



Active Voice Repartee LX Solution Customer Case Study Spotlight

Overview

Country: United States

Industry: Security

Customer Profile

In business since 1965, Universal Protection Service has become the premier provider of security solutions throughout California. With offices conveniently located throughout the state, and a hands-on, highly experienced management team, Universal offers the finest quality Security Professionals, Fire/Life Safety Services and Electronic Security Solutions to properties such as high and low rise office buildings, corporate campuses, gates communities, retail centers, and hospitals.

Business Situation

Universal needed a voice mail system that would provide advanced messaging capabilities like desktop faxing to help the company improve its customer service operations and streamline communications.

Solution

Active Voice's Repartee LX unified messaging solution with ViewMail® for Microsoft Messaging and ViewFax™ applications.

Results

- Improved customer service
- Increased productivity
- Lower equipment costs
- Reduced office expenses
- Streamlined communications

Security Company Improves Customer Service, Reduces Costs with New Communications System

"Active Voice's Repartee® LX unified messaging solution saves our company valuable time and money on a daily basis."

-David Baker, IT Technician, Universal Protection Service

Business today is fast-paced, sophisticated and more complex than ever before. Protecting it against loss and liability requires experience, expertise and responsiveness. As a leading security services provider, Universal Protection Service offers quality security solutions to a wide range of properties, including office buildings, corporate campuses, retail centers, and gated communities. The company's sister company, UPS Security Systems, offers Access Control and Security services to multi-tenant office buildings in Southern California.

Business Situation

Like many organizations, Universal knows that customer responsiveness is crucial to its business. A positive customer experience is key for its company to run smoothly.

Universal decided it needed a voice messaging solution that would help the company improve its customer service operations and streamline communications. The company's previous voice mail system did not provide desktop faxing capabilities that could help its customer ordering process work more efficiently.

"The ability to send and receive faxes from the desktop and redirect them remotely are very valuable tools for processing orders faster and responding quicker to customer needs," explained David Baker, IT Technician, Universal Protection Service.

"We also wanted to provide unified messaging for our employees, so they could save time by managing all of their messages from one location," added Mr. Baker.

With Active Voice's Repartee LX unified messaging solution and ViewMail for Microsoft Messaging and ViewFax applications, Universal's employees can easily manage their voice, fax and e-mail messages from their Microsoft Outlook inbox. Employees can quickly share information and increase customer response times with easy message access and desktop faxing capabilities at their fingertips.



"The faxing capabilities alone save our employees at least 30 minutes a day in time used to send and retrieve faxes, and the ability to manage all of your messages from one location is also a huge time saver."

"We have saved money on equipment costs, like no longer needing analog modem lines, and we've reduced offices expenses in terms of fax machine wear and tear."

-David Baker, IT Technician,
Universal Protection Service



Solution

"We needed a system that would fit into our existing telephone environment and Active Voice provided us with the right solution," said Mr. Baker.

Active Voice's Repartee LX solution is designed for small to mid-sized companies that experience heavy call and fax volume like Universal. Repartee LX runs on the Linux operating system and offers advanced unified messaging features such as desktop faxing, text-to-speech, networking, Web-based administration, and enhanced security features. Repartee LX supports 2-40 ports and offers analog, serial and digital telephone system integrations.

Software engineer Eduard Burceag from Active Voice and Universal's reseller, Trans-West Network Solutions, assisted Mr. Baker with the Repartee LX installation in August 2004.

"The DNIC M430 integration to the Mitel SX-200 phone system, along with fax integration, text-to-speech and e-mail integration, make Universal one of our full-featured power users," explained Mr. Burceag. "Based on the cutting-edge Linux technology with proven stability and low maintenance, our Repartee LX product was a great fit for Universal."

Results

Since implementing its Repartee LX unified messaging system, Universal has seen improvements to its employees' productivity and internal communications.

"Active Voice's Repartee LX unified messaging solution saves our company time and money on a daily basis," said Mr. Baker. "The faxing capabilities alone save our employees at least 30 minutes a day in time used to send and retrieve faxes, and the ability to manage all of your messages from one location is also a huge time saver."

The company has also seen improvements to its bottom line.

"We have saved money on equipment costs, like no longer needing analog modem lines, and we've reduced office expenses in terms of fax paper and fax machine wear and tear," added Mr. Baker.

By incorporating Active Voice's Repartee LX unified messaging solution into its corporate environment, the staff at Universal is working more efficiently and its customers are reaping the benefits.



For More Information

For more information about Active Voice, LLC products and services, please contact Active Voice Sales Support at (206) 441-4700 or visit the Web site at: <http://www.activevoice.com/>. For the EMEA region, please contact Active Voice B.V. in the Netherlands at +31 36 546 1212 or sales@activevoice.nl. For Asia-Pacific, please contact Active Voice's office in Australia at + 61(0) 3 9581 3131 or sales@activevoice.au.

For more information about Universal Protection Service products and services, please contact (714) 619-9700 or visit the Web site at: <http://www.universalpro.com/>. For more information about UPS Security Systems products and services, please contact 1-800-588-6443 or visit the Web site at: <http://www.upssecuritysystems.com>.

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