

iPECS UC Platform, iPECS UCP with Collaboration Applications

iPECS
Your Communications Solution

 100 – 300 Ext.

 Leisure

 iPECS UCP



Barnet Football Club



About the client

Barnet Football Club ('The Bees') are a North London team in the Conference League. They share a recently built leisure facility called The Hive. In addition to the stadium and two full size pitches, the indoor facilities include a gym, a large conference hall, a number of meeting facilities, a club shop and bar area. The stadium is also home to the London Bees women's football team and the London Broncos Rugby team.

www.barnetfc.com

Summary

An iPECS UCP system brought together the geographically separate staff of Barnet Football Club and leisure facility, empowering them to work together more collaboratively and provide a better service to fans and customers.

Challenge

After three years in their current location, Barnet FC was keen to improve their business efficiency and processes, and connect their team of over 50 staff across the campus and buildings.

Communication around the ground was limited as "Radios" were not proving effective for roaming members of staff.

Managing a high volume of calls around match day ticket enquiries and sales was proving a challenge for front of house staff.

They also wanted to ensure that they are seen as a central hub for the local community, with membership open to all.

Products

System

- iPECS UCP 600

Terminal

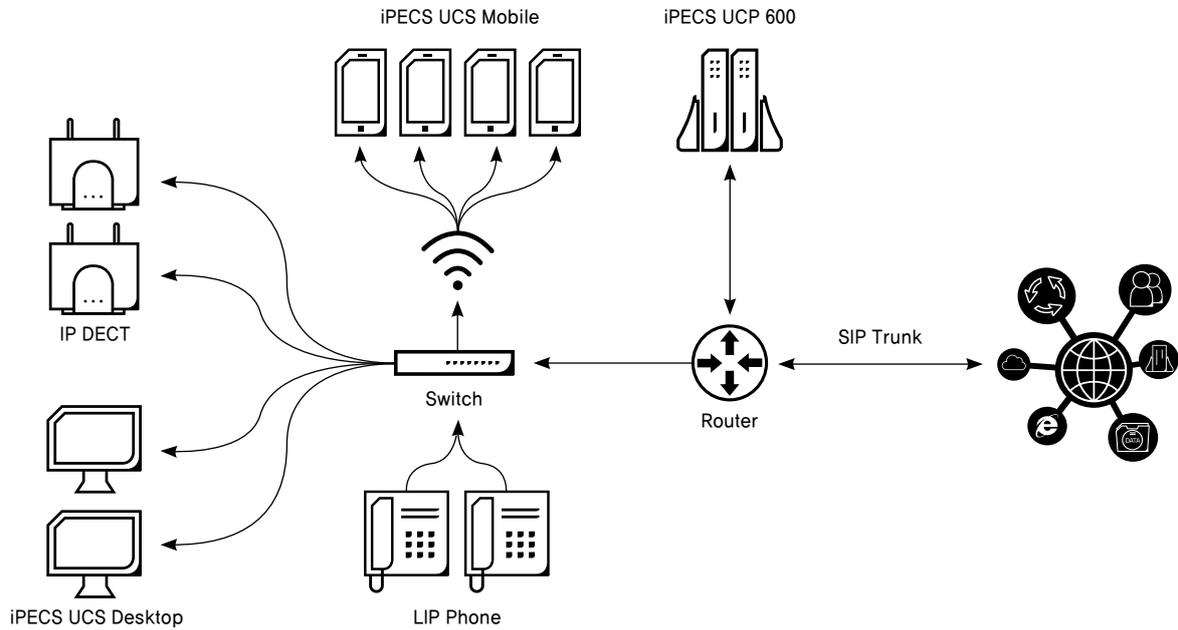
- IP DECT Handsets for roaming

Application

- iPECS UCS Desktop client
- iPECS UCS Mobile client



Delivering Better Connectivity, Flexibility and Service



Solution

The solution from Ericsson-LG Enterprise iPECS enabled a simple transition from ISDN to SIP, reducing costs and increasing resilience of connectivity.

The iPECS utilizes the robust network infrastructure already deployed across the Hive campus.

Mobility was a key requirement and IP DECT handsets were provided to roaming members of staff such as shop security guards and the Stadium Manager.

Benefits

iPECS has delivered better connectivity, flexibility and the ability to really manage their service delivery and communications.

The ability to manage and monitor call volume with wallboards and reporting from iCall Suite has helped their Front of House team to provide better service to customers.

iPECS UC applications across mobile, desktop and handsets help staff throughout the Hive complex to increase productivity and collaboration.