

# Tennessee Titans Turn to Evolv to “Get Obsessed” About Fan Ingress Experience

## Snapshot of Organization



LOCATION  
Nashville,  
Tennessee

VENUE  
Nissan Stadium

OTHER TEAMS & EVENTS HOSTED  
TSU Tigers, Nashville SC,  
Music City Bowl, CMA Fest

ORGANIZATION  
Tennessee Titans

## Goals

- “Obsess” about fan ingress experience
- Deploy in less than one week between regular season games
- Institute end-to-end touchless ingress for fans

- Decrease number of necessary security staff at ingress points
- Reduce number of ingress entry points for enhanced security
- Eliminate security queues negatively impacting fan experience

## Solutions

• 17 Evolv Express® Systems

• Evolv Cortex AI™ and Evolv Insights™

## Outcomes

**Doubled CSAT**  
Doubled fan ingress satisfaction scores from 2.3 to 4.6 (out of 5.0)

**Reduced Ingress Points**  
Reduced number of ingress points from 132 to 17

**Eliminated Wait Time**  
Eliminated 30-minute security queues

**Doubled Space**  
Doubled space between clean and security areas for enhanced security

**Reduced Security**  
Reduced security staff required to manage entry points from 280 to 94 per game

**24.5k Scanned Fans**  
Scanned average of 24,500 fans per game during 30-minute window before kickoff

**Extended Perimeter**  
Extended security perimeter 100 feet—catching 254 prohibited objects before they got to the security gate within a 3-game period

[▶ Read the Case Study](#)

