

ShoreTel partner scores unified comms goal in Brisbane Lions deal

One Solution Mobile & Data delivers ShoreTel solution to Brisbane Lions

Leon Spencer (ARN)
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A goal for the Brisbane Lions. Photo by Matt Roberts/AFL Media

One Solution Mobile and Data has won a contract to rollout ShoreTel's Connect unified communications solution to more than 100 Brisbane Lions Football Club staff, across three sites nationally.

The deal sees the Adelaide-based company appointed as the official Telecommunications Partner of the Brisbane-based AFL football club.

The company is designing and implementing the ShoreTel solution on virtualised datacentre infrastructure at The Gabba stadium, the club's home ground headquarters in Brisbane.

In addition, One Solution Mobile and Data is also implementing a fully redundant site for disaster recovery at the LIONS@Springwood social club in Rochedale south, with the Brisbane Lions' office at Etihad Stadium in Melbourne also included in the solution rollout.

Under the contract, the company is providing the Brisbane Lions with ShoreTel's IP 480 telephony handsets, as well as the unified communications vendor's Connect client for desktop, with access to voicemail, instant messaging, video, online meetings, and conferencing facilities.

Meanwhile, the football club's membership team is receiving the ShoreTel Connect contact centre solution, which is set to be integrated with the OakSI Evolve solution for real-time monitoring, recording, reporting, and wallboards.

One Solution Mobile and Data managing director, George Papas, said that the new solution, which is likely to go live in the next few weeks, is expected to, "enable the team, and the organisation, to transform their communications by enhancing and creating engaging interactions".

"The new solution will help the club go from a legacy system to a new system that will give them ability to have the ShoreTel app on their phone, the ability to video conference between different sites and, ultimately, a system to bring them up to date," One Solution Mobile & Data sales director, Troy Perriam, added.

While the contact centre solution was the key to the Brisbane Lions awarding One Solution the contract, the deal comes after a long-term relationship with the club, which is also sponsored by One Solution, according to Perriam.

"Our sales person is the most passionate Brisbane [Lions] supporter I've seen in my life, and he worked on building a relationship with the club for more than three years before going in with a quote," Perriam told *ARN*.


For Brisbane Lions IT manager, Brett Stares, the new system is expected to help the club with its membership operations.

"The new ShoreTel UC system will allow us to better manage and handle membership calls," he said.

"The system will be live monitored, giving our management the ability to assist with calls if required whilst providing a greater level of interaction with our members and support base."

The Brisbane Lions contract with One Solution represents the third football club in Australia to take on ShoreTel unified communications technology, with the Fremantle Dockers and the Melbourne Demons adopting ShoreTel equipment, deployed by Datamerge and 1Step Communications respectively.

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