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ShoreTel Names Ingram Micro Value Added Distribution Partner

Leading IT Distributor's Advanced Technology Division to Offer ShoreTel's Comprehensive Unified Communications Solutions to Channel Partners

SANTA ANA, CA -- (MARKET WIRE) -- 10/18/11 -- Ingram Micro Inc. (NYSE: IM) and ShoreTel Inc. (NASDAQ: SHOR) today announced a new U.S. distribution relationship that includes the full portfolio of ShoreTel unified communications (UC) products and tools, including the latest version of ShoreTel Mobility, a smartphone integration solution that simply and intelligently integrates smartphones and tablets with most major IP PBX systems and UC systems.

"UC solutions represent a high-growth, high-margin sales and service opportunity for our channel partners and a growing IT solutions category for Ingram Micro," says Paul Bay, executive vice president, Ingram Micro North America. "The expertise and enablement within Ingram Micro's Advanced Technology Division will bring tremendous business and technical value to our mutual partners and assist ShoreTel in reaching its growth goals."

ShoreTel's UC solutions are based on their brilliantly simple IP phone system, which allows businesses to trade the expected complexity of UC solutions for plug-and-play simplicity that delivers integrated voice, video, data, and mobile communication solutions for businesses of all sizes.

"ShoreTel is committed to providing comprehensive communications solutions that eliminate complexity and help reduce costs. Demand is high for an affordable, scalable business solution that is easy to deploy and will support an increasingly mobile workforce," said Don Girskis, senior vice president of worldwide sales, ShoreTel. "By teaming with Ingram Micro and leveraging its Advanced Technology Division, we are empowering our partners to easily implement the brilliantly simple ShoreTel solution, which gives customers more time to focus on their business at hand."

Making Mutual Investments in Partner Enablement
As part of the new value-added distribution relationship, Ingram Micro and ShoreTel are co-investing in dedicated technical support staff, market development managers, and cross-trained sales engineers.

In addition, Ingram Micro's Advanced Technology Division will offer targeted sales, technical and business development training and education. These collaborative, business-building resources are designed to help channel partners establish and grow a successful ShoreTel business and generate greater sales and service opportunities around UC solutions.

"We're pleased with the new relationship between ShoreTel and Ingram Micro, as it

enhances our route to market for customers," said Bob Plessett, Principal at Teleswitch. "ShoreTel and Ingram Micro share a philosophy to bring innovative solutions to market that provide an easier and more profitable way for channel partners to deploy and manage."

Solution providers interested in becoming a ShoreTel reseller, please contact your local Ingram Micro sales representative.

Related Links & Conversation

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About ShoreTel
ShoreTel, Inc. (NASDAQ: SHOR) is the provider of brilliantly simple Unified Communication (UC) solutions based on its award-winning IP business phone system. We offer organizations of all sizes integrated, voice, video, data, and mobile communications on an open, distributed IP architecture that helps significantly reduce the complexity and costs typically associated with other solutions. The feature-rich ShoreTel UC system offers the lowest total cost of ownership (TCO) and the highest customer satisfaction in the industry, in part because it is easy to deploy, manage, scale and use. Increasingly, companies around the world are finding a competitive edge by replacing business-as-usual with new thinking, and choosing ShoreTel to handle their integrated business communication. ShoreTel is based in Sunnyvale, California, and has regional offices in Austin, Texas; United Kingdom; Sydney, Australia; and Singapore. For more information, visit www.shoretel.com.

About Ingram Micro Inc.
As a vital link in the technology value chain, Ingram Micro creates sales and profitability opportunities for vendors and resellers through unique marketing programs, outsourced logistics, technical and financial support, managed and cloud-based services, and product aggregation and distribution. The company is the only global broad-based IT distributor, serving more than 150 countries on six continents with the world's most comprehensive portfolio of IT products and services. Visit www.ingrammicro.com.

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