

UNIVERGE BLUE PROVES TO BE A GAME CHANGER
FOR AMBITIOUS NATIONAL LEAGUE FOOTBALL CLUB

CASE STUDY

EASTLEIGH FC



CHALLENGES

"The solution that was in place previously was simply not fit for purpose. Not only were we missing lots of incoming calls, we were also unable to route them through to the correct department. Since COVID, we have staff that now work remotely and from home. The Chairman also wanted to be contactable at all times, especially on away match days. None of this was possible with the system we had in place. We are a full-time professional football club with ambitions of entering the EFL as soon as possible, however, you wouldn't have thought that when calling into the club."

"UNIVERGE BLUE has lowered our IT admin and costs by 30% and increased our team efficiency by 55%"

"The mobile app has changed the way we work completely"

Alex Pike, Commercial Manager
Customer review: ★★★★★

SOLUTION

"UNIVERGE BLUE is extremely feature rich, but at the same time, very simple and straightforward to operate. It also allows us to make changes ourselves via the portal, which we weren't able to do on our old system."



Within 2 days, we had our old system decommissioned, the new one fully installed, complete with full training to all staff on the business desktop phones as well as the mobile and softphone applications.

The mobile app has changed the way we work completely. Most of the staff at the football club are rarely sat at their desk. They are constantly moving around the site, working remotely or from home. We are now able to get in touch with all of them, regardless of location, check their availability with the presence feature, as well have all our calls recorded remotely which is incredible!"

RESULTS

"We are able to route the calls to the correct department using the auto attendant feature. We use hunt groups when that department is unable to answer so someone can deal with the call, and we can retrieve and call back clients and suppliers using the missed call data. We also benefit hugely from the mobile and softphone applications.

UNIVERGE BLUE has lowered our IT admin and costs by 30% and increased our team efficiency by 55%. Overall our communications have improved 100%."

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ABOUT

Founded in 1946, Eastleigh FC are based in Hampshire, UK. Nicknamed 'The Spitfires', they currently compete in the National League, the fifth tier of English football, and play their home matches at The Silverlake Stadium with a capacity for over 5,000 fans. They are committed to be at the heart of their community through making themselves accessible, inclusive and affordable.

"Overall our communications have improved 100%"

www.eastleighfc.com