

DELEGATE MANAGEMENT

The experience begins long before the event takes place. We'll provide you with delegate and guest management solutions that ensure that every touchpoint is on-brand and effortless - from invitation to departure, and beyond.

STRATEGY
& INSIGHT

VENUE
SOURCING

DELEGATE
MANAGEMENT

EVENT
MANAGEMENT

CREATIVE
PRODUCTION

MEASUREMENT



Our flexible and tailored solutions are supported by our highly experienced customer service teams. We'll work in consultation with you to deliver solutions based on our own proprietary technology; or if you have your own platform we can support and enhance its performance.

You're most likely to benefit from our delegate management solutions when staging complex event activities that may involve fee payment, a high degree of security or multiple agendas, whether a single large-scale event or a programme of multiple events with guest invitation or ticket management.



Solution management

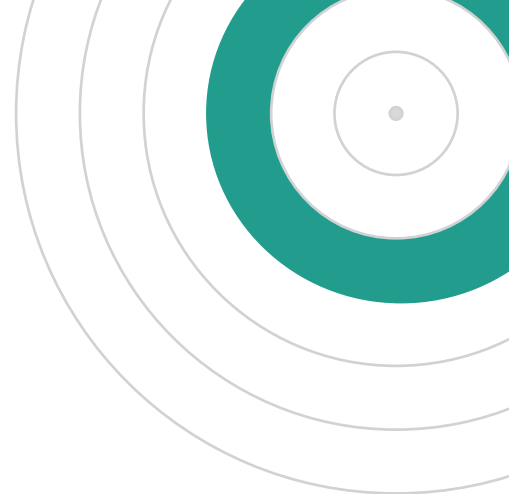
Instead of providing you with only self-service technology, we'll focus on your objectives to construct the best solution for managing your delegates, guests and other participants. Our technology is designed and developed to provide market-leading configurable systems; and we're happy to work with yours or your partners', too.

We'll scale our service to suit your requirements. We can implement registration and ticket management with delegate and guest support directly, or as part of an existing system, whether client-developed or licensed. And for larger, more complex events, we can adopt a completely tailored approach.



Customer service

Your delegates will benefit from impeccable customer service from our team. We have up to forty permanently employed delegate management specialists available to provide dedicated phone, email and on-site support.



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Financial management

Increase your pre-event cashflow and work towards a cost-neutral event by using our dedicated credit control team. We achieve a consistent 99% fee collection rate.



Accommodation and travel

From 50 to 10,000 reservations, our accommodation team will negotiate the best contract terms for you, managing liability and minimising attrition. We focus on value, service and safety: providing you and your attendees with an exceptional service, supported by our integrated reservations booking technology.

Our aviation team will find you the most competitive and convenient fares and group deals, as well as providing a 24/7 help desk, traveller tracking and security alerts.



Reporting & compliance

You'll be able to access the data you need, when and where you need it. Our real-time customised cross-event reporting is robust and flexible, and is available online using secure log-in details. Dashboard charts and graphs are provided with full drill down into underlying information and feeding into CRM systems. In all instances we ensure that legal, security and compliance requirements are met.



On-site

Your delegates can enjoy a seamless arrival experience as they're made to feel welcome by our team. We'll be using the latest registration and attendance information, thanks to secure cloud-based solutions; and we use a variety of scanning and badging options to manage access and derive data for capacity management, security, feedback and reporting.