



Founded in 1986, BPM is one of the largest California-based accounting and consulting firms, ranking in the top 50 in the country. With six offices across the Bay Area, BPM serves emerging and mid-cap businesses as well as high-net-worth individuals in a broad range of industries, including financial services, technology, life science, manufacturing, food, wine and craft brewing, automotive, nonprofits, real estate and construction.

At Inflow, we want to be as educational as we possibly can about ShoreTel and Contact Center products and how to make them work for you. We've written several blogs, white papers and case studies but recently we thought we'd like to give you some insight ***"straight from the horse's mouth"*** as they say.

So below, you'll find an interview we recently had with BPM. In it you'll read an honest account about how and why BPM decided to upgrade to ShoreTel Connect, issues they faced in the upgrade and advice they may have for other customers looking to upgrade to ShoreTel Connect.

### ***/ What were the primary drivers that led you to upgrade to Connect?***

*"We had a new CEO, and he had expressed a desire to expand rapidly. Although that was delayed for organizational reasons, the thought was to use the hybrid capabilities to turn up remote offices. We were told by our previous vendor that if we didn't take the opportunity to be a beta customer, we wouldn't be allowed to upgrade for a long time. Also, we wanted better mobility and softphone use."*

### ***/ Were you made aware of the potential issues and pitfalls of upgrading to Connect?***

*"A previous vendor told us the desktop client was very different. Stuff like forwarding phones and call handling in the new client is very different. We were also told mobility was stronger with Connect. They*

didn't push us one way or the other. We were told the basic technology under the hood was the same. The client is much more difficult to learn and use compared to the old one in 14.2. The old one was not broken and did not need to be fixed.”

### ***/ Were there any unexpected issues you encountered during the upgrade? How were those remedied?***

“The initial upgrade had some glitches that were resolved in a few days and some that took much longer. It maybe took us about 10 days total to upgrade and iron out issues. But there were still glitches like trying to merge calls (it simply didn't work). Inflow got us on a newer build from the beta, which helped a lot and the system has been running smoother. We recently upgraded our servers across all five offices. All went well except for glitches in our East Palo Alto office server, which Oscar and support are trying to resolve.”

### ***/ What, if any, were the main benefits you realized after upgrading to Connect?***

“The Edge Gateway has been great for getting our CEO and other staff to use remote soft phones. It gets us in a position to expand. Mobility has been great – even though it's not a new feature with Connect. Softphones work much better than on previous platforms. This is especially important with our remote office in Bangalore.”

### ***/ Were there any ongoing, chronic issues you had to deal with after the upgrade? How were those resolved with your previous partner?***

“We were trying to set up mobility and Edge Gateway. Our previous vendor couldn't get it going. This was critical to a company like ours that needs to expand.”

### ***/ What made you start looking for other ShoreTel support companies like Inflow?***

“Our IT Director told us to look for other partners because we were not able to solve our numerous

issues with the previous partner. Our previous partner didn't have depth of engineering and knowledge – especially on the server side. They had lost their senior tech and had only one left. When we needed a response from the ShoreTel beta program people, it sometimes took days for a response. Even when we got a response, it often did not address the problem.

I have to say that we were quite satisfied with our old partner's services for the first year or two, when we were on the old, bulletproof 12.x. When we went to Connect they simply didn't have the bandwidth or the expertise to solve our problems. They are good people and I don't want this review to seem like a condemnation. ”

## ***/ What Connect-related issues did you still have when you moved your ShoreTel support relationship to Inflow?***

“Glitchy beta system – Inflow moved us to more stable build. Our previous partner did not train us on how to use it. ”

## ***/ Have those issues been resolved?***

“Inflow upgraded us to the next build that resolved a lot of chronic issues. That was the August 2016 build. That was a good experience. I was assigned an engineer, was communicated with on what I needed to do to prepare, timelines, etc. The process was seamless and a smooth transition. The engineer was very knowledgeable. They allowed me to watch the entire process and told me why we did things, etc. It was a great experience. Inflow helped us finish the Edge Gateway and mobility router. Helped us put out fires, solve challenges, and get mobility and Edge Gateway working. Inflow's engineers have the server and networking knowledge, unlike the previous partner. We were able to talk in the same language. ”

## ***/ If applicable, how does Inflow compare to your past ShoreTel Support vendors? How does Inflow compare to your other technology vendors in general?***

“We're always able to get through, people stay on top of it and get things resolved. With other vendors, sometimes the right hand doesn't know what the left hand is doing. When we needed to RMA a T1 switch with Inflow, the process and communication was golden. It was very quick.” ”

## ***/ How has Inflow's ongoing support of your ShoreTel system been?***

*“Great. Excellent. It's a night and day difference from the previous vendor. No one talks down to us. Things always happen on schedule. We could not always say this in the past. Inflow's support group – everyone is very knowledgeable and helpful. Ultimately, there has been enough knowledge. Extremely helpful. I was never given the wrong information. We went from 1 available tech to 18. We love the relationship, the communication.”*

## ***/ What would be your most important piece of advice to give other ShoreTel customers looking to upgrade to Connect? What should they be aware of? How should they prepare?***

*“The administration in Director is different with Connect. It's more complex. The client is very different. It simply doesn't work as well as the old one, and it is much less straightforward to use. Still, we feel that ShoreTel is the most cost-effective product out there and also the most easily managed premises system you can buy. You can't even dream about that with Cisco or Avaya.”*

*“We are looking at growing the system considerably this year with smaller offices so we're looking at leveraging the hybrid functionality.”*

*“After nearly 12 years, all of the original switches still work well except for two T1 boxes. And they are still compatible with the latest software. That was a ShoreTel selling point in the beginning.”*

## ***Are You Ready to Upgrade to ShoreTel Connect?***

Contact our award-winning sales or support team for a seamless upgrade to ShoreTel Connect.

**Sales: 844.4.INFLOW || Support: 855.9.INFLOW**

### ***About Inflow***

Founded in 1997, Inflow Communications is a national leader in unified communications and Contact Centers. With over 100,000 endpoints under Inflow's innovative support plans around the world, their dedication to knowledge, innovation, and unrivaled customer support has landed them in ShoreTel's top 2% in global customer satisfaction, and as a winner of ShoreTel's coveted Circle of Excellence Partners award. For two years in a row, Inflow is a ShoreTel Platinum Partner, the highest level of partnership, and is their fastest growing partner globally. In addition, Inflow is one of the few Cloud Contact Center providers that offers implementation, ongoing support, and comprehensive consulting and training programs. Inflow services clients across the globe and has local offices in over 10 major cities in the US.