



RE-IMAGINE YOUR PHONE SYSTEM:

# Move to the Cloud in 5 Easy Steps

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Getting tired of trying to stitch together a legacy phone system with your evolving business requirements? You're not alone. Say goodbye to the love-hate relationship you share with your current phone system. Explore the possibilities and move to the cloud in 5 easy steps with ShoreTel Connect CLOUD.

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**BY 2016,**  
**over 50% of respondents**  
will be running some of their  
**UNIFIED COMMUNICATIONS (UC)**  
**APPLICATIONS**  
over either a private or public  
**CLOUD SERVICE**<sup>1</sup>

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<sup>1</sup> <http://www.infonetics.com/pr/2015/UC-Strategies-Survey-Highlights.asp>

## Top Concerns of Businesses Using a Legacy PBX System:

- 1 | IT teams spend significantly more time running the PBX than focusing on business initiatives
- 2 | Fragmented user experiences with multiple apps for telephony, instant messaging, conferencing, video, etc.
- 3 | The significant cost of maintaining legacy systems and their underlying infrastructures
- 4 | A stale feature set that no longer aligns with modern business requirements
- 5 | The phone system is tethered to the desktop phone and was not built with today's mobile workforce in mind

## SOUND FAMILIAR?

Connect CLOUD can help eliminate all of these frustrations in

**5 easy steps!**

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## STEP 1 | An All-In-One Solution That's Easy as 1-2-3

**ShoreTel Connect CLOUD** is a modern, streamlined, all-in-one unified communications solution. It never requires separate windows, apps or logins like other providers whose features are less intuitive and fragmented, ultimately leading to lower user adoption.

Connect CLOUD has a full-featured VoIP phone system which includes instant messaging, audio and web conferencing, video and collaboration tools - all built natively into a single client that works anywhere from any device.



## 2

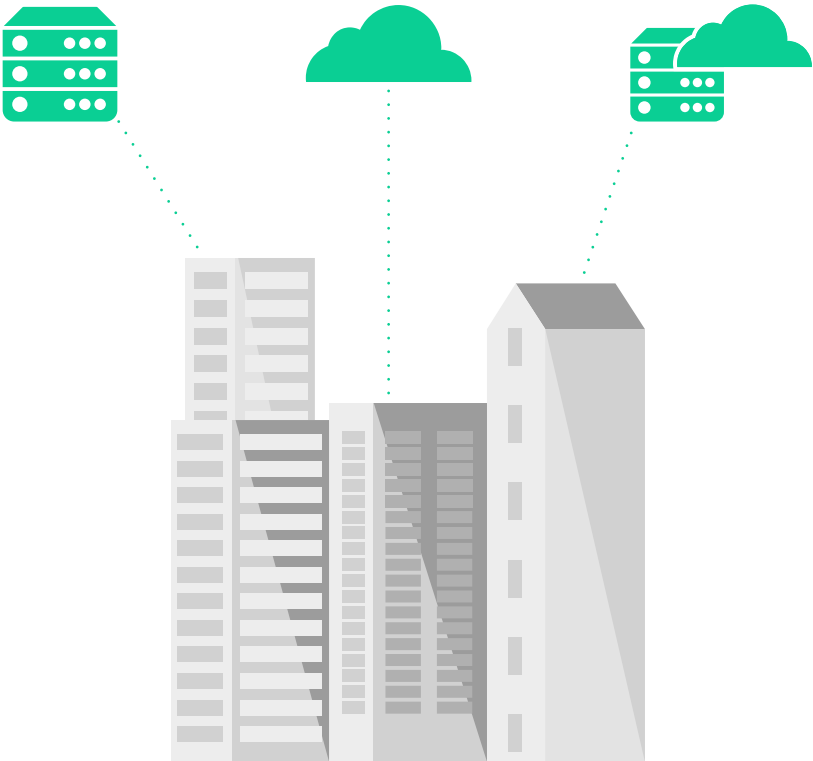
### STEP 2 | Reliable & Secure

ShoreTel is the only cloud business communications vendor that combines 20 years of “pure IP” phone system experience with a modern, built from scratch collaboration suite. Our reputation for VoIP excellence is why so many companies trust us as an enterprise-class provider.

Connect CLOUD is deployed in state-of-the-art data centers and architected to protect against any single point of failure. The ShoreTel NOC and Fraud Detection Services Team provide 24/7/365 monitoring and support. In addition, all voice traffic is always encrypted – end-to-end.

**FACT |** Connect CLOUD is reliable & transparent. **See proof.**





### 3

## STEP 3 | Maximum Flexibility

Connect CLOUD lets you move to the cloud... without boxing you inside it.

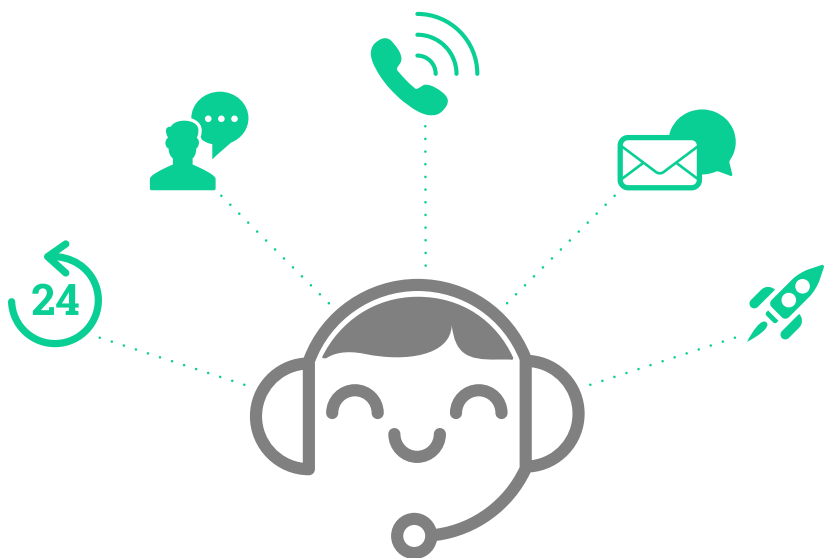
If you plan to migrate to the cloud, but want to make a gradual transition, ShoreTel can help. We can provide onsite and cloud communication deployments in a mix-and-match hybrid environment, enabling you to dial into cloud functionality at a pace that matches the needs of your business.

## 4

### STEP 4 | Easy, Breezy Deployment

ShoreTel's brilliantly simple service plans make it easy to deploy a variety of service levels optimized for your staffing plans. From core call control features to multi-faceted feature levels including operator and supervisor features, you'll pay only for the services you use.

Unlike other cloud vendors that turn on your service, ship you a box of phones and wish you good luck, ShoreTel assigns personal account managers to hold your hand every step of the way during your transition to Connect CLOUD and thereafter. A simple touch of the help button on your Connect CLOUD phone connects you to customer service 24/7, 365 days a year.



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## STEP 5 | Integrate Your Business Phone System Into Your Business Processes

As you move your business communications to the cloud, it's vital to tie it to your core business processes.

Connect CLOUD has a rich set of application integrations and open APIs that make it simple to shape your cloud UC solution around your business applications like CRMs, Skype for Business and more.



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### NEED MORE INSIGHT?

The experts at ShoreTel can help! Learn more about ShoreTel Connect CLOUD and our other industry-leading unified communications solutions at [shoretel.com](http://shoretel.com).