

ARROW CASE STUDY

CUSTOMER: The Boathouse Group

INDUSTRY: Hospitality and Events Management

SOLUTION SUMMARY

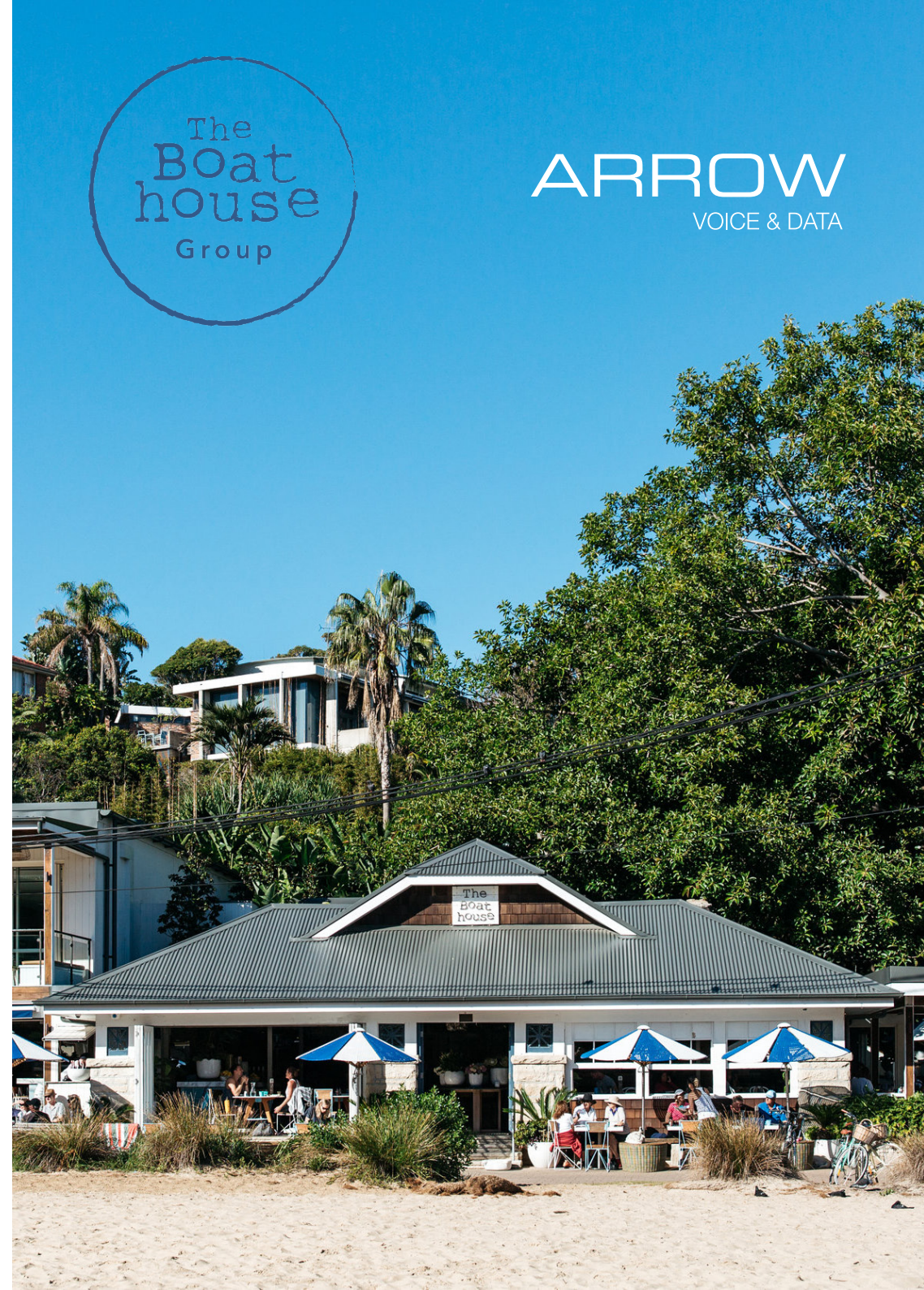
- Reliable data connectivity to all remote locales via a wireless microwave ethernet bridge, linking multiple sites to a centralised network
- Create an emergency Hub and WiFi Services for Patonga's remote peninsula location
- Public WiFi solution for patrons and staff
- Installation and configuration of new internal network infrastructure, including cloud server and firewall
- Managed security routers
- VOIP cloud phone system.
- Multiple Fibre internet connections through the NBN
- Complete management of IT infrastructure

KEY OUTCOMES

- Unified 9 separate locations through a custom unified communications solution and centralised services
- Created the emergency community hub to be utilized as the HQ during emergency situations
- Streamlined and reworked existing network infrastructure at venues to improve productivity and reliability



ARROW
VOICE & DATA



UNIFIED COMMUNICATIONS – A FUTURE-PROOF SOLUTION

The Boathouse Group needed to connect their multiple sites with a solution that now allows them to scale and expand with ease.

GETTING TO KNOW THE BOATHOUSE GROUP

The Boathouse Group is a collective of 9 plus sites located across the pristine beaches and bays of Northern Sydney's coastal region. Featuring a mixture of restaurants, shopping and event venues, The Boathouse Group offers a range of hospitality services.

BUSINESS CHALLENGES

When the Boathouse Group approached Arrow Voice & Data for an initial consult, they presented to us a unique challenge. Because their venues are situated across Sydney's Northern Beaches, there is a lack of both traditional copper and mobile network infrastructure coverage, meaning Arrow couldn't just switch over carriers or flip a switch to bring services online.

Arrow's Service Delivery team had to create a solution only they could implement to bring The Boathouse Group online and connected to each other and the world.

In addition to creating a network and data solution for The Boathouse Group, they also wanted to implement a centralised contact centre to cater for their restaurants and events management ventures. The client expressed they wanted an all-in-one solution where customers could call a centralised number and through set menu items, be directed to one of their 8 venues for service.

Arrow also had the task of revamping all IT communication infrastructure across the Boathouses venues, to ensure once the new solutions were in place, quality of service would be at 100%.

SOLUTION SUMMARY:

The Boathouse Group's main need centred around the installation of reliable data connectivity and provide internet access to their remote locales. Arrow Voice & Data created a solution no other communications provider could deliver. We created a wireless microwave ethernet bridge, linking multiple sites to a centralised network, providing data, phones and connectivity to venues that otherwise existed in isolation.

Emergency Hub and WiFi Service

Due to Patonga's remote peninsula location, Arrow and The Boathouse Group are working together to transform the Patonga venue into a headquarters for emergency services including the Rural Fire Department. The services and the community can utilise our in-place communication services to coordinate rescue teams in times of crisis. This is made possible by the installation of a microwave bridge linking the Palm Beach and Patonga locations together, bringing network access to what was previously a network dead zone.

Additional Solutions

- Microwave ethernet bridge, connecting Patonga and Palm beach venues with a total distance of 6.25km over Hawkesbury River
- Public WiFi solution for patrons and staff
- Installation and configuration of new internal network infrastructure, including cloud server and firewall.
- Managed security routers
- VoIP cloud phone system.

UNIFIED COMMUNICATIONS – A FUTURE-PROOF SOLUTION

- Multiple Fibre internet connections through the NBN, at various locations
- Complete management of I.T infrastructure by Arrow Business Essentials

Arrow Voice & Data also provided a technology ‘tidy up’ across all venues; performing a service audit to ensure all hardware was up-to-date, provided complete technology reports, improving usability of their server rooms, cable management, managed WiFi network, phones and data service management to improve voice quality.

OUTCOMES

Arrow Voice & Data have taken what was 9 separate businesses and united them through our unified communications solution. Utilising our expertise in telecommunications and IT solutions, Arrow brought data and centralised connectivity to a fractured business.

The Boathouse Group is now able to filter all business inquires, communications and data through their new centralised services.

We’ve also worked with The Boathouse Group and the Patonga community to create the emergency community hub to be utilized as the HQ during emergency situations through free WiFi services and dedicated communication channels to ensure emergency services and community leaders are never out of contact.

Arrow Solutions Implemented

- Business auditing and management of IT services
- Cloud-based phone solution across all sites
- Creation of centralised call centre, routing all inbound leads and calls to appropriate channels
- Streamlined and reworked existing network infrastructure at venues to improve productivity and reliability
- Full system management through Arrow’s Business IT Essentials product support team

Additional Growth

Arrow is assisting with developing new sites under the Boathouse Group banner

Since Arrow has taken over communications and service management, the Boathouse Group has added an additional 3 sites to their group. Arrow have provided full infrastructure and deployment solutions for the following new sites;

- The Boathouse Hotel Patonga
- Barrenjoey House
- The Boathouse Home and Bakery

Solutions for the future

- Backup Management Systems – Migration from Dropbox based backups into Arrow’s Autotask Cloud based management system
- Email Services Migration – Migration from Gmail based email systems to Office 365 and Microsoft Exchange

PROCUREMENT SPECIALISTS:

Arrow Voice & Data is the only company needed for all your IT and telecommunications needs. Being procurement specialists allows us to handle all technology, purchasing, warranty and support under one umbrella.

Your business can focus on what you do best, leaving the complications of technology to the experts.



IS IT TIME TO UNIFY AND FUTURE-PROOF YOUR BUSINESS COMMUNICATIONS?

Talk with one of our specialists to see how Arrow's unified communications and managed IT can transform your business.

CALL US TODAY: 1300 555 330

VISIT OUR WEBSITE: arrowvoice.com.au