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Datamart Receives ShoreTel Top 10 Customer Satisfaction Award for 2009

Datamart Rated "World Class" in Customer Satisfaction

WELLESLEY, Mass.--([BUSINESS WIRE](#))--[Datamart](#) announced it has won ShoreTel's Customer Satisfaction Excellence Award for ShoreTel's Fiscal Year 2009, ending June 30. ShoreTel, Inc., the provider of brilliantly simple Unified Communication (UC) solutions based on its award-winning IP business phone system, announced the Fiscal Year 2009 award recipients at its global virtual partner ceremony July 20, 2009. With a customer satisfaction score in 2009 of 99.9 percent, Datamart was honored for being one of ShoreTel's top three customer-satisfaction achievers in its Champion Channel partner program. The Top Ten Customer Satisfaction Excellence Award is presented to ShoreTel's channel partners that have achieved world-class customer satisfaction scores of 95+ as measured by an independent third party.

"Datamart is honored to have again won ShoreTel's highest award for achieving world-class customer satisfaction," said Scott St. Clair, President of Datamart. "Our design, installation, training, and support teams have gone the extra mile to give our customers the best experience possible when implementing their ShoreTel system."

"This is the fourth year in a row that Datamart has achieved customer satisfaction ratings above 98 percent, and I'd like to thank them for their continued focus and team commitment to this important goal," said Don Girsakis, senior vice president of worldwide sales at ShoreTel. "By providing a project plan that details every aspect of the implementation early on, and then providing comprehensive training at every level, Datamart has done an outstanding job of aligning with ShoreTel's commitment to ensure customer loyalty and successful ShoreTel deployments."

About Datamart, Inc.

For 35 years, Datamart's networking experts have been helping companies in New England design, implement and support communications solutions that give our customers the competitive edge. Datamart brings this experience as a Unified Communications integration company to each project. Our experts provide each client with a custom-tailored solution that meets its specific business requirements. Datamart is focused on implementing enterprise class voice, video, data and mobile communications solutions, which offer organizations of all sizes an easy to deploy and manage system that is feature rich with productivity applications. Datamart's innovative solutions and outstanding customer support consistently earn the highest customer satisfaction rankings.

About ShoreTel, Inc.

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 Munich, Germany. For more information, visit www.shoretel.com.

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