



## CUSTOMER EXPERIENCE



*"Our region offers many venues to experience the arts, and we're proud of the role Strathmore plays in providing access to quality cultural programs. Outstanding partners like CTS have been instrumental in our success."*

**Leon Scioscia, Strathmore  
Senior VP of Operations**

### Customer Highlights

- World Class Performing & Visual Arts
- Multiple Venues on 16 acres, N. Bethesda

### Solution Overview

- Mitel MiVoice Business System
- Integrated Contact Center
- 115 IP & Digital phones
- Unified Messaging, Mobility
- Infrastructure cabling between venues

### Key Advantages

- Improved guest services in Box Office
- Unified Voice Communications
- Ability to expand and grow
- More administrative control
- Outstanding local tech support

# STRATHMORE

## Music & Arts Center

### A prestigious home for the arts

Strathmore, located in North Bethesda, MD provides renowned creative arts programs in the Mansion, the Music Center, and multiple venues throughout a scenic 16-acre site. Strathmore has an outstanding cultural reputation – presenting a lively blend of art exhibitions, concerts and performing arts programs, and popular literary lectures and events.

### The Music Center and the Mansion

The Music Center is the centerpiece of Strathmore. World-class performances by major national artists are hosted in a magnificent 2,000-seat Concert Hall which has been hailed as warm, embracing, and acoustically superb. Supported by a public and private venture, the Music Center boasts partnerships with the BSO, Washington Performing Arts Society and the National Philharmonic. The Mansion is home to more intimate artistic programs presented in the 100-seat Music Room, a Gallery Suite of exhibition spaces, the outdoor Concert Pavilion and Sculpture Gardens.

### Fine tuning

During the design and construction of the Music Center in 2005, Strathmore awarded CTS a new Mitel system to serve the Music Center and connect it with the Mansion. More recently, Leon Scioscia, Strathmore's Senior VP of Operations, worked with CTS to upgrade the Mitel platform to a MiVoice Business system with an integrated Contact Center arrangement. Strathmore's box office supports more calls than ever from new patrons and season ticket holders – enabling it to effectively handle peak traffic for popular shows.

### Beautiful music

Strathmore is enjoying advanced UC capabilities like Unified Messaging – a real time saver for Strathmore's mobile staff. Calls and messages are managed from the convenience of their desktop or mobile devices. PRIs support DID and Caller ID, enabling staff to receive information on who is calling and be more responsive. With Chesapeake orchestrating their voice technology, Strathmore's reputation for excellence continues to resonate throughout the arts community.

**CALL TODAY!**

**800-787-4848 | 410-850-4848**

**CHESAPEAKETELEPHONE.COM**