



SOLUTION BRIEF

ShoreTel Small Business Edition

BRILLIANTLY SIMPLE COMMUNICATIONS THAT GROW WITH YOUR BUSINESS

More than ever, small businesses need to be agile and quick to adapt and compete in the global marketplace. Differentiating from the crowd depends on finding the right competitive edge—personalized customer service, outstanding responsiveness, constant connectivity, to name but a few. Yet all too often, the technology required to remain competitive is costly, complex and demands highly skilled resources to manage and maintain.

ShoreTel Small Business Edition (SBE) was created to help empower small business owners with productivity-boosting UC applications, while delivering exceptional ease of management and low total cost of ownership. Most standard functions, such as adding or changing phones, and moving users, can be done by anyone with basic IT knowledge and skills.

BENEFITS:

- Provides powerful and feature rich unified communications at an affordable price point
- Installs quickly and easily, and integrates system management
- Empowers employees with flexible communication tools, regardless of location, to increase productivity
- Improves business agility with a platform built for growth



Feature Comparison	Small Business Edition	Enterprise Edition
System		
Sites	3	500
Switches	5	500
Servers	3	21
Users	50	10,000
Telephones	50	10,000
Trunks	50	10,000
Simultaneous calls	50	5,000
Busy hour call completion	500	50,000
ShoreTel Director		
Installation	•	•
Administration	•	•
Maintenance	•	•
Call detail reporting	•	•
Dial plan support	•	•
Language support	•	•
Integrated server	•	•
ShoreTel Voice Switches		
Voice Switch 90	•	•
Voice Switch 90BRI	•	•
Voice Switch 50	•	•
Voice Switch 30	•	•
Voice Switch 30BRI	•	•
Voice Switch T1	•	•
Voice Switch 220T1A	•	•
Voice Switch 220 T1	•	•
Voice Switch E1	•	•
Voice Switch 220E1	•	•
IP phone failover	•	•
Power transfer failover	•	•
PSTN failover	•	•
On-net dialing	•	•
SMDI - External voicemail	•	•
ShoreTel IP Phones		
IP Phone 565g	•	•
IP Phone 560g	•	•
IP Phone 265	•	•
IP Phone 230/230g	•	•
IP Phone 212k	•	•
IP Phone 115	•	•
IP Phone 110	•	•
IP BB 24	•	•
IP 8000 Conference Phone	•	•
Voicemail		
Mailboxes	100	10,000
Simultaneous calls / server	10	254
Call handling modes	•	•
Find Me	•	•
AMIS		•
SMDI - ShoreTel voicemail		•
Automated Attendant		
Menus	256	256
ShoreTel Communicator		
Personal Access	50	10,000
Professional Access	50	10,000
Operator Access	50	200
Extension Assignment	•	•
Converged Conferencing		
Conference Bridge	12, 24 port*	12, 24, 48, 96 port
ShoreTel Contact Center		
Workgroup Edition - groups, agents, supervisors	50, 50, 50	128, 500, 128
Contact Center Edition	•	•
Enterprise Edition	•	•

* Conference ports count against the 50 user limit.

Enterprise-class communications

ShoreTel SBE is an integrated package that includes the hardware and software necessary for enterprise-class benefits in a small business environment. This includes small businesses that have distributed operations, such as a warehouse or remote sales office, because ShoreTel SBE supports up to 50 users across three sites. Additional benefits include:

- **Ease of management:** A single-view, Web-based interface centralizes the entire system so it can be managed from anywhere on the network, increasing control and lowering total cost of ownership.
- **The power of pure IP:** ShoreTel IP business communication solutions give users new freedom and flexibility with efficient call handling capabilities and mobility features that allow them to stay connected.
- **Ease of use:** The most intuitive interface in the industry improves communications and increases productivity without requiring expensive, specialist skills and certifications.
- **Distributed reliability:** ShoreTel UC systems are built on a distributed architecture that helps ensure 99.999 percent availability with no single point of failure. All voice switches use an embedded, real-time operating system, and processors do not contain mechanical disk drives, eliminating the single most common point of system failure. Redundancy is easily achieved by adding a second switch at the site.
- **Seamless scalability:** ShoreTel SBE can be easily integrated with your current communications infrastructure, and offers flexible migration options. As your business grows, a simple software upgrade allows your ShoreTel UC system to scale further.

A complete solution

ShoreTel SBE is an integrated package that provides everything you need to get started quickly. Simply select the base package, depending on your system size requirements, and choose from the line of ShoreTel IP Phones to add to the system. ShoreTel Converged Conferencing and ShoreTel Contact Center are additional available options.



High-performance, ergonomically designed phones

ShoreTel IP Phones are ergonomically designed and available in a wide variety of configurations. Built-in features includes high-quality speakerphone, caller ID, and message waiting, as well as services such as transfer, conference, pick-up, park, intercom and bridged call appearances.

The family includes:

- The cost-effective, one-line IP 110 or IP 115 for lobbies and open areas
- The twelve-line IP 212k for key-system environments
- The three-line IP 230/IP 230g** for office and general users
- The six-line IP 265 color phone for demanding professionals
- The six-line IP 560g** for executives and assistants
- The six-line IP 565g color phone with Bluetooth headset support for executives and assistants

** The Gigabit Ethernet support for users with Gigabit desktop needs.

Up to four ShoreTel IP BB 24 programmable button boxes can be added to any phone (except the IP 110 and IP 115), each delivering 24 additional buttons important for operators and assistants. This means you only purchase the phones you need now, but still have the option of adding phones later.

Voicemail and automated attendant

Voicemail and automated attendant require no additional hardware and consume no ports. Storage capacity is limited only by the size of the server's hard disk. Users record personal greetings and manage mailboxes using ShoreTel Communicator (formerly ShoreTel Call Manager) software or from any telephone.

Productivity tools

ShoreTel SBE provides a suite of productivity tools, including desktop

call control and unified messaging with Microsoft Outlook, as well as features for mobile and remote workers such as Find Me, call handling modes, message notification, and SoftPhone capabilities.

Small Business Edition components

- Small Business Edition
- Base Packages (choose from)
 - 15 User, Analog Trunking
 - 20 User, Analog Trunking
 - 20 User, BRI Trunking
 - 25 User, T1 Trunking
 - 30 User, E1 Trunking
- ShoreTel Voicemail
- ShoreTel Automated Attendant
- ShoreTel Personal and Operator Call Manager
- Optional Integrated Server

Maintain your capital and protect your investment with ShoreTel Financial Solutions. Visit shoretel.com or contact your local representative for more details.



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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