

TRI-TEC *Communications, Inc.*

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MITEL ACQUIRES SHORETEL

Dear **TRI-TEC** Customers:

You may have already heard the exciting news that Mitel has acquired ShoreTel. This is an exciting time for **TRI-TEC** & our clients who will soon have access to additional innovative on-premise, cloud-based & hybrid solutions while optimizing your current investment. Rest assured, this will not impact you negatively & will only increase your access to future-ready technologies. Mitel is committed to providing continued support & an attractive path forward for all customers & partners – cloud & premise.

With this acquisition, Mitel will prove to be stronger as a global market leader in the rapidly growing telecommunications market creating a differentiated solution with a clear migration path so that no customer is left behind or will have to abandon what you already have to cloud-enable your organization. For enterprise customers, Mitel's solutions will strengthen the ability to cloud-enable customers with existing premise or mixed estate deployments, creating the technical foundation needed for delivery of next-generation cloud applications. Executives have assured us that this is a very natural combination that will enable all our customers to take advantage of cost synergy opportunities while adding new technologies & significant cloud growth, faster with full-featured cloud-based collaboration & applications.

The combined company will be headquartered in Ottawa, Canada & will operate as Mitel. Mitel is a global leader with over 40 years of experience providing business communication solutions to more than 60 million users in 100 countries. They are the #1 market share leader in Europe, the Middle East & Africa & recognized by Gartner as a leader in Unified Communications offering the best path to the cloud. Mitel is the fastest-growing global cloud communication provider in the world offering scalable, upgradable solutions that are designed based upon customer business objectives & challenges. Their history of innovation is reflected in over 1,800 patents & applications. Mitel's portfolio includes business phone systems, collaboration, mobility & contact center solutions supporting the communications needs of the smallest business to the largest enterprise—both in the cloud & on premise.

TRI-TEC has been a premier Mitel partner since our conception over 27 years ago as well as a leading ShoreTel partner for over 13 years. Our technical staff is both Mitel & ShoreTel certified on all the latest products & we remain committed to retaining on-going certifications in all solutions we support. **TRI-TEC** will ease our customers through the upcoming transition & rest assured, executives have affirmed us that business will resume as usual. We will follow-up in the coming months but in the meantime, feel free to contact **TRI-TEC** should you have any questions.

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