

Company Overview

Your Journey to Success Starts Here

Optimize your business strategy and accelerate results with innovative IT services and solutions from ShoreGroup

- Collaboration
 - Unified Communications
 - Unified Contact Center
- Enterprise Networks
- Cloud
- Data Center
- Security



ShoreGroup Solutions is an IT lifecycle services and solutions company that simplifies technology challenges for businesses. ShoreGroup empowers organizations to reach their full potential by assessing and understanding a business's needs and then offering IT solutions right-sized for each individual and wholly unique organization.

Founded in 1999, ShoreGroup advises, builds, and manages technologies most critical to businesses today. ShoreGroup leads the industry with unrivaled knowledge, skills, and certifications and partners with some of the most notable leaders in information technology.

ShoreGroup is highly regarded as a trusted advisor offering an exceptional customer experience to leading organizations in the financial services, media and entertainment, and healthcare verticals as well as other industries throughout the U.S. and abroad.

Customer Success

ShoreGroup believes that every engagement should begin and end with helping our customers achieve success. That means putting our customers first throughout the technology lifecycle. While saying we're committed to this ideal is easy, we've actually embedded our customer's success into the very fabric of how we do business. ShoreGroup is also an accomplished Cisco Lifecycle Partner, having demonstrated that we have the expertise, resources, and methodologies to guide the best outcomes.

From the initial meeting, we work with our customers to gather meaningful insights into their needs and quantify how success will be measured. We'll identify challenges, develop use cases, name the obstacles to adoption, and then map out a path to address each one. Our lifecycle success programs extend up to having a designated Customer Success Manager. The CSM will know your business, measure your progress, and provide expert guidance on actions and resources that will get you where you need to be.

Our Expertise

ShoreGroup has unparalleled expertise in all our practice areas. For two decades, we have designed, deployed, and maintained some of the most complex network, collaboration, and contact center environments in the world. Our professional and managed services support hundreds of customers and more one million endpoints.

ShoreGroup's impressive array of certifications and specializations demonstrate our commitment to achieving and maintaining the highest level of knowledge, service value, and customer satisfaction. Our vision and focus on customer success is recognized by our partners. They engage us in invitation-only programs designed to bring emerging technologies and strategies to market.

Our People

Great people are the core of ShoreGroup. Our engineers are among the best in the business and possess deep technical expertise in all our practice areas. The actionable insights and quantifiable benefits they deliver across the complete technology lifecycle are driven by many years of experience and a passion for understanding and responding to your needs. Customers consider our people to be a valued extension of their own team.

ShoreGroup believes that to help your business succeed, it's crucial to maintain an unwavering commitment to our people. We invest in their future through ongoing training and career development opportunities. Our team takes on thousands of hours in certification training each year to maintain operational excellence, drive high customer satisfaction, and ensure our readiness to support the latest technology. By giving our staff an environment where they can thrive, we maintain a high degree of continuity and an ever-growing skills base that drives long-term customer relationships.

Select Industry Credentials

Certifications

- Cisco® Gold Certified Partner
- Palo Alto Networks® NextWave Gold Partner
- EMC Business Partner
- VMware Professional Solution Provider

Cisco Specializations

- Master Collaboration
- Advanced Collaboration Architecture
- Advanced Data Center Architecture
- Advanced Security Architecture
- Advanced Enterprise Networks Architecture

Cisco Cloud & Managed Service Provider

- Managed Unified Contact Center (UCC)
- Managed Business Communications
- Cloud and Managed Services Master

Cisco Authorizations

- Webex Calling Partner
- Webex Contact Center Partner
- Collaboration SaaS
- Adoption Services Support
- Unified Contact Center Enterprise (UCCE) Authorized Technology Provider (ATP)

Cisco Designations

- Lifecycle Advisor

Professional Services

ShoreGroup's professional services empower you to make the most of your vital IT investment and assets. They transform technology into the strategic solutions you need to innovate and differentiate.

ShoreGroup's professional services include:

- **Cloud Services** – Leverage our application-centric approach to take your unified communications, contact center, and business applications to the Cloud.
- **Enterprise Technology Selection** - ShoreGroup experts gain an in-depth understanding of your challenges and requirements and then recommend the right solution to address them.
- **IT Environment Assessment** – Gain an expert perspective on where your vital IT assets stand, and what is needed to improve operation and security, enhance performance, and achieve results.
- **Design & Deployment** - Proven methodologies lead the technical design, configuration, and deployment that you need to achieve critical business objectives.
- **New Systems Migration** – Leverage ShoreGroup resources and processes to streamline the transition and mitigate risk when moving to new systems.
- **Technology Adoption** - Accelerate technology utilization and business results with ShoreGroup's expert guidance and training.
- **IT Relocations** – Seamlessly transition your IT services to a new location without business disruption.

Operational Support Services

Managing modern IT environments is difficult. IT organizations often spend most of their time just keeping the lights on rather than driving the innovation that their business demands. Rapidly evolving technology and business needs only magnify the problem. This leaves IT organizations scrambling for the skills, processes, and tools they need to move forward.

With ShoreGroup's comprehensive suite of ShorePatrol® Operational Support Services, you can rise to the challenge. ShorePatrol empowers IT organizations to cost-effectively maintain high service availability. You can raise employee and customer satisfaction, get projects done right and on time, and free your team to focus on strategic initiatives.

- **Service Assurance Platform** - Quickly identifies the cause of current or emerging issues in your network and alerts your team to take action.
- **Managed Services** - Combines our Service Assurance Platform monitoring with expert engineers that remediate issues in your network 24/7.
- **Managed Cloud Service** – Provides monitoring, 24/7 issue remediation, and management services for cloud solutions.
- **Managed Security Service** - Gain advanced threat intelligence and automation services that enable your team to quickly detect and respond to malicious behavior.
- **Technical Concierge Service** - Get the expert engineering resources you need to tackle critical operate and optimize projects.