



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 and constant connectivity, to name 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 (ShoreTel 12.1)	Small Business Edition	Enterprise Edition
System		
Sites	3	500
Switches	5	500
Servers	3	21
Users	50	20,000
Telephones	50	20,000
Trunks	50	10,000
Simultaneous calls	50	10,000
Busy hour call completion	500	100,000
ShoreTel Director		
Installation	•	•
Administration	•	•
Maintenance	•	•
Call detail reporting	•	•
Dial plan support	•	•
Language support	•	•
Integrated server	•	
VMware vSphere 4.x	•	•
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		•
Voicemail		
Mailboxes	100	20,000
Simultaneous calls / server	10	254
Call handling modes	•	•
Find Me	•	•
AMIS		•
SMDI - ShoreTel voicemail		•
Automated Attendant		
Menus	256	1,000
ShoreTel Communicator		
Personal Access	50	10,000
Professional Access	50	10,000
Operator Access	50	200
Extension Assignment	•	•
ShoreTel Conference (SA 100)		
Conference audio users	50	250
Conference Web users	50	150
System IM users	50	2,500
ShoreTel Contact Center		
Workgroup Edition - groups, agents, supervisors	50, 50, 50	256, 300, 128
Contact Center Edition	•	•
Enterprise Edition	•	•
ShoreTel Mobility		
ShoreTel Mobility clients	50	5,000

Enterprise-class communications

ShoreTel believes that the needs of small and medium businesses are as comprehensive as those of larger enterprises. This is why ShoreTel offers a product with one of the most comprehensive feature sets in the industry to smaller customers, at an SMB price. Thousands of ShoreTel customers lowered their communication costs and enhanced productivity by using a ShoreTel business communication system. There are several key benefits that separate ShoreTel from its competition:

- **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. A user with basic IT or even computer skills can manage day to day changes to the system - it's so easy!
- **Ease of use:** The most intuitive interface in the industry improves communications and increases productivity without requiring expensive specialist skills and certifications. End users don't just get new phones on their desks: they get a brilliantly simple new way to work with ShoreTel Communicator, an intuitive application designed to streamline communication management. Not in the office? No problem. A ShoreTel IP phone system allows users to use desktop phones, mobile phones, or any phone connected to the public phone network as if it were their own extension, enabling them to work when, where, and how they need.
- **Seamless scalability:** Small Business Edition scales up to 50 users, but as your business grows, a simple software upgrade allows your ShoreTel UC system to scale further – up to 20,000 users. This means your employees never have to re-learn how to use their communication system and your company never has to change processes built around business communications. You can focus on your core business and never worry that your system will reach its maximum capacity.
- **Customer Satisfaction:** Carefully monitored feedback from customers proves our obsession.

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 Conferencing, ShoreTel Mobility and ShoreTel Contact Center are additional available options.



Small Business Edition bundles

ShoreTel offers several Small Business Edition bundles:

- 10 User, Analog Trunking
- 15 User, Analog Trunking
- 20 User, Analog Trunking
- 25 User, T1 Trunking
- 30 User, E1 or BRI Trunking

All bundles include:

- User licenses
- ShoreTel Voicemail
- ShoreTel Automated Attendant
- ShoreTel Communicator with Personal access for each user of the system plus one Communicator with Operator access whenever operator console functionality is required.
- ShoreTel voice switch(es) and optional integrated server

Productivity tools and applications

ShoreTel Small Business Edition (SBE) provides many productivity-boosting capabilities to make your business more efficient in managing communications with customers, vendors and among employees:

- Communication platform for 50 users with the flexibility to scale up to 20 000 users
- Unified Messaging to deliver voice, fax and email messages to a single application, such as Outlook inbox
- Auto-Attendant for automated routing of calls to an extension without intervention of a receptionist
- Conferencing for ad-hoc and scheduled conference calls with online collaboration capabilities
- Click-to-call for fast dialing contacts directly from the computer
- Extension assignment and simultaneous ringing to make and receive calls anywhere, anytime as if you were in the office
- Contact Center to connect customers to the right agent at the right time
- Solutions for teleworkers using either a soft phone application on the computer or a secure remote desktop phone
- Mobility applications to make and receive calls and access Unified Communications applications from a smart phone



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 a provider of business communication solutions whose brilliantly simple unified communications platforms, applications and mobile UC solutions promise a new rhythm of workforce engagement and collaboration. With costly complexity eliminated by design from its award winning, all-in-one IP phone system, UC and contact center solution, and its industry leading hosted business phone system, workers enjoy a freedom and self-reliance that other providers can't match. Users have full control to engage and collaborate, no matter the time, place or device, for the lowest cost and demand on IT resources in the industry. ShoreTel is headquartered in Sunnyvale, California, and has regional offices and partners worldwide. For more information, visit shoretel.com or shoretelsky.com



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