



ShoreTel Gains Market Share in both Enterprise IP and UC as a Service in the U.S.

According to Synergy Research, ShoreTel gains market share against its three largest competitors

SUNNYVALE, Calif., June 17, 2013 – ShoreTel® (NASDAQ: SHOR), the leading provider of brilliantly simple **unified communications platforms** including **business phone systems**, applications and **mobile UC solutions**, continues to gain market share in the IP telephony market in the United States according to recent data published by Synergy Research Group. In its market share summary report for the first calendar quarter of 2013, Synergy found that ShoreTel had both the highest sequential market share and revenue growth rates for Enterprise IP Telephony compared to Avaya Inc., Cisco Systems, Inc. and Mitel Networks Corporation. In addition, ShoreTel gained market share in the Unified Communications as a Service (UCaaS) Private Network segment, and retains the number one position in that market.

According to **Synergy** data based on revenue, ShoreTel ranks third in Enterprise IP Telephony market share in the U.S. with a revenue increase of 7 percent over the previous quarter, and the company grew its market share from 6.4 percent in Q4'12 to 8.0 percent in Q1'13, a 25 percent increase in quarter over quarter market share growth and 13 percent year over year market share growth. In contrast, Synergy reported for the same U.S. market that Cisco's revenues dropped 18 percent; Avaya's revenues dropped 26 percent and Mitel's revenues dropped 22 percent.

Synergy also reported that ShoreTel increased its leading market share position in the U.S. in Q1'13 to 34 percent in the UCaaS Private Network segment for services most commonly targeted to larger businesses.

"ShoreTel continues to gain in market share over our largest competitors who have experienced declining sales," said Peter Blackmore, ShoreTel CEO. "By offering customers ultimate choice and flexibility in both on-premise and cloud solutions, we continue to win business. With investments in customer satisfaction programs, hybrid infrastructure, as well as our strong partner ecosystem, we expect to see continued long-term growth."



“By addressing both the existing IP telephony and emerging Cloud UC market, ShoreTel is executing on a bold strategy which is reaping market share gains presently and positions ShoreTel as a major competitive force in the future,” said Jeremy Duke, founder and chief analyst, Synergy Research Group.

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About ShoreTel

ShoreTel, Inc. (NASDAQ: SHOR) is a provider of [business communication solutions](#) whose brilliantly simple [unified communications platforms](#), applications and [mobile UC solutions](#) promise a new rhythm of workforce engagement and collaboration. With costly complexity eliminated by design from its award-winning, all-in-one [IP phone system](#), [UC](#) and [contact center](#) solution, and its industry-leading [hosted phone system](#), workers enjoy a freedom and self-reliance that other providers can't match. Users have full control to engage and collaborate, no matter the time, place or device, for the lowest cost and demand on IT resources in the industry. ShoreTel is headquartered in Sunnyvale, Calif., and has regional offices and partners worldwide. For more information, visit [shoretel.com](#) or [shoretelsky.com](#).

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ShoreTel assumes no obligation to update the forward-looking statements included in this release. This release contains forward-looking statements within the meaning of the "safe harbor" provisions of the federal securities laws. The forward-looking statements are subject to risks and uncertainties that could cause actual results to differ materially from those projected. The forward-looking statements include that ShoreTel will continue to gain market share in the IP telephony market and over its largest competitors, that ShoreTel will retain the leading position in the UCaaS Private Network segment, that ShoreTel continues to win business, that ShoreTel expects to see ongoing momentum and long-term growth, that ShoreTel is executing on a bold strategy and that ShoreTel is positioning as a major competitive force in the future. The risks and uncertainties include customer buying cycles, global economic uncertainty, the



intense competition in our industry, supply and manufacturing risks, our ability to attract, retain and ramp new sales personnel, uncertainties inherent in the product development cycle, uncertainty as to market acceptance of new products and services, and other risk factors set forth in ShoreTel's Form 10-K for the year ended June 30, 2012, and in its Form 10-Q for the quarter ended March 31, 2013.