



Delivering Seamless Communications Across Every Corner of the Park

About the client

uShaka Marine World is a world-class, 16-hectare entertainment theme park located in Durban, KwaZulu-Natal, South Africa.

The park features over 4.6 million gallons of salt water and is home to more than 10,000 marine animals and other species. Its attractions include a private beach, Water World, Dangerous Creatures, and many other family-friendly entertainment facilities.

As one of South Africa's premier leisure destinations, uShaka Marine World welcomes visitors of all ages, providing unforgettable experiences for families, tourists, and local communities.

Summary

uShaka Marine World required a communications solution that was flexible, robust, and reliable enough to support its large-scale outdoor operations. With employees constantly moving throughout the extensive theme park, seamless mobility and uninterrupted communications were essential to maintaining efficient operations and delivering an excellent visitor experience.

By deploying IPECS Cloud together with IPECS ONE and IP DECT, uShaka Marine World now benefits from reliable, park-wide communications that connect vendors, employees, and park management.

Challenge

uShaka Marine World covers a vast area, with most attractions located outdoors across the park. This large-scale environment created significant communication challenges for tenants, park management, and employees who needed to stay connected while moving between different locations.

The park required a cost-effective, highly available, future-proof, and scalable communications solution that would enable seamless collaboration among vendors, employees, and park management. Ensuring reliable connectivity and uninterrupted mobility for staff roaming throughout the park was a critical operational requirement.

Product

Platform

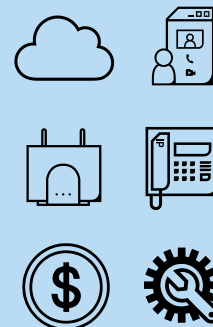
- IPECS Cloud

Applications

- IPECS ONE
- IPECS Attendant

Terminals

- IPECS 1000i Series
- IPECS IP DECT



100 ~ 300 Ext.



Hospitality



iPECS Cloud

**uShaka
Marine World**

uShaka Marine World

Solution

To address these challenges, the following IPECS solutions were deployed:

- IPECS Cloud as the primary communications platform, providing advanced telephony features together with enhanced unified communications capabilities.
- IPECS 1000i Series terminals to deliver reliable and high-quality office communications for employees.
- IPECS ONE to improve accessibility and enable seamless communication between on-site and remote workers.
- IPECS IP DECT to ensure employees remain connected wherever they are across the park.

Benefits

Since deploying IPECS Cloud, uShaka Marine World has experienced significant improvements in operational efficiency and day-to-day communications.

Calls can now be transferred quickly and efficiently from the front desk to vendors, employees, or park management anywhere within the park, resulting in faster customer service and improved collaboration. The new IPECS Cloud SIP solution has also significantly reduced communication costs through lower call rates while streamlining overall operations.

Employee mobility has greatly improved as staff carrying IP DECT handsets remain connected throughout the entire park. IP DECT 130db base stations, installed inside weatherproof outdoor enclosures, provide extended wireless coverage, allowing employees to roam freely across the park without experiencing dropped calls.