



Case Study |



Bank of America Stadium Upgrades Stadium Security Experience with Evolv Express[®] Gen2 and Evolv eXpedite[™]

Customer Snapshot

ORGANIZATION: Bank of America – Tepper Sports & Entertainment

LOCATION: Charlotte, North Carolina

VENUE: Bank of America Stadium (Home of the Carolina Panthers & Charlotte FC)

EVENTS ANNUALLY: 40+ large-scale events (NFL, MLS, concerts)

STADIUM CAPACITY: 75,037 seats

Solution Snapshot

Goals

- Improve the speed of fan entry during high-volume surges
- Reduce unnecessary screening slowdowns
- Provide clearer information during secondary screening
- Modernize the screening experience
- Support large events without increasing staffing

Solution

People

- Evolv Customer Success + on-site event support technicians
- Panthers' Security & Venue Operations teams

Technology

- 19 Evolv Express® Gen2 systems
- 2 Evolv eXpedite™ systems
- MyEvolv Portal and Insights® + mobile app

Process

- Upgrade from Gen1 to Gen2
- Expansion with Evolv eXpedite at employee entrances
- Rapid implementation of both systems

Outcomes



Ability to frequently move systems and hold up in inclement weather such as rain.



Real-time visibility and alerts with the MyEvolv Portal and mobile app.



Lanes supported hundreds or thousands of guests at a walking pace.



93% clear rate — 7 in 100 people alert.*



Built a lasting relationship with the team, built on consistent performance and Evolv support.



Greater secondary screening awareness with the Evolv tablet.



Over the first 4 years of deployment, thousands of threat items were detected and tagged.

*Based on Evolv Insights® data, averaged across all Gen 1 customer systems at fan entrances. Alert rate varies across sensitivity settings and environments, and can be influenced by factors including, but not limited to, clutter and operational and crowd flow. Secondary screening process is dependent venue policy.



A Long-Term Customer Seeking a Modernized Experience

Venue leadership emphasized the importance of minimizing fan disruption during screening while maintaining safety as event attendance increased.

For Bonnie Almond, Vice President of Venue Operations for Tepper Sports & Entertainment, everything starts with the fans. They are coming for the live experience, not the coordination around it. She says, “Fans come to Bank of America Stadium to watch football, to watch soccer, to see a live show... not to think about what bag am I carrying or what risks am I taking.”

When Bank of America Stadium first turned to Evolv in 2021, they brought in Evolv Express® Gen1 systems to handle rising event volume at the stadium. Before using Evolv, the screening process often pulled focus away from that experience. Almond recalls that the previous setup was “stopping our fans almost every time for the smallest amount of metal,” and she underscores that, in her view, “safety and fan experience go hand in hand.”

“If we do have a threat, it immediately notifies us. We get the alert on our telephone, and we can get law enforcement moved to that location.”

– John Furr, Director of Safety and Security,
Tepper Sports & Entertainment



Evaluating a Better Way to Screen

The stadium screens nearly two million fans per year using Evolv Express systems, with the majority of guests passing through without requiring secondary screening.

Bank of America Stadium now screens nearly two million fans per year using 16 Evolv Express systems deployed at fan entrances.

Fans move through the system quickly. Thousands of fans are screened in a matter of minutes during peak ingress. As Director of Safety and Security John Furr noted, “we screen guests, employees, and visitors at a walking pace.” Over the first four years of deployment, an average of 93% of fans passed through Express without alerting, meaning only 7 out of every 100 fans required secondary screening.* Additionally, during that time, thousands of threat items were detected and tagged, to support the overall security posture of the venue.

Speed, however, is only one part of effective screening. High-volume entry can quickly become overwhelming if operators lack clear, actionable insight into who to stop and where to search. As Furr explained, “when hundreds or even thousands of people are coming through a single lane in a short amount of time, being able to immediately see who alerted and where the threat may be located makes it easy for our associates to stop, screen, and identify what triggered the alert.”

The tablet view, with the red box highlighting where a potential threat may be, changed what secondary screening looked like for his staff. Rather than starting from scratch with each alert, associates now have a clear starting point.

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A Partnership That Made Renewal an Easy Decision

After several years of use, stadium leadership cited consistent performance, support, and system enhancements as factors in their decision to renew and upgrade to Express Gen2.

By 2025, Bank of America Stadium had several years of experience with Evolv's technology and support. When it came time to make a renewal decision, Furr says that their experience with the team behind the product mattered just as much as the technology. "The relationship has been superb," he says, reflecting on the consistent support they receive.

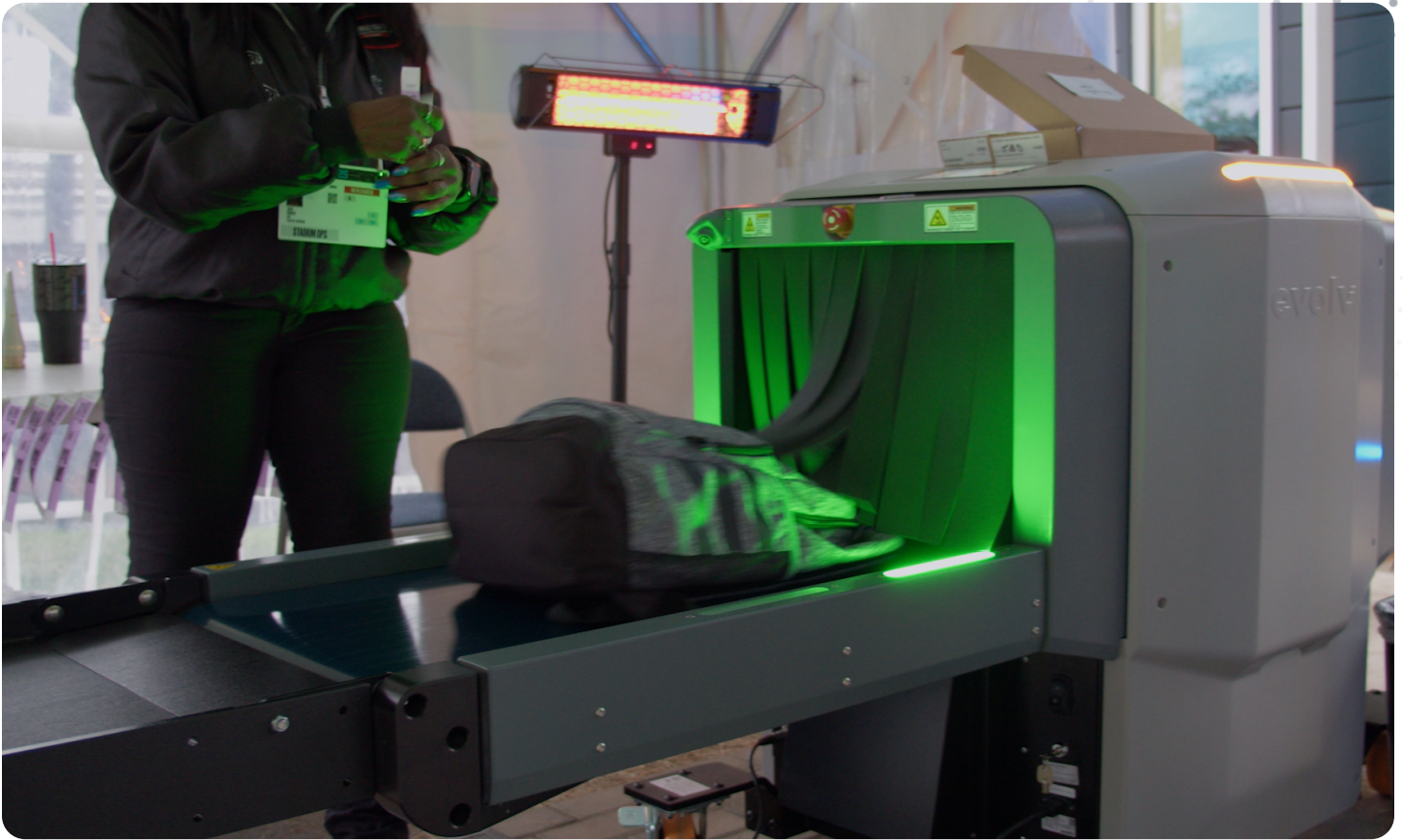
From Almond's perspective, this also made the decision to continue straightforward. She describes the renewal choice plainly: "When we decided to renew it was an easy answer to continue with Evolv."

In addition, with the introduction of Express Gen2 in 2024, Bank of America became interested in the newer model. As Furr explains, "we had a chance to demo the Gen2 systems, and we really liked the enhancements made." The updated design and durable build aligned better with how often the stadium moves their systems for different event configurations.

"When we decided to renew it was an easy answer to continue with Evolv."

*– Bonnie Almond, Vice President of Venue Operations,
Tepper Sports & Entertainment*





Adding Autonomous Bag Screening with Evolv eXpedite™

Evolv eXpedite systems were introduced at employee entrances to screen bags, with staff completing training and beginning use within a short onboarding period.

When Bank of America Stadium upgraded their Express units, they also brought Evolv eXpedite™ to autonomously screen bags at the employee entrances. Furr points to the learning curve as one of the standout aspects of that rollout. Staff went through the training module and, in his words, "most of our security staff was up and running on the eXpedite systems within 30 minutes."

By placing eXpedite units at the employee entrances, the organization gave its team a dedicated bag screening solution that fits naturally into daily staff arrival. The systems reinforce their overall security posture without creating a separate bottleneck for employees coming on shift.

"Most of our security staff was up and running on Evolv eXpedite within 30 minutes."

*- John Furr, Director of Safety and Security,
Tepper Sports & Entertainment*



Gaining Real-Time Awareness with MyEvolv and Insights

Security leadership uses Evolv Insights and the MyEvolv Portal to monitor throughput, system status, and alerts, including mobile notifications for threat detection.

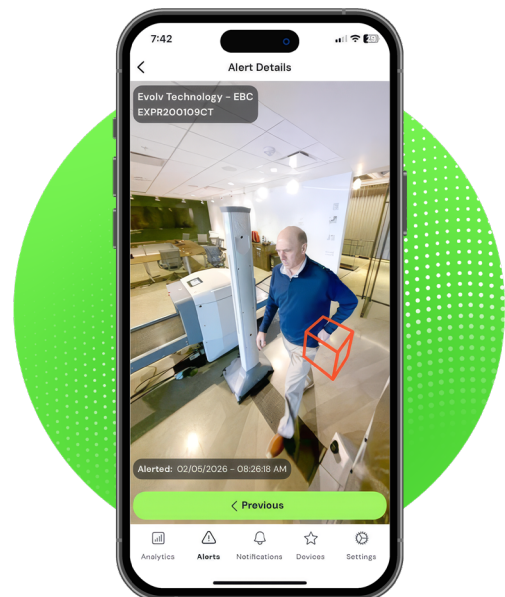
For a stadium with a consistent drumbeat of events, staying on top of flow rates at each gate is important. Evolv Insights provides the view across the systems that Furr's team was looking for. "During those events, we can in real time monitor our pass-through rates, monitoring how busy our gates are," he explains. "We can see the performance of the machines. If there are any diagnostic issues, we can address those issues immediately."

The MyEvolv Portal and mobile app are also integrated into how the team responds when something requires attention. Furr describes how alerts reach his team directly: "If we do have a threat, it immediately notifies us. We get the alert on our phone through the MyEvolv app, and we can get law enforcement moved to that location." MyEvolv even plays a role in how the systems are tuned during events. As Furr notes, "We can also adjust settings in real time." Furr does not have to be onsite to adjust settings for the systems.

The result is continuous awareness across the venue. Furr has a clear, centralized view of his screening operations, how fast fans are moving, where pressure is building, and when intervention is required. In security, awareness informs decisions and responses.

"We can in real time monitor our pass-through rates, monitoring how busy our gates are."

– John Furr, Director of Safety and Security,
Tepper Sports & Entertainment



Continuing to Build a Better Entry Experience

Bank of America Stadium continues to use Express Gen2, eXpedite, and MyEvolv tools to support screening operations across events in 2025.

Bank of America Stadium needed a screening approach that supported safety, fan flow, and gave the team a clear picture of what was happening at the gates. Evolv Express, eXpedite, and MyEvolv Insights help Bank of America Stadium modernize entry, strengthen operational awareness, and confidently renew and expand its deployment with Gen2 Express systems and autonomous eXpedite bag screening in 2025.

As Furr puts it, “If anyone were looking to improve their screening technology at their place of business, at their school, at their sports entertainment venue, I would highly recommend Evolv.”

“Using the interface and getting the immediate notifications that we get has greatly enhanced our ability to see what is happening in real time.”

– John Furr, Director of Safety and Security,
Tepper Sports & Entertainment



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