

RSI Call Accounting Software Certified for ShoreTel IP Phone Systems

OSHAWA, ONTARIO – January 8, 2010- Resource Software International Ltd. (RSI), a leading provider of total communication management solutions (TCMS) for every enterprise, today announced that its Shadow CMS Enterprise and Revolution Web small business call accounting has been certified with ShoreTel IP phone systems. ShoreTel is a leading provider of Pure IP unified communications systems.

SHADOW^{cms} Enterprise is a total communication management solution that consolidates communication usage data to assist managers in monitoring, controlling and migrating infrastructure. Shadow CMS helps businesses curb misuse, reconcile telecom expenses, highlight detrimental quality of service, discover system hacks, migrate legacy equipment and manage the health of their communication networks.

Revolution Web is a robust call accounting solution that can be used in institutions such as offices, hospitals, universities and organizations that need to allocate telecom costs to various individuals, departments or cost centers. It can also be used to monitor telephone productivity of each employee in the company. The software can be accessed from your desktop or from around the world through a true web interface.

“RSI is delighted our call accounting portfolio, Shadow CMS Enterprise and Revolution Web call accounting, have been certified to work with ShoreTel IP phone systems.”, said Rito Salomone, president of RSI. “Our total unified communication management solutions coupled with the distributed architecture of ShoreTel IP phone systems, can measure and manage the performance of a small office or large enterprise. We are excited about offering ShoreTel customers the means to watchdog their communication network.”

Some estimates have put productivity loss at 20 minutes to 90 minutes per day per employee due to abuse of communication facilities such as non business telephone calls, email and internet use. The cost to a corporation can be staggering if left unchecked. Organizations that employ a seasoned total unified communication management system can derive huge returns by managing their communication networks properly. Productivity can increase up to 50% by systematic tracking of communication logs. As ShoreTel Technology Partner, RSI joins ShoreTel in offering mutual customers best-in-class unified communication and management solutions through a broad channel partner network.



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.

About Resource Software International Ltd. (RSI)

Founded in 1990, RSI is a developer and manufacturer of a broad range of total communication management solutions including call accounting, hotel billing, CRM integration, mobile tracking, presence console, managed services and multi-vendor management. RSI is focused on providing customers products, training and resources that manage, control and reduce the expense of their communication ecosystem. As a proud ShoreTel Certified Technology Partner, RSI is focused on providing ShoreTel customers training and resources that offer insight about the health of their communication facilities. RSI has distributors in North America, Europe, Asia, Caribbean and Middle East. For more information, visit www.telecost.com.

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