

ShoreTel Delivers Lowest Total Cost of Operations for UC&C and Telephony



According to Nemertes Research, ShoreTel Ranks Lowest in All-Sized Deployments Researched Over Five Years Compared to Other Providers

ShoreTel® (NASDAQ: SHOR) today released highlights from an annual Nemertes Research study that found ShoreTel has the lowest total cost of operations across all sized deployments, both cloud and on-premises, for Unified Communications and Collaboration and IP Telephony. To better reflect the importance of ongoing operational costs and the rise of cloud and hybrid architectures, Nemertes is now calling TCO “total cost of operations” instead of “total cost of ownership.”

The research analysed real-world cost data, including capital, implementation, and ongoing operational costs, from 300 companies. It is important for IT leaders to examine total cost of operations for cloud and on-premises communication environments, since unknown implementation and ongoing costs can often erase any cost benefit associated with lower initial acquisition costs.

Nemertes Research evaluated three scenarios: companies with 100, 750, and 1,500 employees. In each scenario, ShoreTel has the greatest costs savings and lowest overall cost over a five-year period, when compared to the industry average and various providers for both on-premises and cloud. Providers included 8x8, Alcatel-Lucent, Avaya, Cisco, Microsoft, Mitel, NEC and Vonage.

“What differentiates our research from others is that all costs are based on real-world capital, implementation, and operational costs – not list pricing – from IT professionals responsible for the systems,” said Robin Gareiss, president of Nemertes Research. “Those who use ShoreTel devote fewer IT staff members to managing the solution and relationship than did those using competitors. It is primarily those ongoing operational costs that keep ShoreTel lower to operate than competitors. For cloud and hybrid, we found ShoreTel’s actual subscription costs are lower than competitors, so over a five-year period the savings add up – often significantly.”

“ShoreTel is proud to be lowest in total cost of operations, reflecting what our customers have been experiencing all along – that ShoreTel delivers substantial savings along with fully-featured, reliable communication solutions that improve productivity and collaboration no matter whether they are onsite, in the cloud or a hybrid mix of the two,” said Mark Roberts, CMO at ShoreTel.

To read the full Nemertes Research white paper, please go [here](#). Looking for help to determine the best communications system for your business? Take this [assessment](#).

About ShoreTel, Inc.

ShoreTel, Inc. (NASDAQ: SHOR) is a leading provider of brilliantly simple unified communications (UC) products, cloud services and IP phone systems powering today’s always-on workforce. Its flexible communications solutions for contact centers and cloud, onsite and hybrid UC environments eliminate complexity, reduce cost and improve productivity. Recognized for its industry-leading customer experience and support, ShoreTel’s innovative contact center solutions, application integration, collaboration tools, mobility, SIP trunking and business phones 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 [shoretel.com](#).

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