

Tampa Bay Buccaneers

Drafting the playbook for a winning fan experience with a secure, dedicated connection

Tampa Bay Buccaneers

www.buccaneers.com

- Tampa Bay, Florida-based professional American football team
- National Football League member since 1976
- Raymond James Stadium home and field headquarters

Challenges

- Consolidating IT infrastructure and WAN to one provider
- Acquiring dedicated internet and network flexibility to increase bandwidth on demand with reliable, secure and fast connection
- Ensuring an exceptional fan technology experience

Solutions

- Lumen® Dedicated Internet Access helps to deliver quick and reliable internet access to keep fans connected
- Lumen® IP VPN connects Buccaneers fans' locations to a dynamic, high-availability network
- Lumen® Cloud Connect Solutions provides secure cloud connection via Microsoft Azure
- Lumen® DDoS Hyper® helps to secure data and protect critical web-facing resources

Results

- The Buccaneers gained secure, reliable connectivity to all global sites which reduced system downtime and mitigated security threats
- Increased ROI and fan engagement due to decreased costs along with improved features and services
- Seamlessly connects over 70,000 fans on game day and at events utilizing up to 17 terabytes



TAMPA BAY
BUCCANEERS

“ The Lumen solutions that we have for our network have allowed for broader fan engagement. The less time that they spend having to wait in lines and ordering food is more time for them to enjoy just what they bought their tickets for, which is to come and enjoy the Buccaneers. With Lumen being there by our side as a partner, it's been huge for us to be able to offer that fan engagement and those added features within our environment flawlessly.

— Charles Harris
VP of IT, Tampa Bay Buccaneers

LUMEN®

Challenge

Helping score a world-class fan experience with top-tier technology

Delivering an exceptional experience for over 70,000 fans arriving to Raymond James Stadium on game day is mission critical for the Tampa Bay Buccaneers. That experience is shaped by connected devices, live streaming and up-to-the-minute player stats. For performance on the field, players and coaches at the Buccaneers training facility rely on digital playbooks and other Wi-Fi connected apps.

Ever-growing bandwidth and security requirements led the Buccaneers to seek a consolidated network solution that would support on-demand and scheduled increase data capabilities. The team required dedicated, secure connection on game day and at maximum capacity events like concerts, along with connectivity to all global sites. They chose to partner with Lumen.

Solution

Kicking off connectivity with a scalable, flexible network

The Buccaneers chose multiple Lumen solutions to maximize their fan experience. Utilizing Lumen® Dedicated Internet Access allows the Buccaneers to deliver dedicated, high-speed internet to keep fans connected on game day and at events.

“Now, with Lumen DIA, it’s seamless. With the bandwidth we’ve got in place, we can have 70,000 people in there and it can be the same as if you have two people in the stadium,” said Alex Bohne, Director of Information Technology for the Tampa Bay Buccaneers.

Lumen® IP VPN connects the Buccaneers’ locations to a high availability, secure and dynamic network enabling maximum productivity. The Buccaneers also gained a secure cloud connection via Microsoft Azure.

To keep critical web-facing apps and data secure, the Buccaneers selected Lumen® DDoS Hyper®. “The hardest thing about my job is just making sure that everything is safe and secure,” continued Bohne. “We upgraded to Lumen DDoS Hyper simply because we know that they’re going to have their i’s dotted and t’s crossed and that they’re going to make sure that nothing gets through to us.”

Results and future plans

Exceeding expectations on and off the field

With Lumen solutions, the Buccaneers now have confidence they can support high bandwidth periods, expand capacity and prioritize network traffic as needed. Lumen solutions also provide an infrastructure for future growth.

Raymond James Stadium recently played host to 70,000 fans attending Taylor Swift’s The Eras Tour. With Lumen solutions in place, the Buccaneers kept everyone connected. “We had 70,000 people here for three straight nights. And each night we topped about 17 terabytes of data,” remarked Bohne. “But everyone had their phones on. Everyone was streaming, everyone was taking pictures. Everyone was uploading their pictures. And I mean, with Lumen, we didn’t miss a beat.”

In addition to providing more consistent service and support, Lumen solutions help improve the Buccaneers’ return on investment (ROI) by reducing day-to-day maintenance and minimizing downtime with powerful DDoS defense to mitigate threats.

With greater control and visibility into network performance, the team now enjoys increased flexibility and scalability—an important IT requirement for any spectator sports organization.

With an infrastructure designed for growth, the Buccaneers are now poised to exceed expectations—on and off the field.

Lumen solution set

- Lumen® Dedicated Internet Access
- Lumen® IP VPN
- Lumen® Cloud Connect Solutions
- Lumen® DDoS Hyper®

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