



PRESS RELEASE
Tellumat Telecoms
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Cross-platform UC Solutions on the rise, salvaging legacy investments **ShoreTel from Tellumat front-ends Nortel, Avaya, Cisco, Ericsson, Mitel, NEC**

Tellumat Telecoms, the communications specialist in the Tellumat group, notes a rising tide of businesses migrating to unified communications systems – without the rip-and-replace trauma one would expect.

Bennie Langenhoven, managing executive of the division that distributes leading UC applications from US-based ShoreTel, says a growing number of enterprises are choosing the vendor to integrate feature-rich UC capabilities into multi-vendor PBX environments.

“Many companies with legacy phone systems want to transition to UC without immediately ripping out and replacing their infrastructure,” he says. “ShoreTel and Tellumat can today offer them a complete IP-based UC solution across the enterprise, even in places where they are not ready to displace their existing platforms. This protects their earlier PBX investment and allows them to migrate as time and budget permit.”

Proven production deployments

Langenhoven says ShoreTel's cross-platform UC solutions have been proven in production deployments. The vendor's application has front-ended legacy platforms from Nortel, Avaya, Cisco, Ericsson, Mitel and NEC.

The ShoreTel 360 Legacy Migration Programme, offered by Tellumat, offers implementation resources for a suite of applications, including UC, unified messaging, multi-channel contact centres, conferencing and collaboration, personalised communications and mobility services, along with enterprise resource management tools.

Based on open standards, ShoreTel consolidates and simplifies enterprise-wide communications with coordinated dial plans, trunking services and employee database management across disparate systems, says Langenhoven.

Various deployment options

ShoreTel supports various deployment models ranging from basic to highly sophisticated, including:

- Simple tie-line integration supporting coordinated dial plans and allowing PBXs to hand traffic to each other, reducing telecoms costs;
- Voicemail replacement, in which locations with legacy PBXs continue to use features of the old PBX but upgrade their legacy voicemail to ShoreTel unified messaging. This offers the advantage of using ShoreTel's advanced UM capabilities across the entire enterprise.
- Full ShoreTel UC integration, where the multi-location enterprise has a mixed environment with ShoreTel at some locations and legacy PBXs at others, as part of a planned migration occurring over time. Every user, across all locations, gets the benefits of the ShoreTel UC experience, gradually abandoning legacy PBX features while salvaging use of the legacy PBX for desktop phones.

Simple integration, today



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"Customers are thrilled to learn they can embrace a unified communications solution across their entire multi-site enterprise while salvaging their previous investment," Langenhoven adds. "There's no need for customers to wait. ShoreTel can support legacy integration today."

ShoreTel's distributed architecture presents a viable alternative that seamlessly supports systems in a manner that is easy for users and administrators to deal with.

The simplicity of the vendor's cross-platform solutions on legacy platforms have already shown positive results in deployments among multi-vendor customers with limited IT resources.

User case

One such deployment is SEH America, a leading supplier of silicon wafer technologies, which integrated its ShoreTel solutions with legacy Nortel systems, now serving over 800 employees on its main campus.

"By leveraging ShoreTel's open interfaces we provide new unified communication applications to our employees as we migrate to a pure IP solution over time," said Kenton Dolan, system administrator at SEH America.

"ShoreTel's simplified administration has reduced complexity and support costs immensely. Our employees rave about the new communications applications, resulting in higher productivity, mobility and accessibility."

Ends.

About Tellumat

Tellumat is an innovative, black empowered, South African technology company that has achieved a B-BBEE Status Level 3 rating, as well as being a "Value-Adding Enterprise" in terms of the DTI's Codes of Good Practice. It consists of three major trading divisions; Communications, Defence and Contract Manufacturing, and three partly owned companies; SIA Solutions (Pty) Ltd, Eence Engineering (Pty) Ltd and SIMpill (Pty) Ltd. Tellumat services three primary market areas, namely wireless voice and data communications, defence communication systems and high precision electronic and mechanical manufacturing. Tellumat is a world-class business focused on innovation, offering our customers dynamic and competitive technology products and services. We focus on understanding our customers' needs and forming long-term strategic alliances with likeminded enterprises worldwide.

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