



voice
services



ShoreTel IP Phone Systems

ShoreTel is the provider of brilliantly simple Unified Communications (UC) solutions based on its award-winning IP business phone system. With ShoreTel, businesses can trade complexity for plug-and-play simplicity with an all-in-one solution that offers an IP PBX, business phone system and Unified Communication platform (UC) in a single system that is as easy for the workforce to learn as it is for IT staff to deploy, manage and scale.

Operating in over 35 countries globally with more than 1 million licensed users to date, ShoreTel has developed a solution catering for the South African environment that will simplify business communications, improve on workforce productivity and lower the costs associated with a business phone system. A ShoreTel system is perfectly suited for a single or multi-site business as well as caters for call centre environments.

Why ShoreTel?

- **Built for the IP environment - designed for end user ease**
 - A unique distributed architecture that eliminates any single point of failure
 - The system is remotely managed via head office making it easy to deploy, manage and scale from a central location
- **Reliability is built in**
 - Provides 99.999 percent (five nines) availability for mission critical communications
 - Built in redundancy in the event of a WAN or switch failure
- **Easy on IT resources - saving time and money**
 - A browser based interface allows IT staff to manage the system remotely saving time and money on training and IT resources
 - Integrates with and supports existing business systems such as CRM and ERP applications, third party phones (SIP) and other Unified Communication platforms
- **Costs less to start and to maintain**
 - Low Total Cost of Ownership (TCO). A rare combination of competitive purchase costs and low ongoing costs
 - Available finance options make it more affordable for small and mid-sized businesses to deploy quickly
- **A global reputation for excellence**
 - World-class customer support
 - Named best overall VoIP provider by Nemertes for the last 7 years

arctelecoms
connect. communicate. create.

ShoreTel[®]
Brilliantly simple[™]