



Hit the jackpot with a secure infrastructure

Managed Networks

EXECUTIVE SUMMARY

Customer name: Stan James

Location: Gibraltar

Industry: Sports, Leisure & Entertainment

Challenge:

Implementing a secure network infrastructure to handle sensitive credit card data and high call volumes.

Solution:

LAN & WAN, Cisco Unified Call Manager and Unified Contact Centre Express.

Results:

Elimination of call charges between sites, reduced costs of legacy system, centralised telephony staff.

THE CHALLENGE

Stan James offers horse racing, football and sports betting via telephone, website and mobile applications, as well as providing their customers with an online casino and betting options. GGR were first approached when Stan James had a specialised X.25 Credit Card infrastructure problem requiring a bespoke solution.

Stan James' predicted growth and acquisitions meant they would need a network infrastructure overhaul and enhanced security to cope with the anticipated increase in calls and demand for data.

THE SOLUTION

GGR designed, installed and manage a tailor-made network infrastructure that allowed seamless integration of additional customers and phone lines after substantial growth and acquisitions. GGR also designed and configured datacentres for Stan James in London, Wantage, Gibraltar and Madrid including security, firewalls, IPS and load balancing. Having overhauled Stan James' LAN, WAN and security infrastructure, GGR provided a fully redundant telephony network, together with a high volume call centre using Cisco Unified Call Manager and Unified Contact Centre Express products.

THE RESULT

The additional interfaces that GGR installed brought an extra 60 lines into the call centre which ensured seamless integration of Bet Direct customers when Stan James acquired them. When the site in Gibraltar was moved to new premises GGR assisted in managing the network move and built a new call centre based on IP Telephony. With over 200 lines running multiple language and white label partners, Stan James could serve their customers more efficiently whilst reducing their costs.

BENEFITS

- Streamlined call centres allow the focus to be on customer service.
- Bespoke solutions, taking into account future growth.
- IP Telephony ensures high quality calls.
- Converged network implementation and migration.
- 24/7 maintenance and fault management.