

Footprint Center Embraces Innovation as First NBA and WNBA Venue to Implement Evolv

Snapshot of Organization



LOCATION

Phoenix, AZ

11012

PROFESSIONAL SPORTS TEAMS

Phoenix Suns (NBA)

Phoenix Mercury (WNBA)

SOLUTIONS

3 Evolv Express® dual-lane systems

6 Evolv Express single-lane systems

Evolv Insights®

Goals



Improve ingress and move guests into the arena quickly and efficiently



Reduce lengthy security lines and wait times at entrances, especially right before games or concerts



Create a more welcoming and frictionless security screening experience



Modernize security screening as part of larger venue renovation and transformation



Migrate from legacy walkthrough metal detectors for primary security screening to faster-screening technology



Optimize security staff operations by allowing them to focus on other guest experience and security functions



Implement a security screening process that would work well for all guests, including those with mobility challenges or those entering with children and bags

Outcomes



Reduced

security screening lines and wait times



Provided

A security screening process that fans find unobtrusive and an easy experience



Implemented

New frictionless security screening within the renovation plans of the arena



Created

A more welcoming, frictionless, and less stressful screening process for all guests and staff



Maintained

A high level of safety and security



Optimized

Security staff operations, empowering them to focus on customer service and other guest experience functions



Increased

Number of guests passing through nonbag screening lanes by 40%



Leveraged

Evolv Insights analytics to track screening performance, make operational improvements, and share updates with leadership