Barnet Football Club

iPECS
AN ERICSSON-LG BRAND

About Barnet FC

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.

The 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.

The Solution

- The solution from Ericsson-LG iPECS enabled a simple transition from ISDN to SIP, reducing costs and increasing resilience of connectivity.
- The iPECS utilises 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.
- The ability to manage and monitor call volume with wallboards and reporting from icall 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.
- iPECS has delivered better connectivity, flexibility and the ability to really manage their communications and service delivery.

Key Features

The following key features were installed at Barnet Football Club:

- iPECS UCP600
- UC applications on mobile and desktop
- IP DECT Handsets for roaming
- iCall suite to manage call volumes