



SERENA HOTELS

SAFARI LODGES • HOTELS • RESORTS

November 24, 2011

To Whom It May Concern

ELCOM SYSTEMS

This is to certify that the Serena Group of Hotels selected Elcom Teleman as our preferred PABX Telephone Management Solution of choice for both guest extensions and non guest extensions. This decision was arrived at over 8 years ago after evaluating other similar TMS solutions.

Elcom Teleman has been installed in all our hotels and lodges throughout East Africa with a number of different PBX systems, and has been interfaced to our computerized property management system. The Elcom Teleman software has been very flexible and it has been adapted to various PBX system changes that we require as well as customizing the system to address requirements unique to our installations.

We are very satisfied with the solution as well as support and service provided by the technical team and we fully recommend the system to anybody requiring effective management their telephone resources.

Yours faithfully,

Hasnain Jagani
Group IT Manager.

Kenya Head Office

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