

ShoreTel HYBRID Apps



PRODUCTIVITY TOOLS FROM THE CLOUD FOR SHORETEL CONNECT ONSITE SYSTEMS

ShoreTel® Connect Scribe and ShoreTel Connect Fax untether your workflow—familiar tasks get done faster, from anywhere

The growing popularity of software as a service (SaaS) reflects the convenience, scalability, and security of cloud-based applications like email, business process apps and storage. Virtual phone systems delivered completely via the cloud, like ShoreTel Connect CLOUD, are growing rapidly year-over-year as businesses recognize the time and money saved when application upgrades, maintenance, and end-user support are handled by the service provider, not by internal IT staff.

As a visionary provider of IP PBX phone systems and unified communications applications, ShoreTel sees the future of communications architecture as combining the best of two delivery methods: a hybrid communications platform that delivers the resiliency, control and availability of an on-premises “hardware-based” phone system with the immediacy, ease and flexibility of productivity-enhancing applications delivered from the cloud.

Add new services quickly and easily

ShoreTel Connect HYBRID Apps integrates ShoreTel Connect ONSITE phone systems with applications-as-a-service delivery from the cloud. Now, you can boost worker productivity by giving them immediate access to **ShoreTel Connect HYBRID Scribe** and **ShoreTel Connect HYBRID Fax**, leveraging your current investment by adding new phone system functionality with no additional phone system capital expense.

Improve team performance

At the end of the day, no matter what communications platform your company chooses, the proof of success is in increased employee productivity. ShoreTel Connect HYBRID Apps integrates time-saving tools that truly unify your business communications:

ShoreTel Connect HYBRID Scribe reduces message retrieval time and creates highly useful caller records. It’s an integrated

BENEFITS:

- Add new applications to your ShoreTel Connect ONSITE platform from the cloud
- No hardware, integration or maintenance required
- End-user support provided by ShoreTel customer service
- Services are always up-to-date-no upgrades required
- A la carte and on-demand: pay only for the ones you use



ShoreTel Connect HYBRID
Your company combines onsite and cloud deployment features

WHAT CUSTOMERS SAY:

"With ShoreTel Scribe, our employees receive transcribed voice messages directly in their email. They can respond without having to dial in—they even read them during meetings without disrupting the conversation. And ShoreTel Fax lets them send and receive documents while on the go with just click on a button. We've seen tremendous benefits from both features. I would highly recommend ShoreTel Hybrid to other prospects and customers."

NATALIE GREAVES

Director of Communications
Ronald McDonald House New York

SERVICES AVAILABLE A LA CARTE AND ON-DEMAND**ShoreTel Connect HYBRID Scribe:**

transcribes voice messages so users can read them via email

ShoreTel Connect HYBRID Fax:

sends and receives faxes via email

voicemail transcription service that converts voice messages into text files and emails them automatically. The convenience of being able to check voice messages silently and quickly is indispensable to multi-taskers and those who value efficiency.

ShoreTel Connect HYBRID Fax recognizes that companies still need access to fax services for delivery of contractual and specialized documents. ShoreTel Connect HYBRID Fax eliminates the cost and inconvenience of fax machines and analog fax lines. It lets users receive faxes in their email inbox and send them as email attachments.

A hybrid phone solution that empowers ultimate scalability, flexibility and choice

ShoreTel Connect HYBRID Apps empowers CIOs and IT professionals to deploy the type of VoIP platform that best suits their individual network strategies. It gives cost-conscious COOs and business managers the scalability to deploy advanced applications a la carte to only those strategic employees who require it, without any increase in IT budgets for service maintenance or user support. And it lets CFOs and financial managers future-proof their investment in ShoreTel, creating the flexibility to spend opex dollars on new service subscriptions rather than spend capex on new products.

How It Works

To enable ShoreTel Connect HYBRID Apps, ShoreTel Connect ONSITE system administrators using ShoreTel Connect Director can create a Connect HYBRID Apps account via a direct connection to the ShoreTel Connect Portal and its ShoreTel Connect HYBRID Apps landing page. There, administrators import phone system users and designate the personnel authorized to provision these monthly subscription services.

ShoreTel Connect HYBRID Apps delivers UCaaS services that are completely maintenance-free for your IT department. Simply enable employee services via ShoreTel Connect Portal, the browser-based administrative program. After provisioning, all questions and trouble calls are resolved by ShoreTel customer service professionals. There's no hardware to install, no truck rolls for service implementation, and no upgrades to manage—across your entire enterprise, no matter how many locations you serve



Want to know more?
Talk to an expert.

Visit www.shoretel.com/findareseller

ShoreTel. Brilliantly simple business communications.

ShoreTel, Inc. (NASDAQ: SHOR) is a leading provider of brilliantly simple IP phone systems and unified communications solutions powering today's always-on workforce. Its flexible communications solutions for on-premises, cloud and hybrid environments eliminate complexity, reduce costs and improve productivity.

World Headquarters
960 Stewart Drive
Sunnyvale, CA 94085
USA
shoretel.com

+1 (800) 425-9385 Toll Free
+1 (408) 331-3300 Tel
+1 (408) 331-3333 Fax

EMEA
Inspired
Easthampstead Road
Bracknell, RG12 1YQ
+44 (0) 1344 208800 Tel

APAC
8 Temasek Boulevard#41-03
Suntec Tower 3
Singapore 038988
+65 6517 0800 Tel

