



# CONAN

**CLIENT:** Conan

**EMPLOYEES:** 120

**PLATFORM:** Nextiva Office Pro w/ Enterprise Upgrades

**LOCATION:** Mobile roadshows

“ I have nothing but praise. The best experiences I’ve had in IT have been with Nextiva. ”

- Chris Hayes, IT Director

## CUSTOMER OVERVIEW

*Conan* is a late-night talk show hosted by Conan O’Brien. It airs on TBS on weeknights, and has enjoyed great success since first beginning in 2010. *Conan’s* comedy is based around current events and well-known special guests, such as Will Ferrell, Ellen DeGeneres, Justin Timberlake, and more.

## DILEMMA

Normally filmed in Burbank, CA, the show occasionally hosts roadshows on location throughout the world. They notably host “ConanCon” in San Diego coinciding with Comic Con, and a Halloween-themed week in New York City. When uprooted from normal surroundings, the *Conan* team still needs a way to stay in touch internally and with external partners. They sought a communications system that was flexible enough to set up in new locations, but also reliable enough to handle the pressures of filming in front of a live studio audience.

## RESOLUTION

When the idea for roadshows first arose in 2014, the show was tasked with finding the perfect partner for communications on these trips. After researching companies and talking with sales representatives, they decided to go with Nextiva for scalability, the ease of rolling the system into production, and the mobility features they needed to stay connected from anywhere.

Members of the Nextiva team travelled to San Diego to ensure a proper implementation of service. This included 30 physical phones and Cisco blocks to transfer from Ethernet to RJ for the trucks. They also left two lines on 5-day phone calls to the Burbank office so that there they talk to the team back at the studio at any time.

They needed a system that was intuitive and easy to use, and the NextOS 3.0 portal has allowed them that freedom and flexibility. *Conan* now uses Nextiva service for all road shows, and is extremely happy with the customer service and reliability they experience.

## IN A NUTSHELL

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Nextiva for scalability, the ease of rolling the system into production, and the mobility features they needed to stay connected from anywhere. They needed a system that was intuitive and easy to use, and the NextOS 3.0 portal has allowed them that freedom and flexibility, as well as top-notch customer service.