

Liseberg



Customer

Liseberg AB, Sweden

Industry

Hospitality (Amusement park)

Challenges

- Secure and effective management requiring minimal resources

Solution

- iS3070 communications server
- MA4000 management system and alarm server

Results

- Effective voice communications.
- Easy and efficient management and alarm handling
- Very little training and resources required

www.liseberg.com

Liseberg is one of the leading amusement parks in Europe and with around 3.1 million visitors per year the most visited destination in Sweden. Besides the amusement park, Liseberg offers on premise hotel, youth hostel and cabin accommodation, as well as boat moorings, camping and caravan sites. Meeting and conference facilities are available at its four star business and conference hotel with 179 rooms.

Challenges

The Liseberg group has 370 permanent employees, while in summer an additional 2,000 seasonal staff are employed. Communications across the park and the office and hotel buildings are provided by an iS3070 voice communications server and additional RPM (Remote Peripheral Module). Together the systems support a total of 1300 extensions spread across the premises.

Liseberg's IT department aims to work extremely efficiently and effectively with a minimum of staff. To this end it is essential that information regarding the configuration and status of the communications infrastructure is available and presented timely to the appropriate staff members. Any abnormalities in the functioning of the voice server need to be reported in order to ensure proactive handling.

To take advantage of the latest available administration tooling, Liseberg decided to upgrade from MAC Manager to the MA4000 system management application.

Solution

The MA4000 web based management application was implemented to support Liseberg in the day to day management of changes taking place, allowing the system administrator/s to perform changes from any location.

The MA4000 application allows for secure access and can either allow or restrict access to certain configuration parameters of the systems. This gives the flexibility to allow inexperienced users to perform non critical changes and more experienced users to do critical changes.

MA4000's friendly user interface is simple and requires almost no training for an administrator to begin using the management system.

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Results

With the iS3070 communications server and MA4000 management application, Liseberg can rely on easy and effective voice communications with latest administration tooling.

The much easier way of working with the MA4000 enables the IT department to achieve highest efficiency in system management with a minimum of personnel.

MA4000 has a sophisticated way of handling alarms, drawing on information from the voice server directly via SNMP to the Alarm Server, presenting alarms and information regarding the systems' health in a very user friendly format.

Just one day of training was required for Liseberg's IT staff to take charge of the system. The web based management now gives system administrators full flexibility in performing critical and non-critical changes

About

Liseberg is one of the leading amusement parks in Europe and offers entertainment, attractions, restaurants and accommodation of the highest standard.

Each year the park receives around 3.1 million visitors, making Liseberg one of the most visited destinations in Sweden.

The amusement park has almost 36 attractions. They range from gentle children's carousels and a fairy tale castle to dizzying high-speed rides, water rides, tall towers and terrifying ghosts. Liseberg also has four roller coasters.

Entertainment is also an important part of the park's business, and each summer many of Sweden's top artistes appear on our stages.

Besides the amusement park, Liseberg offers on premise hotel, youth hostel and cabin accommodation, as well as boat moorings, camping and caravan sites. Meeting and conference facilities are available at its four star business and conference hotel with 179 rooms.

The Liseberg group has 370 permanent employees. In summer around 2,000 additional seasonal staff are employed, and in winter there are around 800 seasonal employees.

Liseberg is a wholly owned subsidiary of Göteborgs Kommunala Förvaltnings AB, which is directly owned by the City of Gothenburg.

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