



Mitel Customer Snapshot:

Tottenham Hotspur Football Club

Company Info:

- Location: London, England
- Industry: Sports & Entertainment
- Website: www.tottenhamhotspur.com

Situation:

- Building a world-class sports and entertainment stadium
- Driving innovation and using modern technology to enhance customer service capabilities

Needs:

- Contact centre platform to support customer service functions for fans
- Secure solution that enables employees to communicate, collaborate and connect from anywhere
- Consistent, unified communications experience at the stadium and within the rest of the organization

Solutions:

- MiVoice Business
- MiContact Center Business
- MiCollab

“Mitel powers more than two billion connections every day and we are confident in their ability to provide communications solutions to meet the demands of our iconic new stadium and the wider business.”

Matthew Collecott, Director of Operations
Tottenham Hotspur Football Club

Results:

- A solution that consolidated disparate technologies and incorporates advanced contact centre capabilities
- Comprehensive solution that is scalable and flexible for future strategies
- One system to learn across the organization, maximizing efficiency and improved workflows



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