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## Shared Technologies Joins Avaya BusinessPartner Program

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**Coppell, Texas** — Shared Technologies announced today that it has joined the Avaya BusinessPartner program. As a member of the program, Shared Technologies will sell and service Avaya's unified communications systems and contact center solutions for small, medium and large businesses. Avaya is a leading global provider of business communication software, systems and services, and its reseller program encompasses more than 2,500 companies around the globe.

Shared Technologies is a national provider of business communications systems, specializing in the design, implementation and on-going maintenance and support services for business customers across the United States. As an authorized BusinessPartner for Avaya, Shared Technologies will have access to the technical support and training needed to help companies use Intelligent Communications solutions to transform their operations. Shared Technologies is recognized as a 2008 FORTUNE magazine 100 Best Companies to Work For.

"Shared Technologies has extensive expertise in the business communications market with a long history of successful implementations and unparalleled customer satisfaction. They are well equipped to help companies discover how to take advantage of communications to solve business challenges and meet strategic objectives," said Carol Giles Neslund, vice president, North America Channels, Avaya.

"Shared Technologies is thrilled to begin a strategic relationship with an industry leader like Avaya. The combination of Avaya's extensive product portfolio with Shared Technologies' comprehensive suite of technical service offerings, customer service excellence, and national service footprint provides a powerful and compelling solution

set to business customers across the country,” said Tony Parella, president and CEO of Shared Technologies.

Avaya was recently named the worldwide market leader in unified communications and the worldwide leader in Total PBX, which includes IP telephony, TDM and hybrid systems, according to market research firm, Dell’Oro Group. In addition, Gartner Inc. positioned Avaya in the Leaders quadrant of the firm’s recently published Magic Quadrant report for Contact Center Infrastructure, Worldwide.

Members of the Avaya BusinessPartner program have the opportunity to achieve advanced certifications in Avaya systems and software, as well as in multivendor solutions that incorporate technology from other vendors. Partner companies also must meet rigorous criteria for service delivery and customer satisfaction.

### **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 business community. Shared Technologies is a privately held corporation, based in Coppell, Texas, operating in forty-eight markets in the United States. For more information about Shared Technologies, visit [www.sharedtechnologies.com](http://www.sharedtechnologies.com).

### **About Avaya**

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit [www.avaya.com](http://www.avaya.com).

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