

SPECIFICATIONS

# Enterprise Service Program

A 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.

## BENEFITS

- 7 x 24 access to our Technical Assistance Center via a toll-free phone number
- Advanced exchange, next business day delivery for ShoreTel switches or on-site parts replacement with either next business day or four-hour response
- Advanced exchange, ground delivery for covered ShoreTel IP telephones
- Software documentation, patches and updates
- Eight seats in the 3205sp System Admin Self-Paced eLearning course
- Unlimited access to online, self-paced End User training
- Unlimited access to the ShoreCare® Web portal

## 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.

## 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

Flexible and convenient training makes it easy for your staff and system users to make the best use of your ShoreTel Unified Communications system. Eight seats in ShoreTel's 3205sp System Admin Self-Paced eLearning course are included in your ShoreTel Enterprise Service agreement. In addition, end users have unlimited access to on-line training on using ShoreTel phones, Conferencing and using the ShoreTel Communicator. Role based Communicator training for

professionals, Operators, Workgroup Agents and others provides focused and meaningful training for everyone.

## 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 ShoreTel IP telephones covered under contract are shipped via ground delivery to be installed by the recipient.

## Enterprise service program and warranty comparison chart

ShoreCare Feature	Enterprise Service Program	Product Warranty
Telephone Technical Support	7 x 24 hour access to ShoreTel's Technical Assistance Center.	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 the 3205sp System Admin Self-Paced eLearning course. Unlimited access to on-line, self-paced End User training.	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 phone system with Salesforce.com call center features to enhance productivity and speed response times.
ShoreTel NetSuite Integration Application	Integrate your ShoreTel phone 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.

### 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](http://shoretel.com) or [shoretelsky.com](http://shoretelsky.com)



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