



ENERGY SUCCESS STORY

J-W Energy Company Deploys ShoreTel 14.2 UC in a Virtualized Environment and Lowers Expenses by \$50,000 A Month

Move to ShoreTel 14.2 ensures higher application availability, increased scalability, and reliability at the lowest cost.

ABOUT J-W ENERGY:

- Founded in 1960, J-W Energy Company specializes in Energy Services and Energy Development and employs more than 800 people, in 50+ offices throughout the Midwest. It is headquartered in Addison, Texas.
- Website: www.jwenergy.com

CHALLENGE:

- Lack of reliable failover
- High administrative costs
- Integration with existing equipment
- Limited flexibility

SOLUTION:

- ShoreTel 14.2
- IP 230 phones
- IP 655 phones

BENEFITS:

- Reliable disaster recovery
- Cost savings
- Centralized administration
- Robust UC features
- 75% reduction in hard-line costs

J-W Energy was looking to reduce TCO and simplify communications

To power its world of highly technical programs, equipment, and operations, J-W Energy Company relies on an entirely virtualized IT environment. When its existing telecommunications system needed to be replaced, J-W Energy Company wanted to ensure that a new solution would integrate with its current virtualization environment.

To complement the IT architecture in place, J-W Energy Company considered VoIP solutions from several recognized vendors. While each vendor had viable attributes, only ShoreTel offered an opportunity to reduce the total cost of ownership and simplify business communications.

“We definitely were looking for a modern, elegant VoIP platform with one, unified interface that would integrate with our virtualization to simplify administration and improve the ways we can all communicate,” says Joel Wolfe, Vice

President of Information Services for J-W Energy Company.

ShoreTel 14.2 reduces hardware costs and operational complexity

By virtualizing its telephony environment, J-W Energy Company can centrally manage data, realize substantial cost efficiencies, and enjoy the peace of mind that comes from having a reliable disaster recovery solution.

“We had a flood in our headquarters, which caused us to shut down our data center for a period of time due to safety reasons. With ShoreTel, failover to our alternate facility went flawlessly. We just went into the cloud environment and had our numbers pointed to the other facility. In 15 minutes we were fully functional,” says Wolfe.

Moving to ShoreTel 14.2 has delivered greater flexibility for J-W Energy, since the company can mix and match hardware-based and virtual appliances in a single



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network and manage the network using a single web-based management interface. The benefits were immediate – reduced hardware and operational complexity, higher application availability, increased scalability and reliability.

ShoreTel enables J-W Energy to cut headcount and proves to be extensible over time

Unlike some solutions that may actually hide complexity behind layers of virtual machines performing various functions, ShoreTel allows administrators to deploy a straightforward configuration—in which one physical server becomes one virtual machine—that co-exists with other business applications on the host physical server and supports up to 1,000 phones and 500 SIP trunks.

In J-W Energy’s prior PBX system, Wolfe would have needed at least one dedicated FTE, but now the company can get by with a shared support model through the service desk, and absorb the responsibility without adding a headcount.

Energy company realizes a 75% reduction in hard-line cost and eliminates \$50,000 in expenses per month

Since implementing its ShoreTel system, J-W Energy has been able to eliminate \$50,000 in POTs and PRI costs per month.

“We’re discovering that the ShoreTel architecture gives us simplicity at every level. The learning curve is minimal. We wanted to move from PRI to SIP technology for cost savings,” says Wolfe. “ShoreTel provides SIP trunking integration, so we were able to check that box. As a result, we now expect to reduce our physical lines by 75 percent, which is another substantial cost savings.”

Wolfe was impressed with ShoreTel support services, too, which performed hands-on training sessions with internal support staff and power users. General end-user training was handled primarily through ShoreTel computer-based training classes and documentation.

Wolfe also credits ShoreTel for simplifying collaboration across the J-W Energy enterprise. “ShoreTel runs great in a virtualized environment. It was very important for us to have a single integrated system. Not only does it contribute to our corporate business continuity and disaster recovery planning but the added ability to seamlessly integrate and offer a true Unified Communications platform to our employees has been invaluable,” remarks Wolfe.

“ShoreTel continues to deliver on what our original goal was; something that was easy to deploy, easy to manage, and provided a platform we could build on over time,” Wolfe concludes.

About ShoreTel

ShoreTel, Inc. is a leading provider of brilliantly simple IP phone systems and unified communications solutions. Its award-winning on-premises IP-PBX solution and cloud-based hosted phone system eliminate complexity and improve productivity. Recognized for its industry-leading customer experience and support, ShoreTel’s innovative business phones, application integration, collaboration tools, mobility, and contact center applications enable users to communicate and collaborate no matter the time, place or device, with minimal demand on IT resources. ShoreTel is headquartered in Sunnyvale, Calif., and has regional offices and partners worldwide. For more information, visit www.shoretel.com.



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