

SPECTRUM OF COMPLEXITY

PHONE SYSTEM EVOLUTION TIMELINE

1902: Legacy PBX

AT&T offered the No.1 PBX

1996: IP-enabled PBX

Alcatel introduced the OmniPCX 4400

1998: Designed and built from scratch IP-PBX

ShoreTel introduced distributed architecture and IP-PBX

2000: Hosted PBX

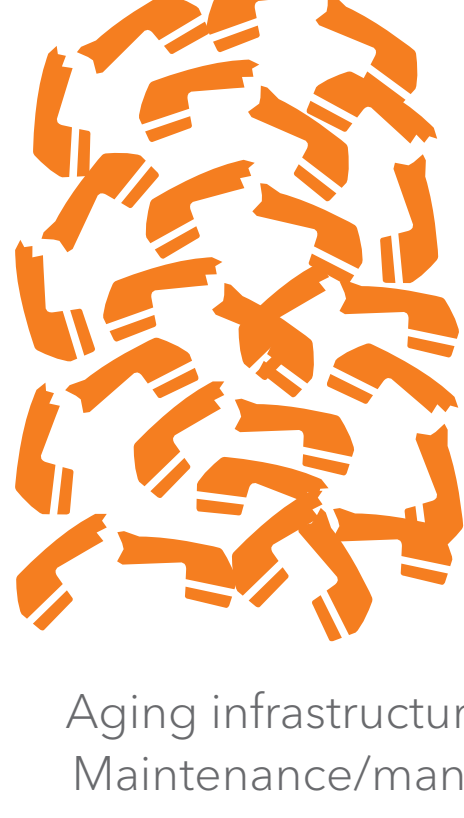
M5 offers a hosted business phone system

2012: Choice: Cloud or Closet

ShoreTel and ShoreTel Sky offer ultimate choice for businesses; on-premise or in the cloud



Communication technologies have evolved over time, on unique and diverse paths. Some technologies have evolved by updating legacy technology. Other technologies were built from scratch. The inherent complexity of the technology is in direct relationship to the evolutionary path. Purpose-built UC solutions make deployment and administration easy, and user adoption guaranteed.



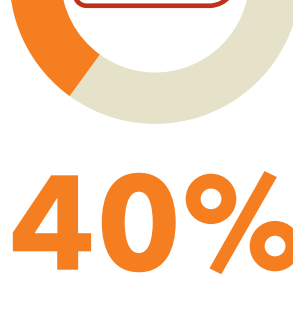
Aging infrastructure carries a high cost. Maintenance/management costs were

2X HIGHER IN TOTAL IT COSTS compared to server acquisition in 2010

This could be why:



80% of new commercial enterprise apps are in the cloud



40% of organizations plan to move IT infrastructure to the cloud by 2015

However, cloud solutions aren't for everyone:



51%

are deploying UC on-premise

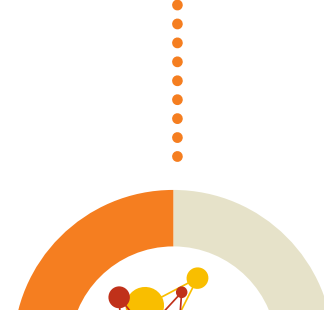


Of those surveyed:



55%

said supporting a diverse set of technologies was the biggest factor to business telephone complexity



56%

see IP telephony as somewhat complex



57%

consider having a strategy to replace legacy solutions with multiple, less complex solutions to be the best way to defeat IT complexity



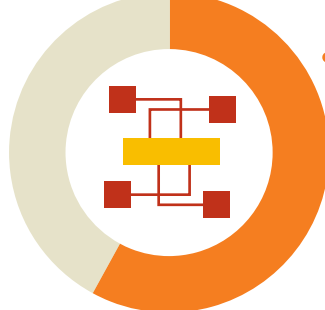
37%

said integrating communications and collaboration tools into business processes contributed to IT complexity



58%

agree that complexity comes from older TDM solutions that have been enabled, and are not true, purpose-built IP solutions



60%

Nearly 60% of survey respondents said native IP, appliance-based solutions that enable reliability as well as scalability features would be very or extremely relevant

 **ShoreTel**[®]

SOURCES

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