



Mitel Customer Snapshot:

Major League Baseball

Company Info:

- Location: 30 MLB® Stadiums and New York MLB Replay Operations Center
- Industry: Sports & Entertainment
- Website: mlb.com

Situation:

- Stadiums had disparate equipment and outdated phones at HQ replay center
- Limited timeframe to deploy prior to the MLB season
- Game delays due to unmonitored and improper dugout phone use hampered fan experience
- Inconsistent user experience across the league

Needs:

- Secure UC solution covering dugouts, bullpens, press boxes, clubhouses and HQ replay center in New York
- Ensure teams are using phones within existing MLB rules and regulations
- Recording, monitoring and accounting for all calls
- Standardized solution at each stadium for a common user experience

Solutions:

All MLB Stadiums

- MiVoice Business
mitel.com/products/unified-communications/mivoice-business
- 6920 IP Phones
mitel.com/products/business-phones/mivoice-6900-ip-series
- Weatherproof bullpen and dugout phones

“Mitel is a global leader in providing the kind of sophisticated, custom communications network that addresses the unique needs of Major League Baseball and our 30 clubs. Mitel will provide a unified communications system featuring the latest technology across all 30 ballparks.”

Chris Marinak, EVP of Strategy, Technology and Innovation
Major League Baseball

MLB Replay Center

- VMWare
mitel.com/virtualized-voice-data-center
- MiContact Center Call Accounting
mitel.com/products/micontact-center/micontact-center-enterprise

Results:

- Play for all 30 MLB teams was uninterrupted after quick implementation throughout the league
- Calls are recorded to verify proper rule following
- Pace of play has improved as MLB officials enforce proper dugout phone usage
- Common solution at each stadium increases efficiency with only one system to learn



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