

VocoVo

Connecting teams

Serving up memorable experiences with Sussex Exchange



syndico.net/vocovo



The big picture

A luxury multi-use hospitality venue with high expectations from customers.

Overlooking the Marline Valley, The Sussex Exchange venue operates to a high standard of sustainability boasting a biomass boiler, facilities flushed by rainwater and a structural layout designed to optimise the effects of natural daylight.

With 'efficiency' running through the foundations of the architecture, infrastructure and company ethos, The Sussex Exchange (TSE) came to VoCoVo in search of a robust communications solution capable of transmitting this ethos into the day-to-day operations across their events space, restaurant, and cinema auditorium.

Given the formal temperature of the TSE brand and the events it hosts, a traditional walkie-talkie setup-prone to static noise and loud message leaks around guests just wouldn't cut it. Dependency on face-to-face communication in such spacious venues, even less so.

The Sussex Exchange wanted to...



Free front desk staff from running around



Connect teams across entire the estate



Efficiently resolve all customer needs



Share knowledge to allow for up-selling

VoCoVo provided



Despite the elaborate TSE environment, a relatively simple install of VoCoVo's flagship solution proved sufficient to cover all requirements. Serving up to 29 headsets via a single base unit, the VoCoVo 'Go' system delivers crystal clear, full duplex communication with 'push-to-talk' speech for brief communications plus a three-minute 'talk lock' function for prolonged dialogue and hands-free use enabling uninterrupted mobility, multitasking and discreet, on-the-go voice interactions at a distance.

Clear communication was needed and walkie-talkies couldn't cut it.

Examples of the felt perks range from simple time-saving and waiting-time reductions on fulfilling customer requests, to improved team dynamic and a breaking down of inter-departmental 'silos', allowing enhanced collaboration between different teams.

The net result of all this? Seamless workflows and a productive fluidity that underpins service delivery throughout the different components of conferencing, dining and leisure events that TSE combine so uniquely and with pride. The bottom line is that VoCoVo is making a difference to the bottom line at TSE by allowing greater opportunity capture in upselling to visitors and enabling teams to represent the integrity and calibur of the TSE brand.

WHAT DID VOCOVO DO?

Connected teams walk less miles, and resolve issues quicker... Simple!

The feedback from TSE has been encouraging with stakeholders reporting a "100% change" and an instantaneous, 'ten-fold' increase in efficiency and productivity that is benefiting staff throughout different departments in day-to-day, weekly and monthly operations, events and circumstances.

Although the '100%' and 'ten-fold' feedback was anecdotal rather than hard metrics, they illustrate just how tangible and far-reaching the impact of the VoCoVo install has been on team morale, team agility and ability to work proactively, rather than depending on the kind of reactive firefighting that erodes communication further and renders teams immobile.

VoCoVo's impact



Time saving across all departments

Across the venue, even into the kitchen, staff are able to work quicker and are happier.



Speedy fulfilment of visitor's needs

Answer questions, order more drinks, check menu allergens at the touch of a button!



Better opportunity for up-selling services

'Would you like me to book you a table for after the movie?' Confirmed in seconds.



In the manager's words

"Since install, VoCoVo has meant that we no longer have to run around looking for our colleagues leaving our areas unattended. If you can't answer a visitors' question, you can just ask someone directly through the Headsets and get an answer instantly, without the need of running off."