

INDUSTRIAS IDEAL+SHORETEL

Industrias Ideal Found Comfort in Implementing ShoreTel's Solutions



Industrias Ideal shows how comfortable they are with the efficient communication ShoreTel provides.

Located in Naucalpan, Estado de Mexico, and founded in 1925, this company manufactures chairs and seats for theaters and public spaces with a high standard of quality that are comfortable and aesthetic. "We have a commitment to quality and innovation, and to achieve these goals we need suppliers that go beyond the usual commercial exchange. Our operation, based in three cities and two countries, requires us to have an efficient and accessible communication. Technological solutions like ShoreTel unified communications have allowed a fundamental

change in the way we communicate and develop our work, internally and externally," said Fernando Villaseñor Valle, IT Corporate Manager at Industrias Ideal.

"The manufacturing industry does not allow errors or excessive waste in the production process, which is why this kind of companies need a communication system that allows them to maintain a high standard of effectiveness, efficiency and quality," said Rafael Fernández Corro, Regional Manager for ShoreTel.

The solution implemented with ShoreTel Ideal Industries was installed by Fandis consultants. "The installation was done as a complement to the project that began with the San Diego office. This experience showed us that it was a good investment to change the communication system

Challenges:

Replace the outdated communication system in Mexico with one that accommodates the modern features of IP telephony, and take advantage of the benefits provided by the offices in San Diego.

ShoreTel Solution:

The ShoreTel IP System with 130 ShoreTel phones connected in four locations, and ShoreTel Mobility for mobile devices. The ShoreTel models in question are IP115, IP230 and IP560.

ShoreTel Benefits:

- Better connectivity
- Fewer missed calls
- Greater stability
- Reliable, efficient and accessible communication

that we had in Mexico and allowed us to have accessible communication costs with a perceptible increase in employee productivity," Villaseñor said.

According to Fernandez, the installation includes 130 ShoreTel IP phones connected in four locations, and ShoreTel Mobility for mobile devices.

A better communication to be more comfortable with the results

Villaseñor explained the concrete benefits of implementing ShoreTel solutions: "We noticed an immediate improvement in the speed of our communication system. We even received reports faster. The implementation required only a small amount of training for employees, who were ready to work straight away with the new technology. Internal maintenance is easily met and major maintenance is only requested externally if it is something serious. Also, this is one of the best customer services we receive."

The convenience of ShoreTel's solutions is an example of a reliable, unified, economically efficient and top of the line technology that any company can have. While there are many factors involved, an important one is to create a business alliance with experience and the ability and fairness between technology and men, to ensure success in Unified Communications.

"WE FOUND FEATURES THAT HELPED US OPTIMIZE OUR COSTS. WE STARTED WITH A BASIC INSTALLATION PROCESS AND WE ADDED TECHNOLOGY THAT ALLOWED US TO MAKE A CALL TO LATIN AMERICA AT A SIMILAR COST OF A LOCAL CALL, AS WELL AS IMPROVING OUR CONFERENCE CONNECTIONS."

Fernando Villaseñor Valle
IT Corporate Manager
Industrias Ideal

ShoreTel. Brilliantly simple business communications.

ShoreTel, Inc. (NASDAQ: SHOR) is a leading provider of brilliantly simple IP phone systems and unified communications solutions powering today's always-on workforce. Its flexible communications solutions for on-premises, cloud and hybrid environments eliminate complexity, reduce costs and improve productivity.

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