

ShoreCare Enterprise Service Program



ShoreTel offers the Enterprise Service program to cover your organization's post-implementation requirements for technical support, hardware replacement, software upgrades and training



BENEFITS

- 7 x 24 access to our Technical Assistance Center via a toll-free phone number
- Advanced exchange, next business day delivery for ShoreGear® switches or on-site parts replacement with either next business day or four-hour response
- Advanced exchange, ground delivery for covered ShorePhone™ IP telephones
- Software documentation, patches and updates
- Eight seats in our Web-based, instructor-led System Administrator course
- Sixteen seats in our Web-based, instructor-led and user training course
- Unlimited access to the ShoreCare® Web portal

Overview

Comprehensive support strategy includes telephone technical support, hardware replacement, access to software upgrades plus administrator and end user training. Enterprise Service Program combines all these elements into a convenient annual support agreement.

Technical Support

Technical support engineers are ready to answer the most complex technical questions 24 hours a day, seven days a week. These experienced and highly trained technicians are eager to help whether you're dealing with a mission-critical problem or simply want to check product configuration.

Software Upgrades

Software upgrades keep your company on the leading edge of technology. When new software is released, the detailed notes explaining the new features help you decide the best time to do the upgrade. Software files and documentation can be downloaded, at your convenience, from the ShoreTel® Web site. ShoreTel's technical support team is available to answer any questions that may arise.

Web Access

Your unique password lets you access exclusive areas of the ShoreTel Web site where you can view product documentation, technical notes and answers to frequently asked questions.

Administrator and End User Training

Live Web-based training sessions make it easy for your staff and system users to learn how to use the many features in your ShoreTel Pure IP Unified Communications system. Eight seats in ShoreTel's System Administrator course and sixteen seats in ShoreTel's Web-based, instructor-led end user training course are included in your ShoreCare® Enterprise Service agreement.

Hardware Replacement

ShoreTel offers three hardware replacement options to prevent the risk of downtime:

Next Business Day Advanced Hardware Replacement:

This is a good choice for organizations that stock a spare switch and have the technical resources to swap equipment. With this option the replacement is shipped to arrive at the designated location the next business day.

Next Business Day On-Site: This is an attractive option for organizations that prefer to have a ShoreTel field technician arrive on-site to handle the replacement the next business day.

Four-Hour On-Site: Organizations that want four hour response and on-site parts replacement, will find this option a good fit for their requirements.

On-site parts replacement is offered worldwide for sites located within one hundred kilometers (50 miles) from the nearest ShoreTel stocking location.

On-site services require a quote and pre-approval by ShoreTel prior to commitment of service delivery. Allow 30 days from receipt of the purchase order for contract activation in the U.S. and 60 days in countries outside of the U.S.

Under all three hardware replacement options ShorePhone IP telephones covered under contract are shipped via ground delivery to be installed by the recipient.

Learn More

For additional information or to obtain a quote, please contact your authorized ShoreTel reseller.

About ShoreTel

ShoreTel is a leading provider of Pure IP Unified Communications solutions. ShoreTel enables companies of any size to seamlessly integrate all communications—voice, video, messaging and data—with their business processes. Independent of device or location, ShoreTel's distributed software architecture eliminates the traditional costs, complexity and reliability issues typically associated with other solutions. ShoreTel continues to deliver the highest levels of customer satisfaction, ease of use and manageability while driving down the overall total cost of ownership. Founded in 1996, ShoreTel has achieved broad industry recognition for its technology. For more information, visit www.shoretel.com.

Enterprise Service Program and Warranty Comparison Chart

| ShoreCare Service Feature | Enterprise Service Program | Product Warranty |
|------------------------------------|---|--|
| Telephone Technical Support | 7 x 24 access to ShoreTel's Technical Assistance Center by telephone or on-line. Calls are handled live from ShoreTel's Technical Assistance Center in California from 11 PM Sunday, Pacific Time until 11 PM Friday, Pacific Time. Calls placed between 11 PM Pacific on Fridays and 11 PM Pacific on Sundays are returned within one hour. | Warranty does not include telephone technical support. |
| Hardware Replacement | Next Business Day Response – The decision to ship replacement hardware or dispatch a field engineer must be made before 4:30 PM Eastern Time in order for the part to be delivered the next business day. Requests placed after 4:30 PM Eastern Time will arrive the second business day. Four-Hour On-Site Response – The field technician and replacement part will arrive within four hours of the decision to dispatch. Telephones that are covered under contract are shipped upon request via ground delivery. | Product must be returned to factory for repair/replacement with reasonable efforts return delivery. |
| Software | Published patches, fixes, upgrades and documentation are available for download from the ShoreTel Web site. | Software is warranted to perform as sold. ShoreTel will provide a patch in the event a bug is discovered in the version purchased. |
| Training | Eight seats in ShoreTel's Web-based, instructor-led System Administrator course. Sixteen seats in ShoreTel's Web-based, instructor-led End User training course. | No training is included in the product warranty. |
| Web Services | Password access to locked areas including Tech Notes, Application Notes, and Admin Guides. Web services include the ability to submit and manage hardware replacement and technical support cases on-line. | No access to locked areas of the ShoreTel Web site. |

ShoreTel Service Portfolio Summary

| Service Offering | Description |
|--|--|
| Network Assessment | Using sophisticated tools, engineers monitor the network to determine if your infrastructure can successfully support Voice over IP (VoIP) traffic and provide guidance on configuration and the equipment needed to achieve the best results. |
| Call Center Implementation | Count on expert project management to coordinate call flow design, implementation, configuration, equipment test, turn-up and training. |
| Custom Application Development | Obtain one-off applications to integrate with legacy systems or streamline business processes and address unique business opportunities. |
| ShoreTel Salesforce.com Call Center Adapter | Integrate the ShoreTel system with Salesforce.com call center features to enhance productivity and speed response times. |
| ShoreTel NetSuite Integration Application | Integrate your ShoreTel system with NetSuite's on demand business application to automate key business functions and streamline operations. |
| ShoreTel Web Dialer | This application extends the convenience of ShoreTel one-click dialing to any telephone number that is displayed in your browser's window. |
| E911 Notification Application | Notifies designated in-house personnel instantly when a 911 call is placed. Provides the caller's name plus location, creates an event log and includes a text messaging feature. |
| System Health Check | Ensure your network is in sync with your business goals. This annual contract provides periodic network traffic and performance reviews. |
| Training | ShoreTel training is available in classroom, on-site, Web-based, and self-paced formats. Curriculum choices include end user, system administrator, implementation, contact center training as well as advanced training and certification. |



960 Stewart Drive
Sunnyvale, CA 94085
Phone: +1.408.331.3300 or +1.877.80SHORE
Fax: +1.408.331.3333
www.shoretel.com