

NextiraOne scores new success with Chelsea Football Club

Chelsea Football Club continues its long association with NextiraOne as the provider of its communications services

Paris – 17 February, 2009. Europe's leading expert in communications services, NextiraOne, has signed a new three-year maintenance contract with Chelsea Football Club.

The new contract, signed in January, builds on the long-term working relationship between the club and NextiraOne. The NextiraOne Contact Centre at Chelsea – which is based on Alcatel-Lucent technology - handles phone enquiries for the box office and deals with many hundreds of ticket requests for each game. All customer service enquiries go via the Centre on a daily basis and this is also the central phone information point for supporters on busy match days. The club also provides an auto-attendant contact centre which routes all calls for the megastore, meetings and events, hospitality requests and the rest of the Chelsea business areas.

The new maintenance contract will provide comprehensive support for the core equipment seven days a week.

The system handles over 700 extensions on Chelsea's three sites, the football stadium and management offices at Stamford Bridge, the training ground in Cobham which houses the medical, coaching and football management team and also the youth academy and Football in the Community departments.

Under the new three year contract, NextiraOne will provide support and maintenance to ensure the continuity of the contact centres and the communications platform. Elaine Clark, Head of IT at Chelsea FC, says: "We need the peace of mind that NextiraOne will be on hand if anything goes wrong with our system, especially on match days and at other busy times. NextiraOne built the system and they have given us excellent service up until now and it made sense for us to continue with a service that is running so smoothly."

Steven Skakel, Managing Director UK & Ireland at NextiraOne, said: “Chelsea Football Club is a high profile organisation with special requirements which we are very happy to fulfil. We know that the club has a reputation for excellence to preserve and that its communications services must come up to these high standards. NextiraOne is ideally set up to provide the maintenance and support needed by Chelsea in order to ensure a consistently excellent contact centre service for its customers.”

– ENDS –

About NextiraOne

Headquartered in Paris, NextiraOne are Europe’s leading experts in communications services. We design, install, maintain and support all of our customers’ communications needs from voice to mobility, security and applications. We provide seamless, end-to-end communications solutions working with the leading technology vendors in the industry to deliver maximum business benefit to our customers. Discover more at: <http://www.nextiraone.co.uk> and <http://www.nextiraone-eu.com>

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