

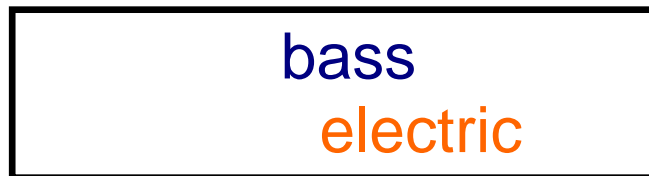


## How Customers rated their ShoreTel-CMS Experience



The Mysterious Order of the Veiled Prophet is a 130-year-old civic, and philanthropic organization founded in 1878 to promote the City of St. Louis and enrich the quality of life for its citizens. Its members, who choose to remain anonymous, provide financial support and leadership for various civic projects and not-for-profit agencies, produce the annual Fair St. Louis, Live on the Levee celebrations and the Veiled Prophet Parade, and honor young college-aged women for their civic involvement at the annual Veiled Prophet Ball.

On July 15, 2009 Mr. Jim Howe, Executive Director rated Veiled Prophet's ShoreTel-CMS experience **100%**. Mr. Howe stated, "From the initial sales presentation we knew it was going to be a positive upgrade. The CMS sales, install and technical support have been great. The front end work was a very positive experience."



Constructing innovative, dynamic energy solutions for local and national clients since 1996, we are a California licensed electrical contractor with a global outlook. From electrical construction and managing energy costs to green energy solutions and guaranteed TEGG Service maintenance we specialize in providing uninterrupted, clean energy to growing commercial and industrial clients. As energy efficiency has an increasing impact on business, Bay Area Systems & Solutions, Inc.—BASS Electric—is ready to help you maximize ROI on your electrical infrastructure.

On July 15, 2009 Mr. Bernd Huschenbett, Executive Director rated bass electric's ShoreTel-CMS experience **100%**.



Founded as the American Pharmaceutical Association in 1852, APhA today represents more than 60,000 practicing pharmacists, pharmaceutical scientists, student pharmacists, pharmacy technicians, and others interested in advancing the profession. APhA, dedicated to helping all pharmacists improve medication use and advance patient care, is the first-established and largest association of pharmacists in the United States. Three academies—Pharmacy Practice and Management, Pharmaceutical Research and Science, and Student Pharmacists—make up APhA.

On July 13, 2009 Ms. Ann Dubas, Vice President rated APhA's ShoreTel-CMS experience 100%. Ms. Dubas stated, "CMS provided very competent and helpful personnel and the overall installation went extremely well. The system is very easy to use and we look forward to utilizing all of the features."



With over 75 years of experience and five offices, Ancel Glink is one of the preeminent government law firms in Illinois.

On July 8, 2009 Mr. Matthew Smith, IT Director rated Ancel Glink's ShoreTel-CMS experience 100%. Mr. Smith stated, "All performance aspects from purchase to implementation were accomplished above and beyond expectations. Ongoing support has been excellent. CMS has performed consistently and remains very responsive even during off hours and weekends".



Established in 1982, RehabCare Group, Inc. (NYSE: [RHB](#)) is a leading provider of physical rehabilitation program management services in over 1,200 hospitals, skilled nursing facilities and other long-term care facilities throughout the United States. RehabCare Group also owns and operates 11 rehabilitation and long-term acute care hospitals throughout the U.S.

On March 12, 2009 Mr. Jim O'Brien, IT Director rated RehabCare Group's ShoreTel-CMS experience **100%**. Mr. O'Brien added, "After issuing an RFP, we received responses from ShoreTel, Cisco and Nortel. It was ShoreTel's pure IP system, built from the ground up for voice over IP that delivered the level of management ease and reliability that RehabCare needed. We chose ShoreTel for a number of reasons - it's more reliable than the other vendor solutions because it has fewer components - it's simpler, more robust and the intuitive interface makes it easier to manage. I don't have to add a server every time I want to add a new capability, and the built-in redundancy makes five-nines availability simple and cost-effective. CMS has been fantastic. I have participated in many phone system conversions during my career and this was the smoothest by far. CMS provided well-trained, knowledgeable engineers, and managed the entire training project. Everyone found the system easy to learn and the user interface extremely intuitive. We have yet to receive a single problem call about ShoreTel - the deployment has been one of the most visible projects that IT has completed. It touched every desk, producing a huge win for the IT department and a positive impact on the business."



Immunalysis develops, manufactures and markets immunoassay reagents for the screening of Drugs of Abuse and other small molecules in a variety of biological matrices. The company draws upon its expertise in organic chemistry, immunology, biochemistry, assay development and quality control, to supply immunoassay reagents and validated automation options.

On March 12, 2009 Mr. Michael Vincent, Owner rated his ShoreTel-CMS experience **97%**.



TFB offers a comprehensive suite of turnkey CTI applications, and customizable software modules for contact centers and organizations that understand the power of integrating telephony and IT systems. TFB products work with Avaya, Nortel, NEC, and others. TFB also extends its packaged software to build highly-customized industry-specific solutions for healthcare, hospitality, education, government, homeland security, and many more.

On March 12, 2009 Mr. David Bean, Management Executive rated TFB's ShoreTel-CMS experience **98%**. Mr. Bean added, "CMS has gone out of their way to establish a relationship with us and to proactively provide support for the ShoreTel system."

## **AgieCharmilles**

GF AgieCharmilles is the world's leading provider of machines, automation solutions and services to the tool and moldmaking industry and to manufacturers of precision components. The products range from electric discharge machines, high-speed and high performance milling machines, including clamping and paletization systems, services, spare parts and expendable parts, consumables and automation solutions.

On October 27, 2009 Mr. Mark Sanhamel, Business Systems Manager rated AgieCharmilles ShoreTel-CMS experience **100%**. Mr. Sanhamel stated, "ShoreTel is very customer centric with superior financing and appropriate product research and development. The CMS team was well received by the staff and very thorough throughout the installation and training process. The CMS team was extremely responsive and focused on our satisfaction with the system"