



Mitel Customer Snapshot:

# Michael Johnson Performance Center

## Company Info:

- Location: McKinney, Texas, USA
- Industry: Sports and entertainment
- Website: [www.michaeljohnsonperformance.com](http://www.michaeljohnsonperformance.com)

## Situation:

- Geographically dispersed staff and athletes
- Outdated Nortel system with basic and limited functionality
- Unaware of the value a communications system could provide to its growing, high-performance business

## Needs:

- Connect a global team of coaches, employees and athletes to deliver the most effective training experience
- Replace an unsupported phone system with a high-performance communications platform that reflects MJP's gold standard for technology
- Improve overall communications to athletes, parents and potential new clients

## Solutions:

- MiCloud Office  
[mitel.com/micloud-office](http://mitel.com/micloud-office)
- MiContact Center  
[mitel.com/mitel-6869-sip-phone](http://mitel.com/mitel-6869-sip-phone)
- Mitel MiTeam  
[mitel.com/miteam](http://mitel.com/miteam)

"Working with Mitel has been fantastic for us. Having a platform that we understand and that we can rely on and we know is going to be consistent has been a real benefit for us and also a real benefit for our coaches – if they're based in another location, knowing that they have a consistent platform that's going to work for them has been fantastic."

Michael Johnson, Four-time gold medalist  
Founder of Michael Johnson Performance Center

## Results:

- More personal connections and higher quality collaboration between MJP employees around the world
- Improved customer experience thanks to productivity-enhancing applications and CRM integrations that put customer information right at staff's fingertips
- Confidence in a future-ready, reliable system that can grow with the business



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