

- » Lower operating costs.
- » No hidden upgrade or maintenance costs.

Customer satisfaction

- » ShoreTel has been named the best overall vendor for eight years running in surveys conducted by Nemertes Research, an independent research firm.

Why Black Box Network Services?

Approach

- » Independent provider of communications solutions and services.
- » Our clients receive objective advice and technology recommendations based on their unique goals.
- » Our relationship with ShoreTel is important, but our priority is to deliver communications solutions that achieve our clients' objectives.
- » Black Box Corporation has the most certifications of any ShoreTel partner.

Breadth

- » Diverse portfolio - no other provider offers the breadth of solutions that we do.
- » Value-added reseller of platforms and applications from the industry's top manufacturers like ShoreTel, and through our own line of products and maintenance services.
- » Services include comprehensive voice communications and data infrastructure solutions.

Experience

- » More than 35 years of experience.
- » Currently maintain more than 4M ports.
- » Broad range of platforms and even legacy systems in all kinds of industries.

Expertise

- » One of the largest ShoreTel certified teams in the world.
- » Black Box can deliver ShoreTel solutions, including installation, support and maintenance regardless of where you are located.

Customer support

- » Delivering exceptional customer service to our 175,000 clients is the foundation of our business.
- » Support centres throughout UK, Europe, US and Canada.
- » Technical support available 24/7/365.

About ShoreTel

ShoreTel is a leading provider of *Pure IP* Unified Communications solutions that enable companies of any size to seamlessly integrate voice, video, messaging, and data with their business processes. Independent of device or location, ShoreTel's unique distributed software architecture eliminates the traditional costs, complexity, and reliability issues inherent in other solutions. Founded in 1996, ShoreTel has achieved broad industry recognition for this proven technology, and continues to deliver the highest levels of customer satisfaction, ease of use, and manageability while driving down the overall total cost of ownership. For more information, visit www.ShoreTel.com.

About Black Box Network Services

Black Box is a leading technology solutions provider dedicated to designing, building, and maintaining today's complicated voice communications and data infrastructure systems. Black Box Network Services delivers comprehensive voice communications and data infrastructure solutions for organisations of all sizes and in all industries. With more than 35 years of experience and an uncompromising commitment to customer support, Black Box Network Services serves 175,000 clients in approximately 150 countries with approximately 200 offices throughout the world.

To Learn More about ShoreTel from Black Box Network Services

If you have any questions about our relationship with ShoreTel or the ShoreTel portfolio, or if you need a quotation for a ShoreTel solution, please contact:

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To Learn More about Black Box Network Services

Visit the Black Box Network Services website at blackbox.co.uk

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