



North Shore Events Centre's IP solution makes dreams come true

An IP solution from TelstraClear is helping the North Shore Events Centre provide better service to its customers and work more efficiently.

Imagine if telephone lines could be turned on and off by the click of a button, with users paying only for what they use, when they use it. While this is still a dream set-up to most businesses, the North Shore Events Centre in Auckland is a step closer to making it happen with its TelstraClear IP Gateway solution.

About a year ago, the centre saw the need to upgrade its legacy phone system to a modern

solution that would allow the already lean team to work more efficiently. The centre wanted access

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Donald Southee, Events Centre Manager

KEY POINTS

- TelstraClear's IP Gateway provides advanced call control functions and web-based management options, enabling the NSEC team to run a lean, efficient operation.
- The functionality of IP Gateway, helps portray a more professional image of the organisation.
- The easy-to-use, functionality-rich system and active account management make TelstraClear a valued NSEC partner.
- The next step is to move the centre's phone lines over to IP Gateway, allowing NSEC to turn lines on and off as needed for different events.



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Donald Southee, Events Centre Manager

PHOTO BY: EMILY ANDREWS

to new technology that would help provide better service to its customers.

“In order to achieve our goals we had to get rid of the old PABX system and install a new one,” says Donald Southee, the Events Centre Manager. “The old PABX system was unreliable and not capable of achieving the outcomes we wanted.”

However, when Donald discussed an upgrade with his previous telecommunications provider, he wasn’t offered the help and support he was looking for. He started exploring other alternatives and came across TelstraClear’s IP Gateway solution – an integrated, hosted business telephone service, offering advanced call control functions, web-based management options and the ability to connect multiple sites together in one easy-to-use system. “When I saw that, I immediately thought ‘yes please,’” Donald says.

He approached TelstraClear to learn more and was satisfied with what he found out about the solution and the way TelstraClear responded to his interest.

Donald was invited to a demonstration of the IP Gateway features in TelstraClear’s Interactive Room at its Auckland office. He was particularly impressed by the voice message to email functionality and that selected staff could control their phones from their PCs.

A dream scenario for NSEC was to be able to turn phone lines to the centre on and off as required for different events, meaning that the centre would only pay for what it used at any particular time. Some events need EFTPOS for ticketing or merchandise sales, or for selling other goods if there is an expo.

“It would be fantastic if we could quickly connect lines as required. That would service us very well,” says Donald. “And only paying for what we use, rather than being connected all the time, would save a significant amount of money.”

With TelstraClear and NSEC now working to change the centre lines over to IP Gateway, that dream is close to becoming reality.

The upgrade to IP Gateway was an instant success, says Donald. With the old system, the centre only had one answer phone for the whole team. Now, the auto attendant routes calls to the appropriate departments. Team members control calls straight from their desktops and each member has individual voicemail that can be sent to email.

“The system allows us to be more efficient and provide better customer service,” says Donald. “It is also very easy to use. We can easily make changes, for example update information on the events line as our events keep changing,” he says.

Administration of the system is done through an easy-to-use web-based portal.

The team also rates their new, functionality-rich Polycom IP550 phones highly, says Donald. Another benefit is the direct line to NSEC’s TelstraClear Account Manager.

“TelstraClear has been very pleasant to deal with. The account team responds promptly to our needs and always finds an answer to our questions. It has worked out very well for us,” he says.

The next step is to become even more streamlined by exploring all the functionality of the system, such as click to dial, remote office options and syncing with Outlook, says Donald.

“TelstraClear’s solution ticks all the boxes for us,” says Donald. “The new system helps us work more efficiently, it portrays a more professional image of the organisation and saves us money.”



To discover how TelstraClear can provide the right solution for your business, simply call **0508 BUSINESS (287 463)** or visit **www.telstraclear.co.nz**

North Shore Events Centre

- The North Shore Events Centre (NSEC) hosts community sports, programmes and events.
- NSEC is very proud to be the home of the New Zealand Breakers basketball team.
- With its wide range of conferencing and meeting spaces, the centre can cater for anything from five to 5000 people.
- The 2400 square metre main stadium can hold up to 5000 visitors.
- Harbour Basketball and North Harbour Gymnastics are two principal community users of the centre.



Why TelstraClear?

Telecommunications is one of the world's fastest changing industries.

In New Zealand, TelstraClear has developed its own network and range of leading edge voice, data, internet and mobile solutions for New Zealand businesses. Many of the largest organisations in New Zealand rely on TelstraClear to provide their national and Trans-Tasman communication solutions. For these organisations, and many more, TelstraClear has shown it is adept at understanding the complexity of its customers' operations and designing relevant and reliable solutions. Our relationship with New Zealand businesses is based around four fundamental core offerings:

1 SERVICE

We understand and respect the needs of your business.

2 TECHNOLOGY

A complete range of services that are scalable to your business's changing needs, and organisational complexity.

3 TRUST

A company that you can rely on to deliver on the most challenging requirements

4 VALUE

Market Competitive solutions designed for your business.

When we combine these four elements we develop long term relationships with our customers. We can then ensure that our customers have the right products and plans to support their success with their own customers.

We also support the communities that support us. As part of our corporate social responsibility programme we work with children and young people, to help them develop the confidence they need to succeed and ensure a brighter future for all New Zealanders.

With TelstraClear, you are joining forces with one of the most dynamic communications companies in New Zealand that is backed by Australasia's largest and most progressive telecommunications company, Telstra Australia.

We have the right technology, the right people and the right attitude.