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Leggat McCall Properties selects Unitel, Inc. to provide new voice over Internet protocol telecommunications system

Boston, MA - Unitel, Inc., an industry leader in business communications, was selected by Leggat McCall Properties to provide and install a Voice over Internet Protocol (VoIP) telecommunications system for their new headquarters facility. The advanced technology implemented at Leggat McCall Properties helped support their quest to achieve Leadership in Energy and Environmental Design (LEED) Certification.

"We have been a customer of Unitel's for over 10 years and have received excellent service during that time," said Don Birch, senior vice president, of Leggat McCall Properties. "We were determined to pursue LEED Certification and knew we could count on Unitel to recommend the right system to support this objective. In addition to the environmental benefits, our new VoIP phone system will reduce our operating costs, help our team of professionals to communicate more effectively, and enhance the way in which we service our partners and clients."

LEED is a third-party certification program and the nationally accepted benchmark for the design, construction and operation of high performance green buildings. LEED gives building owners and operators the tools they need to have an immediate and measurable impact on their buildings' performance. LEED promotes a whole-building approach to sustainability by recognizing performance in five key areas of human and environmental health:

- *Sustainable site development
- *water savings
- *energy efficiency
- *materials selection and
- *indoor environmental quality.

"After a thorough analysis of leading telecom manufacturers we determined that the ShoreTel VoIP phone system was the right fit to ensure that Leggat McCall Properties would meet LEED specifications," said Mark Worster, president of Unitel. "ShoreTel designs their products to be environmentally friendly. They use significantly less power, require less cooling, have a longer useful life, and take up less space than competitive solutions. This results in substantially lower carbon emissions versus comparable solutions from major competitive manufacturers. Further analysis of specific deployments at which a ShoreTel solution replaced a competitor shows empirically that ShoreTel uses up to 40% less power than other leading brands. Plus, ShoreTel's unique architecture also allows for easy single-system administration of geographically dispersed sites. This saves trips to do on-site maintenance and administration such as moves/adds/changes, thereby saving time and fuel. The ShoreTel system presented a win for Leggat McCall Properties and a win for the environment."

Some of the highlights of the new technology included Professional Call Manager, which allows for desktop videoconferencing between employees, detail call reports so senior management can effectively and efficiently monitor inbound, outbound, and internal calling to provide a greater level of customer service, the ability to record calls on the fly, and Softphone capabilities for specific users. Additionally, Leggat McCall Properties remote employees can tap into a vast array of advanced unified communication features enabling them to stay connected at all times. A great example is Find Me-Follow Me which greatly increases efficiency over all devices, including cell phones, home phone, fax and more.

"Leggat McCall Properties is a rapidly growing organization that has leveraged the latest advancements in technology to significantly enhance their business and its relationship to the environment," said Worster. "By harnessing this technology they are truly differentiating themselves in the marketplace as a socially responsible organization. We're excited about our partnership and looking forward to its continued growth."

Unitel is a 21year old provider of state-of-the-art technology consulting and communication systems designed to increase profitability or provide a competitive advantage. Their product portfolio ranges from consultative technology planning to telephone systems, network hardware and technology support. Unitel delivers solutions using industry certified technical professionals dedicated to client satisfaction. Unitel's clients include every type and size of business imaginable including construction, architects, software developers, biotech, non-profit and many other types of businesses. Whatever product or service needed Unitel or their customers can provide a solution.

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