



ADTRAN ActivReach

Auberge du Lac à l'Eau Claire
Resort Saves Thousands of Dollars
and Improves Voice Quality
with ActivReach



About Auberge du Lac à l'Eau Claire

Auberge du Lac à l'Eau Claire, is a four-season property resort located on a lake in Québec serving business travelers attending conventions and tourists.

The Challenge

Auberge du Lac à l'Eau Claire had a Nortel legacy PBX telephone system in both guest room and administrative offices. Since the system was aging, the equipment was often malfunctioning and phone lines became unreliable. Since Nortel was no longer in business, Sogetel was unable to get support, and replacement parts were expensive and difficult to locate. In addition, the client's legacy phone system was deployed over CAT3 cabling that presented a major challenge.

The Solution

ADTRAN business partner, Sogetel, deployed the NetVanta® 1535P with ActivReach™ capable of delivering voice, data, video and PoE over voice-quality wiring. ActivReach supports CAT6, CAT5, CAT3 or legacy copper wiring and extends Ethernet reach up to 488 meters.

The Benefit

The resort upgraded to a state-of-the-art, IP PBX voice system utilizing their existing CAT3 infrastructure, saving thousands of dollars in re-cabling costs. By selecting ADTRAN, Sogetel implemented both IP data and VoIP over ActivReach on the same switch, instead of installing two separate switches. The customer has experienced superior voice quality since the new switch was installed.

In addition, the extended reach of ActivReach allowed Sogetel to seamlessly connect remote locations to the network, allowing employees working across the property to communicate with each other. With ActivReach, Sogetel was able to deploy 15 new Mitel® VoIP telephones to the resort, providing guests and employees with access to the next generation technology.

ADTRAN® partner, Sogetel, has been providing telecommunication services to business and residential customers in Quebec, Canada since 1892. Because of its history with the community, Sogetel has earned the reputation of providing superior connectivity and customer service. In addition to telecommunications services, the company provides consulting services and resells telecommunications products.

One of the Sogetel's clients, Auberge du Lac à l'Eau Claire, is a picturesque resort located on a lake in Québec. Both business travelers attending conventions and tourists visit the four-season property. Auberge du Lac à l'Eau Claire had a Nortel legacy PBX telephone system in both guest room and administrative offices. Since the system was aging, the equipment was often malfunctioning and phone lines became unreliable. Also, as Nortel was no longer in business, Sogetel was unable to get support to help troubleshoot issues. Replacement parts were challenging to locate and often prohibitively expensive.

The resort's legacy telephone system was deployed over CAT 3 wiring, which posed an additional challenge. The underground pipes and long cable loops (some over 300 meters) made upgrading the wiring to CAT5 extremely expensive. The resort also has a remote garage on the property, which needed to be connected to the telephone network as well. These requirements combined with the aging technology resulted in the current network no longer meeting the resort's needs.

Sogetel recommended that Auberge du Lac à l'Eau Claire upgrade their telephone network and began researching products. "Our customers don't want to have to worry about their telephone systems. They want it to work effectively each time someone picks up a telephone so that they can focus on running their business," says Durieux. "Sogetel uses our knowledge of current technologies available and our customer's unique needs to recommend the best products for their business."



"Since our customers trust us to make the best technology decisions on their behalf, we only recommend the most reliable products for our customers."

Christophe Durieux
Sogetel, Director, Business Solution

The reseller considered Phylbridge, but decided that ADTRAN's technologies would best help the resort manage their communications needs today and provide a platform for future growth in the system. Additionally, Sogetel knew that Auberge du Lac à l'Eau Claire would be able to save considerable money by reusing their existing wiring instead of rewiring their entire resort.

"Since our customers trust us to make the best technology decisions on their behalf, we only recommend the most reliable products for our customers," says Durieux. "Each time we recommend an ADTRAN product, we are confident that our customers are getting a reliable product at an affordable price. We also know that ADTRAN's excellent customer support will help us keep our customer's network running smoothly after the sale."



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“Each time we sell an ADTRAN product, we know that we are delivering a rock-solid product that will allow our customers to grow their business and meet their telecommunications needs. I highly recommend ADTRAN products to our customers.”

Christophe Durieux
Sogetel, Director, Business Solution



The NetVanta 1535P with ActivReach delivers voice, data, video and PoE over voice-quality wiring. ActivReach supports CAT6, CAT5, CAT3 or legacy copper wiring and extends Ethernet reach up to 488 meters without the need for additional fiber, repeaters or switch infrastructure. A single integrated switch delivers Ethernet connectivity across all wiring infrastructures. ActivReach also connects extended reach endpoints at large floorspace locations, such as high rise buildings, warehouses and resorts.

Installation went smoothly and Sogetel installed the NetVanta 1535P with ActivReach, connected to the existing CAT3 wiring. The extended reach of the NetVanta 1535P switch allowed Sogetel to seamlessly connect the remote garage to the network as well, giving employees working in this location access to the rest of the resort. With the NetVanta 1535P with ActivReach Sogetel was able to deploy 15 new Mitel VoIP telephones to the resort, providing guests and employees with access to the next generation technology.

The additional features available through the VoIP technology allow the resort to provide a higher level of service to each guest. “When a guest calls the front desk, resort staff can see who is calling and address the guest by name instead of having to ask for their room number. This allows the resort to offer more personalized service to their guests at the hotel,” says Durieux. “The ability to use VoIP technology has also provided a much high level of voice quality for hotel guests when making telephone calls.” Auberge du Lac à l’Eau Claire has also been able to increase staff productivity by programming wake up calls instead of manually making each phone call. The new telephones also enable the resort to unhook long distance capabilities from guest rooms, which was a feature previously not available. With the new capabilities with the voice communications system, the resort is also considering adding an onsite call center to better manage reservations and agents.

“Our customers have been very happy overall with the performance of their telephone network and the high quality service they have received,” says Durieux. “Each time we sell an ADTRAN product, we know that we are delivering a rock-solid product that will allow our customers to grow their business and meet their telecommunications needs. I highly recommend ADTRAN products to our customers.”

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