

*Communication  
Solutions for the way  
People work!*

# GCS News



## Customer Profile – The Chicago Community Trust

For 93 years, The Chicago Community Trust, the region’s community foundation, has connected the generosity of donors with community needs by making grants to organizations working to improve metropolitan Chicago. From strengthening community schools to assisting local art programs, from building health centers to helping lives affected by violence, the Trust continues to enhance our region.

The Trust provides critical charitable resources in the arts, community and economic development, education, health and wellness, hunger and homeless alleviation, legal services; programs for youth, the elderly, and people with disabilities; and services to assure that basic human needs are met for all members of our community.

In 2008, the Trust, together with its donors, granted more than \$100 million to not-for-profit organizations. The Trust’s giving generally falls into five broad areas:

- Arts and Culture
- Basic Human Needs
- Community Development
- Education
- Health

Individuals, families, organizations, and businesses work with the Trust to manage their charitable giving through the establishment of individual, named funds or the support of existing funds dedicated to different community needs. Funds are then used to make grants to a variety of not-for-profit organizations

Today the community needs the Trust even more.

Make a donation to The Unity Challenge, the Trust’s 2 to 1 matching fund, and help them support vital service agencies under increasing stress. Visit the Trusts’ website, [www.cct.org](http://www.cct.org), for more info.

Gregg Communications recently helped the Trust replace their old telephone system, with a ShoreTel system, for the headquarters offices in Chicago.

The Leading Products Gregg Communications Represents

ShoreTel – IP Telephony Solutions



Zultys – VoIP Solutions



eOn – Contact Center Solutions



Vertical / Comdial –VoIP Solutions, IP-enabled & Traditional PBX systems



Sonexis – Audio & Web Conferencing



Oaisys – Conversation recording & evaluation tools



Syntellect – Contact Center Solutions



TriVium Systems- Business Productivity





TriVium Systems is a leading provider of Business Productivity Solutions for the Converged Communications marketplace. TriVium's solutions help organizations maximize the value of voice and data convergence. Their focus is on building compelling applications, flexible platforms and related services that enhances user experience. The solutions can provide access and insight into business data that help manage costs and boost productivity in innovative ways.

**Their CallAnalyst product suite is a powerful, award winning call accounting and management solution.** Efficient and effective usage of phone system resources, such as PBXs and key systems, helps businesses to reduce costs and shorten the ROI cycle. CallAnalyst provides the tools necessary to help businesses reach these goals and gain a clear picture of how their phone system is being used.

Please contact Gregg Communications @ 630-571-7000 for more information on Trivium System products.

## News

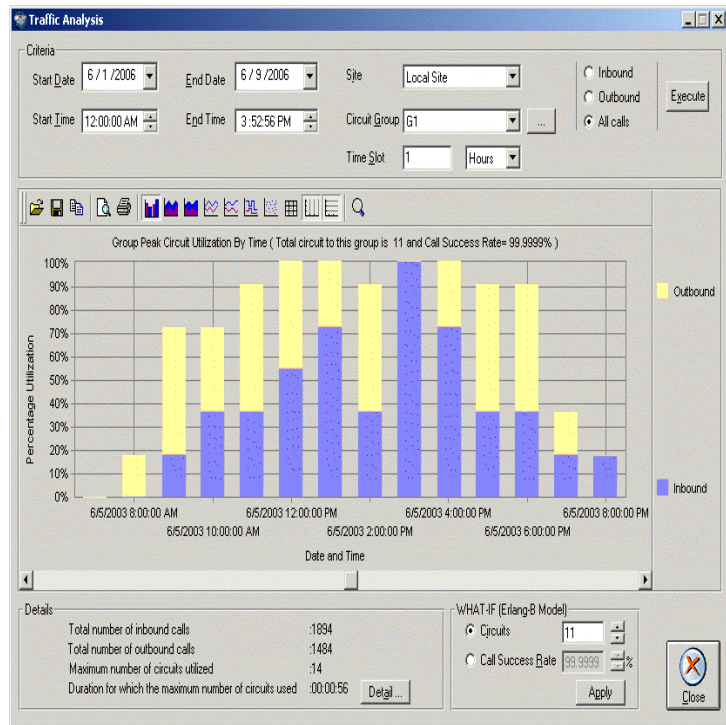
### ShoreTel Receives CustomerSat ACE Awards for Second Year

SUNNYVALE, CA, November 5, 2008 - ShoreTel, Inc., (NASDAQ: SHOR), a leading provider of Pure IP Unified Communications (UC) solutions, today announced it has received two prestigious 2008 CustomerSat Achievement in Customer Excellence (ACE) Awards, which certify, acknowledge, and celebrate outstanding achievement in Overall Customer Satisfaction and Technical Support Satisfaction. The CustomerSat awards demonstrate both rigorous application of customer feedback processes and outstanding performance as measured by those processes.

### Vertical and ShoreTel ranked in top 200 Fastest Growing Companies in North America

CAMBRIDGE, Mass., December 16, 2008 — Vertical Communications, a leading provider of next-generation IP-based phone systems and voice applications, today announced that it ranked in the top 200 on Deloitte's 2008 Technology Fast 500.

## TriVium Trunk Analysis Example



### Gregg Communications 2009Q1 Seminars

ShoreTel Phone Systems  
Vertical Systems – SBX320  
ShoreTel Call Center Solutions  
Oaisys Call Recording

February 24  
March 3  
March 10  
March 17

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