

Inflow Communications Inc. Advances to Platinum Level in ShoreTel Champion Partner Program

PORTLAND, Ore, (Jan. 22, 2016) – Inflow Communications Inc., headquartered in Portland, Oregon announced today it has advanced to the highest available level in the ShoreTel® Champion Partner Program, Platinum. The Platinum level is the highest level a ShoreTel partner can achieve and is awarded to the top partners based on a combination of technical certification, demonstration capability and sales volume criteria. Inflow sells and delivers ShoreTel unified communications solutions and has completed all of the criteria to reach this new level.

ShoreTel, Inc. designed the Champion Partner Program to strengthen the relationship between ShoreTel and its partners. The program’s goal is to advance and grow both companies’ market share in the unified communications industry, while ensuring every customer continues to be delighted with their ShoreTel experience.

“We are delighted, after winning the Circle of Excellence designation to receive this honor on the heels of last month’s award,” says Travis Dillard, president of Inflow Communications Inc.

“Inflow Communications has been a hardworking member of the ShoreTel program, and we congratulate them on achieving this premiere level,” said David Petts, senior vice president of worldwide sales at ShoreTel. “The advanced, award-winning ShoreTel technology combined with the expertise of Inflow Communications means more customers are enjoying greater flexibility, productivity and cost savings than ever before.”

The company’s focus is strictly on providing uniquely superior ShoreTel business communication products combined with dedicated and immediate response to our clients’ needs. Inflow has more ShoreTel certified engineers than most companies and a customer service program with the highest possible standards. Their webpage, <http://www.Inflowcom.com>, has a live unfiltered link tied to customer ratings. These reports are real-time from the help desk email support statistics. The company’s constant effort to pursue continuous quality improvement is supported by their 8X guarantee, a commitment that their staff will respond to customer needs and requests, eight times faster than the industry average. This incredible response rate claim was documented by the Zendesk National Help Desk statistics which benchmarked Inflow against IT and Telecom industry averages.

“If a customer (or we) feel we’ve fallen short of an exceptional experience, any Inflow employee is empowered to give the customer a \$100 Amazon gift card,” says Dillard.

Since ShoreTel’s first product shipment in 1998, customer satisfaction has been a top business priority, and ShoreTel partners are required to adhere to it as a primary business value.

Many customers who purchase ShoreTel solutions rank ShoreTel’s product above other manufacturers’ product for technology, ease of use, management, customer service, solution experience, product features and performance.

About Inflow Communications Inc.

Portland-based, Inflow Communications, opened its doors in the 1990's and has been under the leadership of President Travis Dillard since 2009. InFlow Communications uses ShoreTel's comprehensive technologies paired with a mission of superb customer service. InFlow Communications continuously promotes professional development, pays its employees above industry average, and ensures that all employees have the best engineering certification training offered by ShoreTel. Since 2012, The company has been listed as one of the fastest growing private companies by The Portland Business Journal and The Denver Business Journal. InFlow Communications now has over 60,000 international endpoints and offices in Portland, Seattle, Dallas and San Jose .

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