



NETWORK EUROPE GROUP

We get people talking at the YMCA

Founded in 1844 by George Williams a farmers son the YMCA has grown in size and members to become a truly global organisation.

When the UK head-office and flagship London sports centre needed to reinvest in a completely new communication platform they turned to NEG to design, build and implement what is currently the largest Avaya IP Office in Europe.



The new system needed to be capable of prioritising and tracking calls and be installed across two Central YMCA managed sites. The first site is London's largest gym with over 4,000 members, the second site houses the parent charity and its component operations, as well as a further independent training charity YMCA Fitness Industry Training. The chosen solution networked two Avaya IP Office systems together across the two sites via a secure VPN using a VOIP (voice over Internet protocol).

Building Strong Client Relations

NEG worked closely with Andrew Blackman, Central YMCA head of IT and his team, who have made full use of the IP Office developer's tool-kit and the system's open architecture to exactly tailor the solution, integrating it into customer and member databases. "Both NEG and Avaya have offered us tremendous support - particularly on the software development side," he says.

For more information on how NEG can help you visit www.networkeuropegroup.com or call

0800 096 86 26

A Future Proof Investment

Blackman backs this up, saying that Central YMCA looked at eight different systems, but as a charity it was particularly essential to get the investment right at the start. "We were highly impressed with the IP Office as it allowed us to build the system to an exact specification. We've got a highly flexible, future-proofed system without the unnecessary "gimmicks" that seem to push up the price on other systems"

Implementing A Flexible Solution

The Central YMCA has a lot of staff moving through the office - with IP Office they are now able to "hot-desk" using any phone without any re-programming. There is also the possibility that more staff will start "tele-working" in the future and could now be linked to the IP Office from home or other locations via soft or hard phones without incurring call charges.

"As communication technologies converge, IT Managers are having to get involved in voice as well as data. This is where NEG have been able to help us, no longer can organisations just ignore convergence. NEG provide us with a single point of contact for all telephone related hardware/software, maintenance, support and least cost routing. Being able to provide a "one stop shop" solution was a key part of our decision process" continues Blackman.



NEG Telecom

With a strong focus on client service, NEG Telecom sets itself apart from the crowd. Of course, technological superiority and scale are important because they allow us to deliver what clients want. But it is the attention to detail and client service that explains why we now serve over 3,000 clients in the UK and are quickly becoming a preferred alternative telecoms provider of choice.

NEG can provide you with a complete range of services including:

Moving premises - our in-house BT liaison team has ordered thousands of telephone lines, ADSL circuits and lease lines on behalf of our customers.

Telephone administration training - you could save hundreds of pounds in re-programming charges by carrying out these tasks in-house.

New telephones or headsets - NEG stocks over 5000 voice and data products most of which can be delivered the following day, so if you are looking for a high speed managed data switch or the latest Blue Tooth™ cordless headset give us a call free for the latest prices and discounts.

NEG Engineering Ltd

NEG Engineering is the Research and Development, Engineering, Maintenance and Logistics division of Network Europe Group Plc, a national provider of comprehensive telephony services established in 1992. The engineering department at NEG recognise that not everyone is at ease with technology, and that just asking for help can be daunting. The team at NEG speak plain English, so if you are looking for advice, technical support or you want to discuss the different maintenance options available to you, call them FREE on 0800 096 86 26.

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