

**anglianwater** Anglian Water Case Study

Carillion installs advanced multi-screen communications system in Anglian Water's Control Centre

"Anglian Water had vital information that would benefit their operational and call centre teams and therefore their customers, but did not know how to show this visibly. Carillion Communications recommended and installed the plasmas and the Mondo Matrix System. We can now quickly show information such as how many jobs were completed to time and how many are still outstanding which in turn will help us increase customer satisfaction"

Tony McIntosh, Voice Network Engineer from Solution

For more information about Carillion or for a FREE consultation please contact:

Central Estate, Denmark Street,
Maidenhead, Berkshire,
SL6 7BN, UK

Tel: +44 (0)1628 419519
Fax: +44 (0)1628 778772
Email: info@carillion.com
Web: www.carillion.com

Carillion Communications Ltd, a leading UK systems integrator, have strengthened their existing relationship with Anglian Water with the installation of 12 plasma screens and a new control system into their prestigious call centre offices in Lincoln.

Anglian Water approached Carillion Communications as they wanted the ability to display different messages on the numerous screens within their operational management centre and call centre, relating to operational risk and customer satisfaction. They had the information but wanted it to be made visible to the whole department.

Carillion recommended the installation of the plasmas together with a Mondo Matrix 16x16 System. The pioneering Mondo Matrix is a full-matrix scalable Cat5 switch platform that switches and distributes video, audio and serial signals from source to displays over distances of up to two thousand feet.. This allows Anglian Water to communicate different messages on different screens all controlled by the Mondo Matrix in their communications room. There are 150 people in the operational management centre on a 24/7 shift pattern and the readily viewable information enables handovers to become smoother and quicker at shift changes.



Adrian Adams, Project Manager for Carillion Communications added: "We have been working very closely with Tony McIntosh and Anglian Water to ensure a smooth transition to this new system which provides updated information clearly and concisely to the people in the call centre. We used Calypso Encore software to create a simple interface to send the content to the screen. The ease with which new messages can be distributed to particular screens is a major benefit of this AV system. The positioning of the screens was critical to enable good visibility for everyone."



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