

# Telephony News



## Gregg Communications Recognized at Annual ShoreTel Conference

ShoreTel® (NASDAQ: SHOR), the leading provider of brilliantly simple IP phone systems with fully integrated unified communications (UC), welcomed leading business communications experts, including resellers, technology partners and industry analysts, to connect and collaborate at the annual ShoreTel Champion Partner Conference July 19-21 in Chicago.

Highlights of the conference included:

- “Mobilize for Growth” Informational Sessions with ShoreTel Executives – CEO Peter Blackmore and top executives reviewed global sales and development programs, including the ShoreTel Solutions Roadmap, to give partners an exclusive sneak peek into what the coming year will hold for ShoreTel products. This was a unique opportunity to engage with ShoreTel leadership, including Blackmore, who joined the company as CEO last December.
- Partner Innovation Center – More than 40 technology partners showcased innovative integration with ShoreTel solutions.
- Training for Growth – Breakout sessions that covered technical training in the latest ShoreTel solutions including ShoreTel Mobility and ShoreTel 12, as well as sales training and business development strategies geared toward helping ShoreTel partners grow their businesses.
- Partner Recognition and Awards Ceremony – ShoreTel celebrated its partners’ continued commitment and business performance at an Awards Gala, where it honored partners who had earned the highest customer satisfaction and revenue this past year.

**Gregg Communications was the recipient of several partner awards, including:**

- 1) Major Account Program Deal of the Year for North America
- 2) The top 1% of all ShoreTel partners in the Circle of Excellence
- 3) Ranked #8 in the world for customer satisfaction with a 99.9% rating

Several of the Gregg Communications’ staff were in attendance to accept the awards as presented by ShoreTel CEO Peter Blackmore – see the picture on the next page!

### The Leading Products Gregg Communications Represents

*Shoretel – IP Telephony*



*Shoretel’s most elite partner tier!!*

*Star2Star - Internet Telephony*



*Zultys – VoIP Solutions*



*EtherSpeak – SIP Trunks*



*Vertical & Comdial PBX/VOIP*



*Sonexis – Audio & Web Conferencing*



*Oaisys – Call recording tools*



*Syntellect – Contact Center Solutions*



*Fax Back - VoIP Fax Solutions*



*Call Copy – Call Recording*





### What to Look out For

#### Webinars (register today)

**SIP Trunking**

**Mutare Software**

**Phybridge**

**Star 2 Star Internet Telephony**

#### Chicago Seminars

**ShoreTel IP Telephony**

**Wave IP Telephony**

**Call Center Solutions**

#### Lombard Seminars

**ShoreTel IP Telephony**

**Wave IP Telephony**

**Call Center Solutions**

To check dates, availability or to register, please contact:

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The Greater Chicago Chapter of the Association of Legal Administrators (ALA) Bi-Annual Educational Conference & Business Partner Expo. Wednesday, October 26, 2011 Chicago, IL.

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### Partners in the news...

- Vertical Communications received 2011 TMC labs innovation award
- Star2Star received Internet Telephony Magazine's Product of the Year Award for the fifth year in a row
- Star2Star was named "Best in Show" at the ITEXPO West show

For more information contact Gregg Communications

### Customer Quote:

"Our decision to move ahead with Gregg Communications and ShoreTel was one of the easiest ones our organization has ever made in the technology area. Gregg's experience in the legal market was clearly evident in the staff's ability to professionally and logically guide us through the implementation process. Their emphasis on customer support and satisfaction went a long way in making our professionals feel comfortable with ShoreTel."

Laura Thompson – Gould & Ratner LLP

### Vertical/Comdial users, did you know:

*Included with the purchase of a Vertical Wave system, every user license comes with a ViewPoint client. This provides desktop control of call management including built in instant messaging of co-workers.*