

Case Study



Level365 Steps Up to the Plate with Unified Communications as a Service (UCaaS) Solution for the Indianapolis Indians

The Indianapolis Indians have been a staple in the Indianapolis community for more than 100 years, providing baseball as affordable and memorable family entertainment.

Situation

In July 1996, the Indians opened Victory Field after spending many years at Busch Stadium. In early 2017, after over 20 years of using an on-premise phone system that was installed when the stadium was built, the Indians discovered they were in need of a new phone system. The legacy phone system was costing more to maintain and did not provide many of the features available from Unified Communications (UC) providers. The Indians were not looking just to replace the current system, but instead upgrade to a system that would support their growing and dynamic organization.

Solution

The Indians needed a solution that would scale with their growth and keep up with the needs of fans, sponsors and diverse internal departments; marketing, corporate partnerships, tickets, and operations. The Indians turned to Level365 to provide a customized, scalable cloud-based UCaaS solution that integrates communication between a user's desk phone, computer and mobile devices. The platform is more than just a phone system by extending communication beyond voice with messaging, presence, cloud email faxing, voicemail-to-email, reporting, analytics and more.

Result

Level365 worked closely with the Indians to make sure the installation and transition to the new service went smoothly. Level365's UC platform provided enhanced solutions for the Indians in several different key areas:

Fan Communication: The customized and flexible phone system allows the Indians to update their Auto Attendant greeting to provide fans quick access to weather updates or other important messages. This information can be updated on demand by the Indians.

Ticketing Call Center & Inside Sales: The Level365 Web portal provides a way to manage calls, track volume, view reporting and gain analytics insight. This enables the Indians staff real-time information to manage Call Center operations more efficiently than before.

Field Sales: The Level365 Web portal and Mobile app provide the flexibility, information and mobility for sales staff to be away from their desk at client meetings and events with the ability to remain connected. The Level365 UC platform makes it is easy to check, download and forward voicemail, view call history including missed calls, manage presence to see who is currently on the phone, and the ability to make & and receive calls using your business phone number from either your computer or mobile phone.

“ The Indians were not only looking for a phone system that would make us more efficient and provide better service to our fans, we were looking for a partner to help us accomplish these things. We found that Level365 delivered on both these things and more ”

Matt Guay – Assistant General Manager Ticket & Operations, Indianapolis Indians