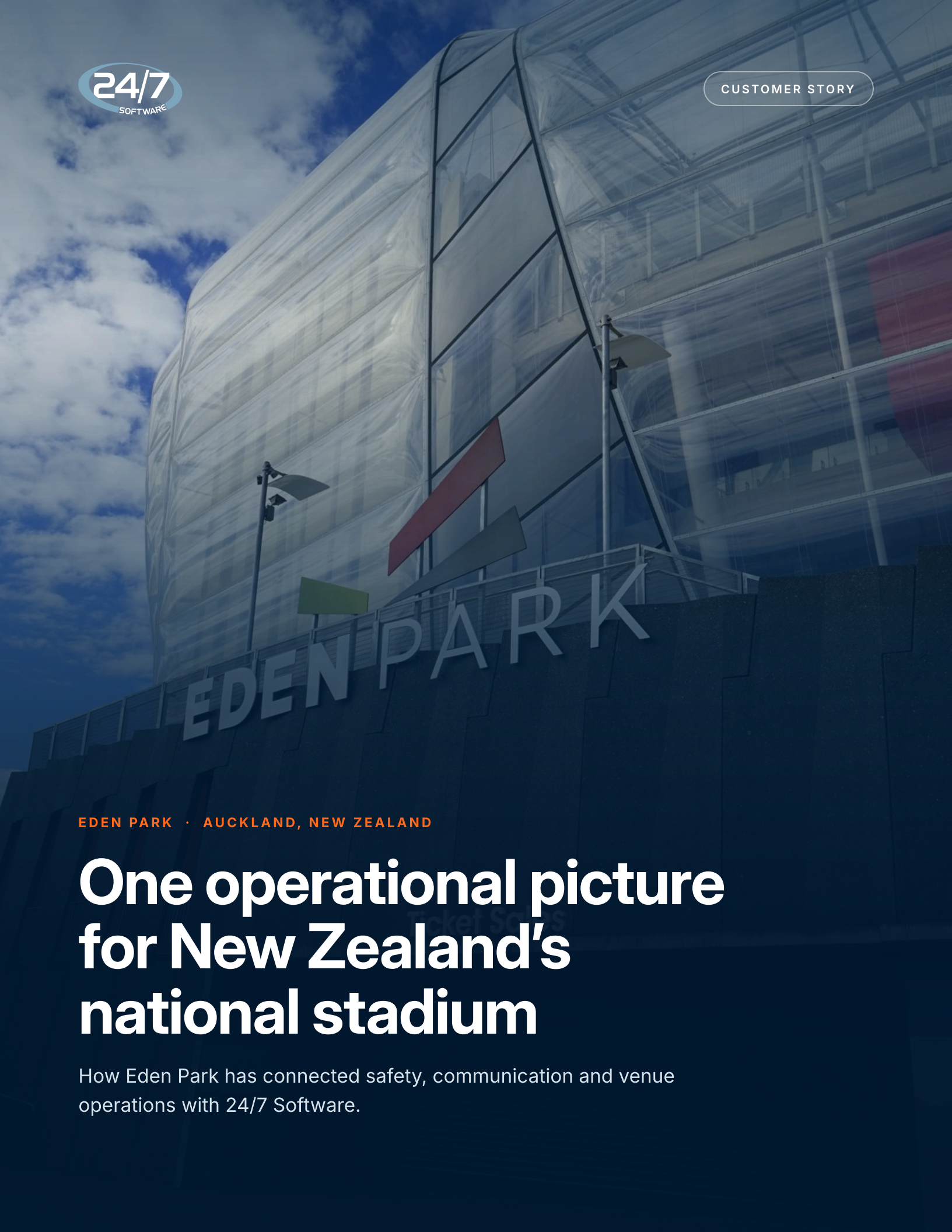


A low-angle, upward-looking photograph of the Eden Park stadium in Auckland, New Zealand. The stadium's glass facade is highly reflective, mirroring the sky and clouds. The structure is modern and angular. In the foreground, a dark, textured wall or railing is visible, with the words "EDEN PARK" in large, light-colored, sans-serif capital letters mounted on it. The sky is a deep blue with scattered white clouds. The overall tone of the image is professional and modern.

EDEN PARK

EDEN PARK · AUCKLAND, NEW ZEALAND

One operational picture for New Zealand's national stadium

How Eden Park has connected safety, communication and venue operations with 24/7 Software.

At a glance

CUSTOMER

Eden Park

LOCATION

Auckland, New Zealand

VENUE

New Zealand's national stadium

HOSTS

International and domestic sport, concerts, community events and corporate functions

TEAMS CONNECTED

Health & safety

Security

Facilities

Guest services

Control room

Major venues generate significant volumes of operational information. The challenge is making sure it reaches the right people, at the right time, through consistent operational processes.

Through its partnership with 24/7 Software, Eden Park now uses one operational environment to connect health and safety, security, facilities and guest services workflows across event and non-event days. The platform gives teams timely, coordinated information and a shared operational record.

1 THE CHALLENGE

Every event is different. The need for a shared view is not.

Eden Park hosts international and domestic sport, concerts, community events, corporate functions and other venue experiences. Each event brings different crowd profiles, venue configurations, delivery partners and operational requirements.

A single operational issue may involve guest services, the control room, security, cleaning and facilities. Effective coordination across these teams requires a clear, shared view of:

- What has occurred
- Who is responding
- Whether work remains outstanding
- Where it is happening
- What action has been taken

24/7 Software helps bring this information together, supporting coordinated decision-making and response across the stadium.



2 CONNECTED OPERATIONS

How 24/7 has enhanced connectivity

Eden Park has brought incident management, frontline communications, patron messaging, facilities maintenance, inspections, security patrols, operational requests, lost property and venue activity into one connected platform.

These workflows remain distinct. A maintenance request is not treated as a security incident. A guest-service request does not need to compete with emergency activity. An inspection, patrol or lost-property enquiry can follow its own process. The difference is that relevant teams work within the same platform and contribute to shared operational visibility.

01

Control room

Record, assign and manage incidents while preserving locations, updates, photographs, videos and response activity in a time-stamped record.

02

Frontline teams

Report issues, receive assignments and provide updates from anywhere in the stadium, without relaying information through several people.

03

Patrons

A discreet two-way text channel lets guests report concerns or request help, so teams can gather details and coordinate the right response.

04

Venue operations

Maintenance, inspections, requests, patrols and lost property each follow their own workflow, visible in the same environment.

SOLUTIONS DEPLOYED

IMS

Communicator App

Conversations

CMMS

Inspections

CheckPoint

Request Tracker

Lost & Found

Activity Log

3 BUILT FOR COMPLEXITY

Built for a complex venue environment

A stadium does not operate like a standard workplace. Its teams may include permanent employees, casual personnel, contractors, security providers, hirers, emergency services and external agencies. Its operating model can also change substantially between a sporting event, concert or non-event operations.

The 24/7 Software platform has been configured around Eden Park's categories, workflows, permissions and operational procedures. The aim is not to force every department into one generic process. It is to connect the information each team needs while maintaining the distinct workflows required across safety, security, facilities and guest experience.



4 GUEST EXPERIENCE

From operations to guest experience

Patrons do not see the systems operating behind the scenes. They experience whether help arrives, whether an issue is resolved and whether the venue appears safe, prepared and coordinated.

Eden Park CEO Nick Sautner connected the partnership directly to that experience:



Eden Park is proud to lead the way in operational innovation and excellence, delivering world-class experiences that are safe, seamless, and welcoming for everyone who visits. 24/7 Software supports that approach by providing our teams greater visibility across and consistency across our operations, helping us coordinate effectively, respond quickly and continue enhancing the guest experience.

NICK SAUTNER, CEO, EDEN PARK

5 REGIONAL REFERENCE

A New Zealand reference for APAC venues

Eden Park provides a relevant regional reference for venues coordinating permanent teams, casual personnel, contractors, event organisers, emergency services and government stakeholders across complex event environments.

Its approach demonstrates how these functions can be connected without combining every activity into one generic workflow or adding another isolated point solution.



For other venue operators, the key question is not whether individual forms and processes can be digitised. It is whether the control room, frontline teams and venue leadership can work from the same reliable, timely operational information.

THE QUESTION FOR EVERY VENUE

6 THE OUTCOME

One venue. Connected teams. Better decisions.

Eden Park's connected operational foundation is supported by 24/7 Software, which helps the teams responsible share information, coordinate activity and maintain visibility across stadium operations.

For stadiums and precincts facing similar operational complexity, Eden Park demonstrates the value of connecting safety, security, facilities and guest-service workflows within one venue-focused platform.



One operational picture for your venue.

See how 24/7 Software connects safety, security, facilities and guest services.

247software.com/request-a-demo