CASE STUDY

A Different Ballgame: How Reliable Technology Services and Fortinet Transformed the Fan Experience for the Frisco RoughRiders

The Challenge

For generations, a day at the ballpark meant simple pleasures—popcorn, peanuts, Cracker Jack, and cheering for the home team.

But in today's connected world, fans expect more. They want to share moments instantly, stream highlights, access digital tickets, and stay connected from the first pitch to the last out.

For the Frisco RoughRiders, the Double-A affiliate of the Texas Rangers, that expectation had become increasingly difficult to meet.

"*Nowadays, when you come to the ballpark, obviously the expectation is to put everything right in your hands with your phone,*" says Scott Burchett, General Manager of the Frisco RoughRiders.

He says, "*One of the reasons why we partnered with Reliable Technology Services, we really needed to upgrade our infrastructure in the ballpark. Not only the Wi-Fi, but just all the connectivity throughout the entire stadium.*"

When Reliable Technology Services engineers arrived at Riders Field, they quickly discovered the challenge was larger than a few outdated access points. The ballpark's core technology infrastructure was more than two decades old.

"*Their infrastructure was aging and failing,*" explained Jason Denton, Founder and CEO of Reliable Technology Services. "*Some components were original to the ballpark, and over the years various vendors had added a patchwork of different technologies. Nothing was unified. It caused productivity issues and bad fan experiences— exactly what they didn't want.*"

Christin Muller, Senior Network and Security Engineer at Reliable, remembers the complexity well. "*There were so many different networks that didn't talk to each other. Everything had been pieced together over many years. We spent about a week walking the site and documenting every closet and connection. Mapping out the current network took another week because there were so many unexpected configurations.*"

The diagnostic phase revealed a clear picture: to meet modern fan expectations, the network needed a complete overhaul.

"*What Reliable Technology Services did with the Fortinet portfolio is solve connectivity challenges while deeply integrating security.*"

Landon Scott-VP of U.S. Channel Sales at Fortinet

Customer: Frisco RoughRiders

Industry: Sports/Entertainment

Location: Frisco, TX

Solutions

- Fortinet Security Fabric
- FortiGate Firewalls
- FortiSwitch Switches
- FortiAP

The Fortinet Advantage

Once the team understood the stadium's current state, Reliable Technology Services recommended a comprehensive Fortinet Security Fabric solution.

"*We chose Fortinet because their security fabric integrates all hardware and software into a single pane of glass,*" Denton said. "*You get visibility into every asset. That's invaluable, especially in a venue like this.*"

Fortinet's integrated platform allowed Reliable Technology Services to address not only connectivity but also security and reliability—three pillars that must work together in a modern stadium.

"*What Reliable Technology Services did with the Fortinet portfolio is solve connectivity challenges while deeply integrating security,*" said Landon Scott, VP of U.S. Channel Sales at Fortinet. "*That combination is critical for environments with high user density like a sports venue.*"

Rebuilding the RoughRiders' Network—From the Ground Up

Reliable Technology Services' deployment touched every corner of the stadium. The team installed an HA pair of FortiGate firewalls, providing fault tolerance, high throughput, and advanced security filtering. FortiSwitches were placed in every closet and connected via fiber back to the main equipment room to ensure consistent speeds and future scalability. Next, the team installed over 170 FortiAPs throughout the ballpark, delivering fast, reliable, and secure Wi-Fi for both staff and fans.

"*We pretty much overhauled the place,*" Muller said. "*After the first phase, we had a record-breaking crowd—the biggest in stadium history—and everything ran without a hitch. That had never happened before. I was very proud of that moment.*"

The results speak for themselves. "*We grew speeds by about forty times,*" Denton noted. "*Fans can now rely on fast, secure connectivity. And the team has a technology platform they can depend on.*"

For Burchett, the transformation isn't just technical—it's deeply personal. "*We want to be Collin County's summer gathering place. Reliable has been a big part of helping us create those memories.*"

A Win for the Community: Students Step Up to Help

One unique part of this project was the involvement of students from the Frisco ISD Career and Technology Center. Through an established practicum partnership with Reliable Technology Services, students studying networking and cybersecurity gained hands-on experience contributing to real aspects of the deployment.

"*This partnership aligned perfectly with our program's goals,*" said Kim Biggerstaff, Practicum Instructor at Frisco ISD. "*Our students had the technical foundation from their coursework, and Reliable offered a real enterprise environment where they could apply it.*"
Students supported physical installation, configuration tasks, cable management, documentation, testing, and even cybersecurity protocol validation.

"*They weren't just observing—they were genuine contributors,*" Biggerstaff added. "*For them, seeing how classroom theory translates into a large-scale commercial deployment was invaluable.*"

Looking Ahead

With a modern, secure, high-speed network powered by Fortinet and implemented by Reliable Technology Services, the RoughRiders are ready for a new era of fan engagement in 2026.

"*I couldn't be more excited about the future,*" Burchett said. "*Reliable has helped us take the fan experience to the next level.*"

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