



SOLUTION BRIEF

ShoreTel Mobility Solution

REDEFINE THE MEANING OF THE MOBILE WORKFORCE AND PUT THE POWER OF THE DESK PHONE IN THEIR POCKETS

As the mobile workforce continues to grow, many organizations are facing skyrocketing mobile phone costs, especially for international calls. Many more are struggling to ensure that all workers are accessible while on the go—whether they're on the other side of the globe or simply on another floor of the building.

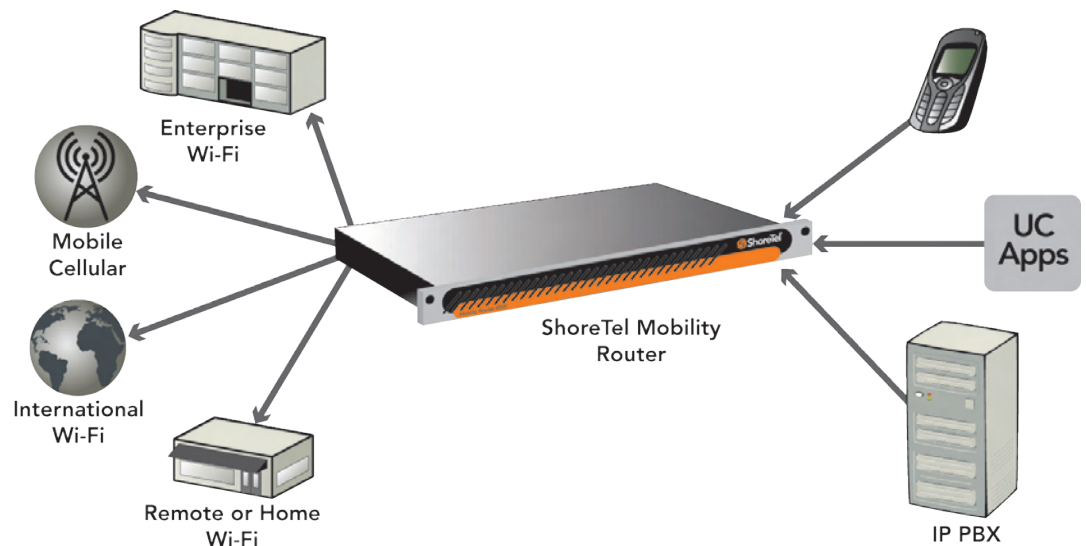
BENEFITS:

- Slash international roaming & long distance charges
- Provide high-quality, low cost in-building coverage
- Increase user productivity with greater responsiveness and accessibility
- Simplify UC for mobile workers and their peers
- Deliver enterprise-grade mobility

The ShoreTel Mobility solution extends voice and unified communications (UC) applications to a wide range of single- and dual-mode (Wi-Fi and cellular) mobile handsets including BlackBerry, iPhone and Nokia.

This provides a fully converged device for both business and personal

communications, allowing users to make and receive calls from both the enterprise and personal cellular numbers while automatically selecting the best network (Wi-Fi or cellular). Fast and automatic network handover helps optimize cost, call quality and battery life, without end-user involvement—keeping connectivity on the go brilliantly simple.



ShoreTel Mobility extends enterprise communications to VoIP over WLAN and cellular

Slash mobile costs by up to 80 percent

With ShoreTel Mobility, enterprise business calls and UC applications use a smartphone's Internet data connection and Wi-Fi, in addition to the cellular voice network to help reduce international cellular charges by up to 80 percent.

This is possible with ShoreTel Mobility solution's policy-based network selection and least-cost call routing that allows you to reduce cellular network usage while slashing international roaming costs with VoIP over Wi-Fi calling from home, hotels, offices and hotspots. Enterprise-class least-cost routing helps ensure cellular calls go through your enterprise to reduce mobile cost by an order of magnitude.

By fusing location awareness into least-cost routing, ShoreTel Mobility can automatically select the closest access number for global enterprises with multiple points-of-presence.

Cost-effectively extend coverage

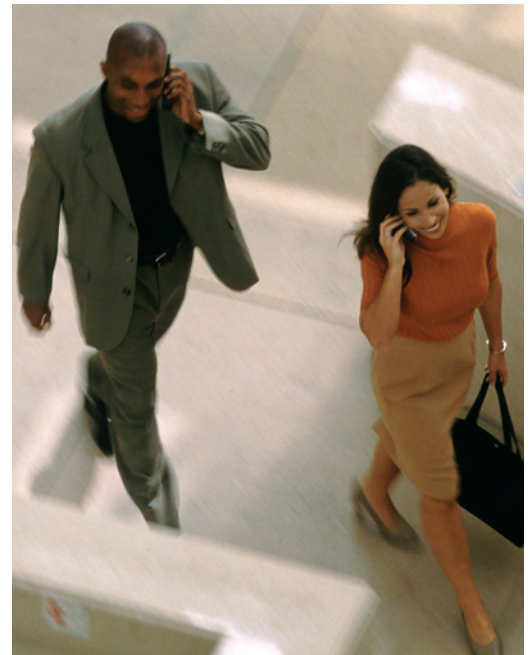
By leveraging the enterprise WLAN, ShoreTel Mobility can extend coverage for multiple operators with a single infrastructure while providing higher quality voice. The solution extends coverage to home and public Wi-Fi securely through an industry-first TLS/SSL-based connection.

Increase productivity and accessibility

ShoreTel Mobility delivers a single enterprise voice identity through its one number, one voicemail and one caller ID functionality. End users can be reached anywhere through a single number, even when traveling abroad. Simply dial their four-digit extension number and quickly connect, rather than call multiple numbers only to end up in voicemail.

Mobile workers get all of the capabilities from their desk phone anywhere, putting the power of office communications right at their fingertips, whether they are inside or outside the enterprise.

Furthermore, end users have access to corporate directories for rapid and convenient access to peers from the mobile device, without the frustration of having to access other applications to find contact information.





Simplify UC for mobile workers

ShoreTel Mobility infuses location awareness and mobile context while mobilizing UC applications, so enterprises benefit from simplified and more effective collaboration. By understanding the status of peers and where they are located, end users simply select how to communicate and who is best able to assist. This makes it easier for mobile workers, and their deskbound colleagues, to reach their peers by leveraging this rich mobile context.

The ShoreTel Mobility solution integrates natively with enterprise presence servers to extend presence between mobile and non-mobile workers for enterprise-wide effective communications. This eliminates the need to deploy dedicated UC systems to support the mobile workforce and enables a true unified communications strategy across the entire enterprise.

High availability for mission-critical communications

The ShoreTel Mobility solution uses a unique architecture that separates the control and data plane to allow the system to scale to thousands of non-blocking calls.

It provides always-on mobile voice and zero down-time with the industry's only fully stable, high availability architecture. In the event of an appliance, power or network failure, device failover is built in. The hot-standby ShoreTel Mobility Router continues active communications with clients, so calls and network handover can continue without audio loss.

ShoreTel Mobility features for mobile communications

- One enterprise number, one enterprise voicemail
- Enterprise PBX features extended to mobile device
 - Conference
 - Transfer
 - Short number dialing
 - Call hold/retrieve
 - Do Not Disturb
 - Directory query
- Business and personal calls
- Location and context aware enterprise presence
- Secure Remote Voice



About ShoreTel

ShoreTel is the provider of brilliantly simple Unified Communication (UC) solutions based on its award-winning IP business phone system. We offer organizations of all sizes integrated, voice, video, data, and mobile communications on an open, distributed IP architecture that helps significantly reduce the complexity and costs typically associated with other solutions. The feature-rich ShoreTel UC system offers the lowest total cost of ownership (TCO) and the highest customer satisfaction in the industry, in part because it is easy to deploy, manage, scale and use. Increasingly, companies around the world are finding a competitive edge by replacing business-as-usual with new thinking, and choosing ShoreTel to handle their integrated business communication. ShoreTel is based in Sunnyvale, California, and has regional offices and partners worldwide. For more information, visit shoretel.com.

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