

GCS News



Nemertes Research Awards ShoreTel Best for Seventh Year in a Row

ShoreTel® (NASDAQ: SHOR), the leading provider of brilliantly simple IP phone systems with fully integrated unified communications (UC), has announced that for the **seventh consecutive year**, it has received the highest ratings for IP telephony products from IT decision makers in [Nemertes Research annual benchmark](#). The high ratings earned ShoreTel the Nemertes PilotHouse Award for Best IP Telephony Provider—Market Challengers. Nemertes, an independent research firm based in Illinois, received ratings for 37 IP telephony vendors and determined the award solely on the views and experiences of more than 2,000 actual users of IP telephony systems.

ShoreTel continues to win by a significant margin in all areas evaluated, beating all providers, including Cisco, Avaya, and Mitel, in all categories. "ShoreTel has maintained its first-place standing, with more authority than ever," the report states. "This year, ShoreTel is the winner with an impressive 4.22 overall score." The next highest overall score from a competing vendor was 3.90.

NEWS HIGHLIGHTS

Technology: This year, ShoreTel received its highest rating yet for technology, 4.33, surpassing last year's 4.08. "From a technology perspective, participants rating ShoreTel also say the system is easy to understand and not overly complex like some of its competitors," the report states.

Customer Service: ShoreTel received a 4.10 rating for customer service, another jump over the previous year. One research participant, a CIO of a \$100 million K-12 school district is quoted in the report as saying of ShoreTel, "They are sterling relative to their peers." ShoreTel was the only vendor to score above 4 in this category.

Value: The value rating measures what customers think about what they get for their money. With the top value rating of 4.24,

"ShoreTel is the only vendor in any technology category to have received the highest scores since Nemertes started tracking IT decision-maker ratings seven years ago. ShoreTel's customers continually rate its customer service, technology and value ahead of all of its competitors."

Robin Gareiss, Nemertes' executive vice president

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 – VoIP Solutions, IP-enabled & Traditional PBX systems



Sonexis – Audio & Web Conferencing



Oaisys – Call recording tools



Syntellect – Contact Center Solutions



Fax Back - VoIP Fax Solutions



Call Copy – Call Recording



Wave IP—Setting the standard in Voice Communications

Technology Marketing Corporation (TMC) has named the Wave IP 500 converged telephony system as a recipient of the 2009 *Communications Solutions* magazine's Product of the Year Award.

The *Communications Solutions* Product of the Year Award recognizes the vision, leadership, and thoroughness that are characteristics of the prestigious award. The most innovative products and services brought to the market from March 2008 through March 2009 were chosen as winners of the Communications Solutions Product of the Year Award.

"Vertical has been recognized with a 2009 Product of the Year Award for their admirable efforts in the advancement of voice communications. Wave IP's embedded applications architecture has clear deployment and infrastructural benefits to customers and the converged telephony system clearly provides ROI for companies that use it."—Rich Tehrani, CEO, TMC

"Wave IP has been continuing to win award after award for its innovation and unique architecture, which is setting the standard in voice communications and raising the bar for our competitors. Our focus has and continues to be, to build the best communications systems possible. Wave IP allows customers to cut their operating and capital expenditures, at the same time benefiting from efficiency improvements to their business by using new communications capabilities. We typically see the ROI paying for the phone system in the first 12 months of deployment – which is an unprecedented ROI for our industry."—Peter Bailey, President, Vertical Communications



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Gregg Communications announces new Webinar Series

Gregg Communications is pleased to announce that they are expanding their Telephony education program by adding two new exciting webinars:

Internet Telephony hosted by Star 2 Star Communications

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These Webinars will be scheduled monthly. If you are interested in finding out more or registering for the sessions please contact us.