

ShoreTel Connect CLOUD Launches in Australia



ShoreTel offers full services portfolio and simple migration to the cloud

ShoreTel® (NASDAQ: SHOR), a leading provider of communication solutions that make interactions simple, today announced the introduction of ShoreTel Connect™ CLOUD and ShoreTel Connect CLOUD Contact Center solutions in Australia.

Australia marks the latest step in ShoreTel's continued global expansion of its Connect CLOUD Unified Communications as-a-Service (UCaaS) solution. Connect CLOUD services are also available to customers in the United States, Canada and the United Kingdom. Additionally, Connect CLOUD follows the successful introduction of ShoreTel's first cloud-based voice service in Australia, which has seen rapid partner uptake and strong customer demand since its launch last April.

Connect CLOUD provides intuitive UCaaS functionality and clear, simple pricing. The solution's ease, paired with the flexibility of a cloud deployment model, enables businesses of all sizes to benefit from voice, video, mobile, conferencing, messaging and contact centre communication services.

"Connect CLOUD gives our Australian customers and partners greater choice and flexibility in how they procure, design and deploy unified communications and contact centre solutions," said Don Joos, president and CEO of ShoreTel. "The richness of the Connect CLOUD solution combined with the enthusiasm we've seen from the Australian channel perfectly positions ShoreTel to drive cloud growth in the Asia-Pacific region."

Established Cloud UC Capabilities

Connect CLOUD is designed to improve business productivity by offering a natural, collaborative user experience and seamless support for today's mobile workstyles.

With its browser-based client app and integrated mobility applications, Connect CLOUD makes collaboration simple and consistent across communication channels. With one click, users can easily transition a conversation between a call, chat, web desktop share and video - without the need for plug-ins or complex set-up. Multi-point audio and video conferencing are also available.

Connect CLOUD services are sold through ShoreTel's Australian cloud partners who can also offer customers a range of professional services. The solution will not only be available to new customers but also for current ShoreTel customers as an opportunity to upgrade their existing cloud solution or migrate from an onsite system.

"We have an incredibly loyal customer base here in Australia, and are honoured to still count as customers most of the original organisations who chose ShoreTel when we opened operations here more than ten years ago," said Frederic Gillant, vice-president and managing director of Asia-Pacific, ShoreTel. "Many of our customers have been adopting cloud in other areas of their IT infrastructure and business; now they also have a low-risk cloud migration path for their ShoreTel telephony and UC environments."

Customers Eager to Implement Connect CLOUD

MRWED is the first company in Australia to select ShoreTel Connect CLOUD with implementation to commence in June, at the time of launch. MRWED is a registered training organisation with four offices locations across Australia and a large workforce of remote home-based workers.

"The ShoreTel UCaaS solution will mean better visibility and increased collaboration across our organisation," said Jason Ash, Chief Innovation Officer, MRWED. "This is a huge advantage as we strive to create a diverse force of remote workers, adding to the MRWED core value of flexibility."

Ash added, "An important feature of the ShoreTel Connect CLOUD system for us is the multi-point video collaboration. Video, along with features like presence, instant messaging and screen sharing will keep our team well connected when they're away from the traditional office space. We also love that these features are included in the ShoreTel solution and allow us to replace three other systems we were considering."

About ShoreTel, Inc.

ShoreTel (NASDAQ: SHOR) provides businesses worldwide with communication solutions that make interactions simple. From business phone systems, unified communications and contact center solutions to a fully hosted voice and SMS development platform, ShoreTel delivers unmatched

flexibility and ease for companies looking to increase productivity and drive innovation. ShoreTel offers solutions in the cloud, onsite or a hybrid of both, giving customers the freedom to choose the best fit for their business needs now and in the future. Headquartered in Sunnyvale, Calif., ShoreTel has offices and partners worldwide. For more information, visit shoretel.com.au.

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