

### Overview

**Country:** United States

**Industry:** Hospitality

### Reseller Profile

TelNet Corporation is a leading provider of customized communication solutions for the hospitality industry. Delivering prompt, reliable and personal service is the cornerstone of TelNet's business. With its corporate headquarters in Columbus, Ohio and five offices located throughout the country, TelNet employs over 100 technicians servicing customers in 45 states.

### Business Situation

TelNet needed to find an established voice mail vendor that could deliver innovative, reliable systems that were easy to use, install and maintain.

### Solution

TelNet chose Active Voice's Repartee LX voice messaging system for its hospitality customers. Repartee LX with Hospitality runs on the Linux platform and offers features that help to improve guest services and staff efficiency without the frequent disruptions in service caused by some other operating systems.

### Results

- Increased revenues
- Expanded product mix
- Improved customer satisfaction
- Gained competitive edge

## TelNet Corporation Expands Business with Active Voice Hospitality Voice Mail Solution

"Active Voice's Repartee® LX system has been the best solution for us because it fits into virtually any hotel environment, and customers appreciate its high availability, reliability and intuitive features."

**-Russell McComb, President, TelNet Corporation**

Active Voice has relationships with hundreds of distributors worldwide. These resellers provide support and resources that businesses need in order to take advantage of today's fast-growing telecommunications marketplace.

In an effort to assist its resellers in meeting the needs of their customers, Active Voice provides them with the necessary expertise to help them drive profits, boost product and services offerings, and create new business opportunities. By working with its distributors, Active Voice can help organizations leverage their existing infrastructure as they move to next-generation communication solutions.

### Business Situation

Ohio-based TelNet Corporation has been an Active Voice reseller since 2001. The company sells high caliber PBX, voice mail and call accounting systems exclusively to the hospitality industry. TelNet prides itself on delivering communication systems that meet the distinct needs of hotels – improving guest services, staff productivity and ultimately profit.

"Our client base includes over 2,000 hotel properties worldwide, said Russell McComb, president, TelNet Corporation. "They rely on us to install reliable systems that integrate seamlessly into their existing networks."

To meet growing customer demands, TelNet needed a voice mail vendor that could provide stable, easy to install messaging systems that other manufacturers seemed unable to deliver.



“By offering Active Voice’s Repartee LX system, we can provide our customers with an alternative (Linux) messaging platform, which gives us a competitive advantage in the marketplace.”

**-Russell McComb  
President  
TelNet Corporation**



**1-800-4TELNET**

**[www.telnetsolutions.com](http://www.telnetsolutions.com)**

### **Solution**

“We began to see continual hardware and software failures in other voice mail systems,” explained Mr. McComb, “so we looked to Active Voice, who we knew built quality systems with a strong reputation of reliability and functionality. Active Voice’s Repartee LX system has been the best solution for us because it fits into virtually any hotel environment and customers appreciate its high availability, reliability and intuitive features.”

Designed specifically for the lodging industry, Active Voice’s Repartee LX voice messaging system with Hospitality helps hotels to improve guest services and enhance staff efficiency with features like guest directory services, automatic wake-up calls, and automatic check-ins and check-outs. In addition, Repartee LX integrates with more than 200 telephone systems and over 60 Property Management Systems (PMS) to provide the flexibility needed for virtually any property. Repartee LX offers networking capabilities and a Web-based personal administrator tool that enables users to configure their own mailbox settings, helping to minimize the IT burden for system administrators.

### **Results**

TelNet has experienced several smooth Repartee LX implementations and its customers have appreciated the system’s stability.

“Our Repartee LX installations have gone very well,” noted Mr. McComb “and our technicians like working with the Linux operating system. It’s also reassuring to have Active Voice’s knowledgeable support team available if we need assistance.”

“For many years, TelNet has been able to provide hotels with a single source solution, and voice mail is a key part of the equation,” continued Mr. McComb. “By offering Active Voice’s Repartee LX system, we can provide our customers with an alternative (Linux) messaging platform, which gives us a competitive advantage in the marketplace.”

By adding Repartee LX to its product mix, TelNet hopes to see a notable increase in its business. “Over the next few years, we plan to migrate over 600 legacy voice mail systems to the Repartee LX product,” added Mr. McComb.



## For More Information

For more information about Active Voice products and services, please visit:  
**[www.activevoice.com](http://www.activevoice.com)**.

### **North America**

Tel: (206) 441 4700  
1 800 284 3575

### **The Netherlands**

Tel: +31 (0) 36 546 1212  
Fax: +31 (0) 36 546 1213

### **Australia**

Tel: +61 (0) 3 9581 3111  
Fax: +61 (0) 3 9581 3192

This case study is for informational purposes only. Active Voice, LLC makes no warranties, express or implied, in this summary. Active Voice, the Active Voice logo and Repartee are trademarks of Active Voice, LLC. The names of actual companies and products used herein may be the trademarks of their respective owners.

©2005 Active Voice, LLC. All rights reserved.

