

Glenbriar and ShoreTel enable non-profits to help more people with fewer resources

CALGARY, AB – December 17, 2010 — ShoreTel® (NASDAQ: SHOR), the leading provider of brilliantly simple IP phone systems with fully integrated unified communications (UC), announced that non-profit organizations around the world are using ShoreTel systems to dramatically cut their communications costs and increase operational efficiency and worker productivity. By doing so, organizations like the United Way of Calgary are able to focus more resources on carrying out their missions to end hunger and provide more children with a quality education. The United Way is one of many ShoreTel deployments done in the non-profit sector by Glenbriar Technologies Inc. (CNSX: GTI), the leading provider of ShoreTel enterprise solutions in Canada.

“Our ShoreTel system has been extremely reliable, with zero unscheduled downtime since deployment. We’ve seen productivity gains thanks to the ease of bringing new people onto the system and a number of features, including voicemail-to-email integration, the ability to quick-dial Outlook contacts from the Call Manager, and the set call handling mode based on Outlook calendar appointments.”

– Len Francis, Director IT, United Way

“We’re honored to play a role in helping nonprofit organizations around the world do their vital philanthropic work. It’s the most gratifying form of validation of our success as a provider of technology that these organizations continually recognize that the direct cost and productivity benefits gained from their ShoreTel unified communications system allows them to help more people.”

– Kevin Gavin, Vice President of Marketing, ShoreTel

“We have worked closely with ShoreTel on a number of deployments in the non-profit and educational sectors in Canada, and are pleased to deliver the cost savings and simplicity that allow these organizations to focus their limited resources on program delivery.”

– Glenn Matheson, Chief Operating Officer, Glenbriar

NEWS HIGHLIGHTS

Ending Hunger

- United Way, one of the world most respected charities, leverages ShoreTel’s UC system to seamlessly carry out their causes. By having a single, converged platform managed from a central location, they are now able to function more efficiently and cost-effectively.
- With ShoreTel, United Way can more easily handle volume staff increases during campaign seasons because it takes only minutes to add users and the phones are plug-and-play. The system’s ease-of-use reduces orientation time, and the ability to manage the system with non-IT staff allows the organization to focus IT resources on more demanding technologies and projects.

About ShoreTel

ShoreTel, Inc. (NASDAQ: SHOR) is the provider of brilliantly simple Unified Communication (UC) solutions based on its award-winning IP business phone system. We offer organizations of all sizes integrated, voice, video, data, and mobile communications on an open, distributed IP architecture that helps significantly reduce the complexity and costs typically associated with other solutions. The feature-rich ShoreTel UC system offers the lowest total cost of ownership (TCO) and the highest customer satisfaction in the industry, in part because it is easy to deploy, manage, scale and use. Increasingly, companies around the world are finding a competitive edge by replacing business-as-usual with new thinking, and choosing ShoreTel to handle their integrated business communication. ShoreTel is based in Sunnyvale, California, and has regional offices in Austin, Texas, United Kingdom, Sydney, Australia and Munich, Germany. For more information, visit www.shoretel.com.

About Glenbriar

Glenbriar Technologies Inc. (CNSX:GTI) has been a leading provider of Enterprise IT Managed Services, Software and Telephony solutions to some of Canada's largest manufacturing and distribution companies for over 20 years. From its offices in Calgary, Vancouver and Waterloo, Glenbriar's staff of IT professionals manage and support the IT needs of over 250 companies. From its early roots in developing and supporting ERP systems, Glenbriar has branched out to support all things technical under a client's roof, from complete infrastructure and business applications to telephony solutions. See www.glenbriar.com for more details.

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The CNSX has not reviewed and does not accept responsibility for the adequacy and accuracy of this information.

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