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@Comm's CommView® Achieves ShoreTel Customer and Partner Proven Certifications

CommView is recognized for its ability to monitor and manage Telecom expense, detection of potential abuse, pinpointing of fraud and call hacking, and management of employee productivity within the ShoreTel UC system

SAN MATEO, Calif. – August 19, 2009 [@Comm Corporation](#), provider of advanced VoIP call accounting, call usage and traffic analysis reports, announced the achievement of [ShoreTel's](#) prestigious Customer and Partner Proven Certification under the ShoreTel Technology Partner Program for its flagship product, CommView.

CommView is a simple to use call accounting, department call productivity and traffic reporting solution for both VoIP and legacy PBX and IP-PBX systems, and delivers advanced call analysis reports for the ShoreTel UC system. Reports are designed to help reduce telecom expense, detect and measure team productivity and pinpoint workflow bottlenecks, and report distribution is fully automated and Web browser-based for management simplicity.

“As a long time partner of ShoreTel we are proud of our success in providing ShoreTel customers and partners with world-class satisfaction for their call accounting needs,” said Bill Welling, CEO of @Comm. “CommView is not only cost effective for end users, it is simple to quote and deploy for our partners, aligning with ShoreTel’s commitment to brilliantly simple solutions.”

Among @Comm’s ShoreTel customers is Sinclair Community College, which has been using @Comm’s call accounting solutions for approximately eight years to poll, process and report on CDR data obtained from a ShoreTel system. “While we initially purchased CommView so the college could accurately allocate usage costs back to departments on a monthly basis, we have also realized additional benefits related to promoting campus safety, reducing costs and improving telecom services,” said Dennis Hess, voice telecom administrator at Sinclair Community College. “We routinely use CommView to assist the Police Department as they investigate reports of harassing calls, to reduce and eliminate internal misuse and abuse, assist our HR department in employee productivity issues and optimize our voice network by utilizing CommView’s robust Traffic Engineering Reports.”

For David Crawford, VP of sales and marketing with ShoreTel partner, CK Telephone and Data Services, CommView offers the company a cost-effective reporting solution that ShoreTel customers can use to better manage their telecommunications related expenses and improve employee productivity.

“@Comm’s CommView is helping our customers respond quickly and effectively to changes in call patterns and traffic. In addition to helping meet customer demand, we’ve had positive experiences with @Comm from the initial inquiry all the way through implementation on a customer’s premises,” Crawford said.

Available either as a customer premise application or as a secure (SSL 128-bit encryption on all web sessions) SaaS Web based subscription, CommView uniquely provides these reports in a consistent uniform format for any mix of legacy PBXs or IP-PBXs from any manufacturer with CDR (Call Detail Records).

“CommView already has been deployed at multiple customers and has earned many raving fans within the ShoreTel community because of its comprehensive range of reports,” said Kevin Gavin, vice president of marketing at ShoreTel. “@Comm’s commitment to delivering solutions that are easy to understand and presented in attractive formats designed for business managers and IT teams aligns perfectly with ShoreTel’s commitment to an open ecosystem with best-of-breed solutions that delivers world-class customer satisfaction.”

By supporting PBXs of any size, any number of locations, located anywhere, CommView allows business managers to monitor and manage telecom expense by department, detect potential abuse, pinpoint fraud and call hacking, and manage employee productivity by department and function.

To learn more about the benefits for your company call (603) 628-3115 or visit <http://www.atcomm.com/shoretel>. While on the ShoreTel Web site, be sure to see us at <http://www.shoretel.com/partners/technology/atcomm.html>.

About @Comm

@Comm is the premier provider of Call Accounting for all brands of legacy PBXs and IP-PBXs in any mix of technology or brands with available Call Detail Records in any size or number of locations anywhere.

About ShoreTel

ShoreTel, Inc., 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.