



J E N N E[®]

Excellence in Distribution
Experts in Technology

**Your Value-Added Distributor
for Communication
Products & Solutions**

Telephony

Unified Communications

Data Networking

Audio and Video Conferencing

Software

Security Products

Connectivity

Technical Support

Training



About Jenne, Inc.

Jenne, Inc., headquartered in Avon, Ohio, outside of Cleveland, is a leading value-added distributor of telephony, data networking, audio and video conferencing, and security and monitoring products, including equipment and software for the Enterprise and SMB markets. Jenne is dedicated to tracking emerging technologies, and offering fresh solutions, new equipment and related applications, accredited training and certification to better serve dealers and resellers. For more than 25 years, Jenne has built its reputation as a value-added distribution partner dedicated to our customers' success. Our culture of customer care is a 'high touch and fast response model' designed to engage resellers, helping them achieve success faster.



Business Telephony and Unified Communications

Enterprises of all sizes are looking for telephony and unified communications solutions that improve efficiency, collaboration, and customer service, making them more competitive. Unified communications simplify the proliferation of technologies that businesses deal with every day. Jenne supports today's product needs in this area by offering the industry's most successful and advanced suppliers, such as Avaya and Panasonic.



Data and Network Solutions

As businesses continue to grow, business owners and managers expect more from their networks. Jenne offers complete data solutions from edge switches and routers to half-terabit stackable switches and chassis. We also offer complete wireless solutions for SMB and Enterprise deployments. We distribute the industry's leading brands, including Avaya, ADTRAN, D-Link, Extreme Networks, and Netgear.



Audio and Video Conferencing

As the cost of travel continues to increase and people and businesses strive to reduce their impact on the environment, the need for alternative methods of communication is vital. Audio and Video Conferencing technologies allow users to be more productive, achieve a better work/life balance and reduce travel. Jenne offers a complete line of wired and wireless table-top and professionally installed audio conferencing solutions from Avaya, ClearOne and Revolabs. Jenne also offers a complete line of SME and Enterprise-based high-definition video conferencing solutions from Avaya, LifeSize Communications, Logitech and Radvision.

Security and Monitoring Products

Organizations of all sizes face numerous security challenges today: escalating risks, loss of life or goods, tighter budgets and staff reductions, large-scale operations spanning wide geographic areas, and the convergence of security and IT. Whether the need is for video surveillance, emergency response, mass notification or alerting solutions for local monitoring, or an unlimited number of cameras with networking capabilities to monitor multiple sites simultaneously, Jenne has numerous solutions from the top manufacturers such as Panasonic, Altronix, Comnet, MOOG Video Alarm, Immervision, Status Solutions and ViewZ.



Product Lines and Manufacturers

More than 150 major manufacturers partner with Jenne including Avaya, Aastra, ADTRAN, Allworx, Bogen, ClearOne, Extreme Networks, Edgewater, GN Netcom/Jabra, ICC, LifeSize, Logitech, NICE, Panasonic, Plantronics, Revolabs, Status Solutions, Valcom and Verint.

Engaged Sales Team



Jenne has a highly knowledgeable and professional sales team including:

- **Field-based Territory Sales Managers** who introduce new technology and industry best practices that contribute to a reseller's business plan development and execution.
- **Inside Sales Specialists** who provide resellers with personalized pre- and post-sales support including a single point of contact.
- **Resident experts** to support resellers in collaborative technologies, including Networking, Video, Voice and more.

World-Class Training by Jenne University

Jenne University is the place where training and support converge. While other distributors outsource their training instructors and facilities, Jenne maintains its own brick and mortar training center where our customers can gain technical or sales expertise. Our state-of-the-art training facility incorporates fully equipped classrooms with a conference demo center. We offer:

- An accelerated 30-day Avaya certification program encompassing Enterprise, SME and Networking to insure comprehensive capability.
- Over a half-million dollars of Avaya equipment for a hands-on and interactive training experience culminating in formal on-site testing and accreditation through the Pearson VUE® Testing System.
- Customized training maps specific to your sales and technical competency to insure the curriculum aligns with your business needs.
- The option of classes brought to you. Our travelling courses are available at a reseller's location, or at designated sites across the country. For a complete schedule, visit www.jenne.com/training.aspx.
- Frequent webinars on Avaya Enterprise and SME solutions.
- Training courses for Panasonic, Status Solutions and LifeSize Communications.



Technical and Design Support

Our technical staff has over 100 years of combined experience. Our reseller customers further benefit from:

- An assigned mentor who provides full design support while assisting your engineering team in developing increased capability and insuring uninterrupted design quality.
- Easy and quick design team accessibility and engagement, including joint reseller/end user support calls providing customer facing expertise and higher close ratios.
- A Staging and Provisioning Service that performs all the preliminary configuration, licensing and upgrades enabling you to rapidly install systems on your customers' networks or as a stand-alone unit. Jenne stands behind our provisioning and staging service and offers a one year advance replacement on all staging equipment, control units, internal cards and modules.
- Jenne's Technical Services staff, who are available Monday through Friday, 8 a.m. to 8 p.m. at no cost. Full 24-hour support also is available at minimal cost.

Design Center

The Design Center tool enables resellers to seamlessly upload, view and maintain multi-network configurations for both simple and complex designs. The Design Center helps build a complete VoIP solution based on customized product and pricing criteria. Resellers benefit by:

- RFPs can be loaded in the Design Center and our engineers will assist with the design.
- A streamlined design creation.
- Shortened selling cycles.
- Ensured accuracy and conformity of design requirements.
- Real time notification of completed phases.
- 24/7 update availability.



Jenne Solutions Designer

Service Contract Renewal Portal

Jenne helps you manage product and service contracts, streamlining and managing what can be a difficult process. When a service contract is up for renewal within any solution purchased from Jenne, resellers are notified well in advance so they can capture what otherwise might be a lost revenue opportunity.

Jenne Solutions Designer (JSD)

Jenne Solutions Designer is a multi-vendor online configuration tool that enables resellers to quickly design a solution into a real-world configuration. It seamlessly identifies complementary solutions, including pricing and availability, all in an environment that can be shared privately among your colleagues, customers and experts at Jenne.

Resellers benefit by:

- A shorter time needed to configure solutions.
- The ability to design the total end-to-end solution.
- Customized quotes, proposals and cover letters available in a user-friendly export.
- The ability to share the tool among your staff.
- Available for Avaya, ADTRAN, LifeSize, Panasonic and Plantronics product solutions.

Web-based Resources Available 24/7 at www.jenne.com

Jenne's web site is the place to access product information and transact business for over 150 manufacturers which we represent. We offer:

- A searchable online product catalog with secure online ordering capability 24/7. You can check pricing and stock status; build order templates for repeat orders; create online tracking information; access your account information; review past orders and more.
- An Avaya microsite that contains all the current Avaya promotions, special announcements, documentation, end of sale notices, reward updates, fact sheets, product documentation, presentations, our *Avaya Get Connected* newsletter and more.
- Plus, we also offer timely email announcements on product revisions, new product introductions, price changes and other important information.

Operational Support and Excellence

Jenne provides unparalleled operational support – we are experts in distribution! Our logistics specialist is certified in production and inventory management by the Association for Operations Management through its APICS (Advancing Productivity, Innovation, and Competitive Success program). Your business benefits from:

- An industry-leading order fill rate – 99 percent plus – supported by a 99.98 percent order fill accuracy rate, means that you receive the right product when and where you need it.
- Expedited 'out of the box' failure replacement support.
- Single point of shipment insuring a cohesive order fill, immediate order turnaround and industry leading 'ship complete' performance.
- Custom branded delivery documents that enhance your identity. Cut days and cost out of your deliveries by utilizing Jenne's logistic capability to drop ship your customer's order directly to them. We will include shipping documents with your branding and your customer's purchase order number to ensure ease of receipt.

Communication Financing

Jenne offers unique leasing options, through Avaya Financial Services (AFS) for Avaya sales and Great America Leasing Corporation for other than Avaya sales. These partners provide resellers with a no-hassle way to offer leasing to their end-user customers. With AFS or Great America as your partner, you can focus on selling more products. Each company will assist by contacting your customer, explaining all the leasing options and closing the sale. Customers benefit from a low monthly payment. In addition, leasing provides tax advantages, preserves credit lines and allows your customers to know what their annual equipment cost will be from year to year.



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