



CHESAPEAKE TELEPHONE customer experience



STRATHMORE

“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 Chesapeake Telephone have been instrumental in our success.”

— **Mark Grabowski**
VP of Operations
Strathmore Hall

AT-A-Glance

Customer

- Fine Arts Center and Venue

Solutions

- Mitel SX200 IP-enabled PBX
- Mitel Automatic Call Distributor
- Mitel Voice Processing
- 100 Digital phones
- Verizon ISDN PRIs with Caller ID
- Infrastructure cabling between buildings

Key Benefits

- Box Office Call Center
- Improved DID calling
- Unified Messaging
- Administrative control

A prestigious home for the arts

Strathmore, located in North Bethesda, Maryland provides renowned creative arts programs in the Mansion, the Music Center, and venues throughout a scenic 11-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

Recently completed, the Music Center is the new 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 Baltimore Symphony Orchestra, 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, Strathmore conducted a competitive selection process for a new voice communication system to serve the Music Center and connect it with the Mansion. Mark Grabowski, Strathmore’s VP of Operations, had worked with Chesapeake during earlier tenures at the Warner Theatre and the Baltimore Symphony Orchestra, and was very receptive to Chesapeake’s recommendation of a Mitel SX200 IP-enabled PBX with an integrated ACD. Now 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 more advanced capabilities like Unified Messaging – a real time saver for Strathmore staff. Faxes and Voice Mail messages are easily managed from the convenience of their desktop inbox. Verizon PRIs support Direct Inward Dialing 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.

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