

ShoreGroup Achieves Partner Voice Service Offering (PVSO) Designation from Cisco Systems®

ShoreGroup's IP Communications service & management solutions deliver the value-added support that organizations need to maintain the availability of Cisco IP Telephony & Contact Centers

NEW YORK, NY. April 5, 2006 – ShoreGroup, Inc., a leading converged network solutions and management provider, today announced that it has attained certification and partner endorsement by Cisco Systems for a co-branded Partner Voice Support Offering (PVSO). ShoreGroup's ShorePatrol™ "Day 2" Operational Support Service and CaseSentry® Systems Management solution are used in the delivery of the co-branded maintenance service offering, enabling a value-added combination of both ShoreGroup and Cisco service deliverables to effectively address the complete support requirements of IP Communications customers.

ShoreGroup fulfills Cisco's PVSO service eligibility criteria by providing converged network monitoring, with automatic fault notifications from ShoreGroup's CaseSentry Systems Management solution. Additionally, under the PVSO requirements ShoreGroup provides a single point of contact for Level 1 and Level 2 IP Communications TAC support, Cisco voice technology troubleshooting, problem resolution expertise and available onsite services for voice service restoration. ShoreGroup's ShorePatrol services interoperate directly with Cisco's SMARTnet® advance hardware replacement program, software updates, software upgrades, and Level 3 manufacturer support to form a comprehensive IP Communications service framework.

At the center of the ShorePatrol Operational Support Service, ShoreGroup's CaseSentry Systems Management solution provides complete availability and performance management of the IP Communications environment and supporting network infrastructure. This includes monitoring of servers and application services, and conducting synthetic calls through the network to emulate call processing as a user would experience it. CaseSentry provides the resources to help identify issues before IP Communications are impacted, and quickly identifies the root-cause of events when they do occur to reduce business disruption and enable faster problem resolution by support personnel.

"Being selected as a Cisco PVSO provider validates that ShoreGroup's ShorePatrol program, and our CaseSentry Systems Management platform, is providing a complete, high-quality service solution that fulfills the needs of customers migrating to IP Communications," said Robert Ditta, Executive Vice President of ShoreGroup. "Our customers view ShoreGroup as their trusted advisor. Knowing their network and understanding how it contributes to their success places us in ideal position to deliver the complete support services they require to run their business optimally. With a cohesive bond between ShoreGroup's internal support competencies and the leading manufacturer support programs from Cisco, clients can quickly adopt IP Communications applications for their immediate business advantage and be assured that their end-to-end support needs will be met."

ShoreGroup's ShorePatrol Operational Support Service is also an approved Cisco 3rd Party Remote Operations Service (ROS) program.

About ShoreGroup, Inc.

ShoreGroup is an employee owned converged solutions provider delivering management applications, operational maintenance services and infrastructure professional services. As a Cisco Gold Certified Partner with IP Communications Specialization, and a Cisco IP Contact Center (IPCC) Enterprise Advanced Technology Provider (ATP), ShoreGroup designs, deploys, maintains and develops leading management applications for high availability converged networks and customer contact centers. Technology expertise includes IP Telephony, VoIP, communications systems and applications, systems and network management, LAN/WAN, physical layer infrastructure and wireless. Founded in 1999, with over 300 global and national customers, ShoreGroup is based in New York City and Syracuse, NY.

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