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Shared Technologies Achieves Platinum Certification with Avaya

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Coppell, Texas — Shared Technologies Inc. announced today that it has been named a Platinum-certified Channel Partner by Avaya, a leading global provider of business communications applications, systems and services. The Platinum certification indicates that the Shared Technologies team has developed the comprehensive skills needed to help small-to-large size businesses transform their operations with Avaya's industry-leading unified communications, collaboration and contact center solutions.

Shared Technologies specializes in Unified Communications, contact centers and converged solutions and sells Avaya business communications systems, and services to businesses nationally.

In recognition of the multi-vendor nature of today's business networks, Avaya Platinum partners earn their status not only by certifying staff members in the operation of Avaya systems and software, but also in the operation of solutions offered by other major information technology vendors. In addition, Platinum channel partners must meet rigorous service delivery and customer satisfaction criteria, develop comprehensive marketing plans and meet annual revenue commitments for the sale of Avaya solutions and services.

"Avaya's Channel certification program helps us ensure that customers have a consistent, quality experience from purchase through implementation and ongoing support," said Carol Giles Neslund, vice president, North America Channels, Avaya. "We are very pleased that Shared Technologies has aligned with Avaya to provide the expertise to customers to help us extend our reach and deliver the kinds of complete, end-to-end solutions that meet the challenges businesses and organizations face today."

“I am very proud that Shared Technologies has exceeded all of the necessary professional certification requirements, completed the audit process and achieved the Platinum certification status in such a short time since launching the product,” says Tony Parella, CEO of Shared Technologies. “By achieving the highest level of designation within the Avaya Partner community, coupled with our Nortel Elite Partner status, we are uniquely qualified to enable the multi-vendor integration and application technology provided with Avaya Aura™ SIP-based architecture. We are able to provide our customers with the consultative guidance and technical support to integrate the open architecture technology of any portfolio.”

ABOUT SHARED TECHNOLOGIES

Founded in 1974, Shared Technologies is a recognized national total solutions provider and supplier of converged and IP telephony technology to the national enterprise community. Shared Technologies is a privately held corporation, based in Coppell, Texas, operating in over forty markets in the United States.

For more information about Shared Technologies, visit www.sharedtechnologies.com.

ABOUT AVAYA

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve marketplace advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500[®], use Avaya solutions for IP Telephony, Unified Communications, Contact Centers and Communications-Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large. For more information visit the Avaya Web site:

<http://www.avaya.com>.

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