

The 11th annual

TICKETING BUSINESS FORUM

19 - 20 APRIL 2023 • MANCHESTER

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IN THE TICKETING BUSINESS INDUSTRY, **ALL IN ONE PLACE**
BROUGHT TO YOU BY THE TICKETING BUSINESS TEAM

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INDEX



LOOKING AHEAD



NEW MARKETS. NEW FACES.
Join us in Hong Kong this 17-18
October as we return to
The Ticketing Business ASIA



SPRING BACK TO APRIL
See you back here on 16-17
April for the next #TBF24

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Disclaimer: This print edition of the programme is correct at time of press on 06/04/2023. E&OE. Copyright ©Xperiology. While we endeavour to deliver the full programme as presented here, given the variable nature of all session timings and participant obligations, it is subject to change. Please check for updates on the event days and in the revised digital programme releases, which are available online to delegates only.



BEYOND

THE TRANSACTION



WANT TO KNOW MORE?
LET'S TALK.

Sign up using our Fastcheck technology and we'll be in touch to invite you to an upcoming event in our suite with our new partners, Motorpoint Arena Nottingham.

TICKETING BUSINESS FORUM

MANCHESTER 19-20 APRIL 2023

A big hello and thank you

...from the world of AI

Ladies and gentlemen, welcome to the exciting world of the ticketing business, where the opportunities are endless and the competition is fierce.

Today, we gather in Manchester – one of the UK's most vibrant cities – to explore the latest trends, developments, and innovations in the ticketing industry. This conference is a unique opportunity to meet and network with some of the most influential players in the field, gain new insights, and forge lasting business relationships.

The ticketing industry is constantly evolving, driven by new technologies, changing consumer behaviors, and emerging business models. As the world becomes more interconnected and digital, the role of ticketing in the overall customer experience has become increasingly important.

Whether it's for sports events, concerts, festivals, or theater shows, the ticketing process is often the first touchpoint for customers, and it can shape their perception of the entire event...

Author - AI language mode [Chat GPT]

PS. Whether it's your first time or you're a (returning) regular, we wish you a great visitor experience at #TBF23. So if there's anything we've missed or can do to assist, please let us know. We have the human touch to fix it!



Ian, Angelina, Lizzie
& *TheTicketingBusiness* team



Don't forget your
Tweets #TBF23
@TheTicketingBiz

And your LinkedIn love
@TheTicketingBusiness





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THE INSURTECH FOR EMBEDDED PROTECTION

▶ GROW SALES WITH THE LEADING SOLUTION FOR LIVE ENTERTAINMENT TICKETING COMPANIES

With AI-backed price optimization, our tech-led approach enables you to offer global solutions to any event in the world at the right price and at the right time. Embed protection into your customer journey and you'll notice a bump in core conversion rates and the sound of music as your customers get comprehensive refund protection.

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GEEK**

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The Venue



#TBF23 is hosted in The Point, Emirates Old Trafford. A walkway connects The Point, through the Pavilion, directly to the Hilton Garden Inn. Free onsite car parking is available for all attendees. A taxi from Manchester Airport should take 20-25 minutes. The Metrolink tram stop at the stadium connects to the city's three key rail stations, with trams every few minutes.

Schedule

Tuesday 18th April

18.30-20.00 WELCOME RECEPTION

Venue: Lobby Bar, Hilton Garden Inn, Emirates Old Trafford

All registered delegates are welcome along. Catch up with old friends and make some new contacts in an informal atmosphere as we start the *Forum*.

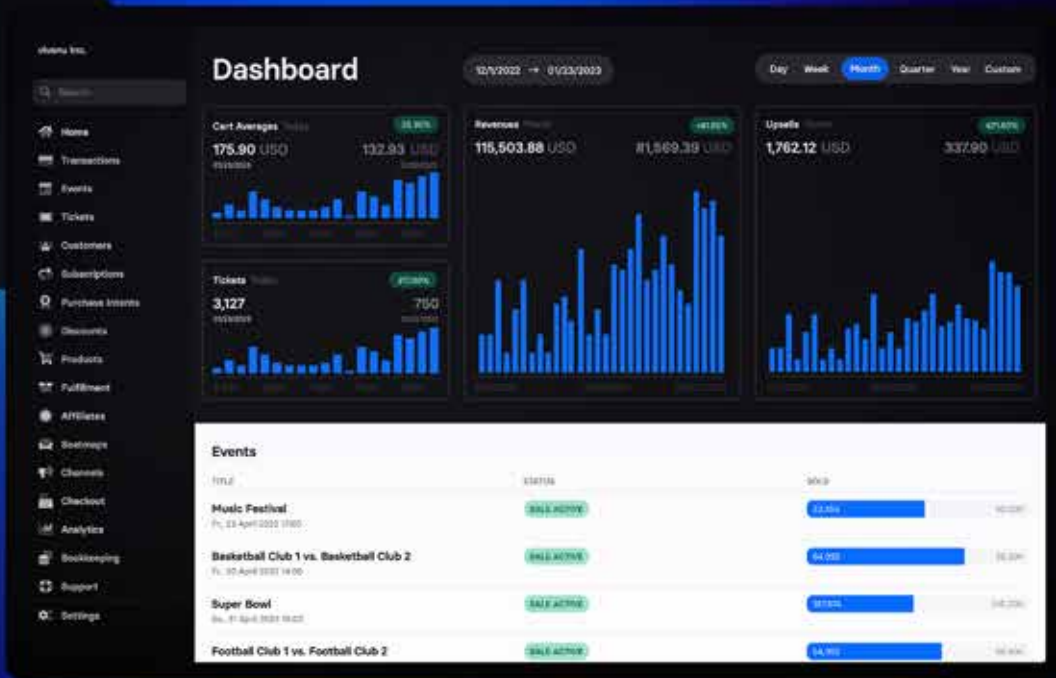
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Ticketing. Supercharged.

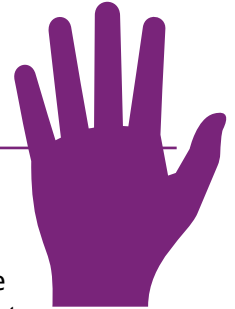
Leverage our technology-leading primary ticketing platform to unlock customer insights, elevate your buying experience, and drive more sales.



Wednesday 19th April

from 08.00 REGISTRATION & WELCOME COFFEE

Location: *The #TBF23 Marketplace, The Point, Emirates Old Trafford*



08.45-09.10 OPENING REMARKS

East Stage

Welcome back to the *Forum*! It's been less than a year since we were last together, but so much has happened - and a lot more is going to happen in the year ahead.

- *Ian Nuttall, Founder, TheTicketingBusiness*

09.10-10.00 THE PANEL: MARKET ANATOMY

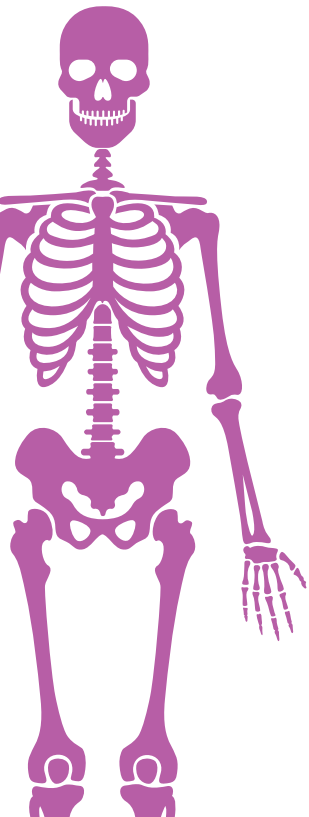
East Stage

Big questions. Bigger answers required.

The start of this decade has been tumultuous and external shocks - be they pandemics and wars, or costs of living and cultural crises - look set to continue to bump the ride. Is it a 'saw-tooth' recovery for all genres? Sales patterns as 'hockey sticks' forever?

Doing 'more with less' was the operations mantra as we tried to get back to previous levels of performance. Is consumer demand telling us that now is the time to invest, re-hire and re-platform? Digital transformation offers enormous potential to change our business models - from low-cost (unsustainable) service fees to client-side incremental SaaS revenue streams. Some opening *Forum* thoughts with:

- *Amanda Hillgrove, Head of Ticketing and Customer Service, Adelaide Fringe*
- *Adam Pearson, Commercial Director, The O2*
- *Danny Hannaford, Managing Director, Ticketek UK*
- *Shah-Zeib Ahmed, Director, Glosancon - Sports*



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Data



Ticket Security



Fan Engagement



Ticket Distribution



Incremental Revenues

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your event ticketing?

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Wednesday 19th April

10.00-10.25 KEYNOTE: THE FUTURE OF TICKETING

East Stage

Taking a Customer-Centric Approach

The most memorable experiences start with a simple easy-to-use ticket purchase journey. Through their choice of partner and platform, too many organisations are losing out on the opportunity for more revenue, customer data and, ultimately, control of their brand. This keynote explores how event owners are being empowered by their very own primary platform – a platform that is fully customisable, scalable, and reliable. The future is about freedom, building community and the benefits that come along with independent ticketing.

- *Simon Hennes, CEO & Co-Founder, vivenu*



10.30-11.00 NETWORKING BREAK

The Marketplace

11.00-11.30 INSIGHTS: THE STATE WE'RE IN

East Stage

What's the fan (data) telling us?

When COVID-19 hit our speaker helped calculate the economic impact of live music in order to defend the sector's value to government. Since then he's been at the forefront of understanding the changing fan dynamics.


Chris shares his latest insights into our fans' relationship with live events, the role that the pandemic still plays, the new barriers fans face, and the impact of that cost of living is having on budget-constrained guests.

- *Chris Carey, Founder, FastForward & Chief Economist, LIVE (the UK's live music trade body)*





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Wednesday 19th April



11.30–12.00

INNOVATIONS SHOWCASE

East Stage

A flurry of new ideas, delivered via the proven *pecha kucha* format:

A New Approach to Dynamic Pricing

Drawing on the experience of providing automated dynamic pricing services for over 70 organisations in North America and the UK (including the Royal Albert Hall, Barbican Centre, Wales Millennium Centre and Edinburgh International Festival), we explore how an algorithm-driven approach to pricing can generate superior financial results, improve capacity utilisation and generate operational efficiencies.

- *Greg Loewen, CEO, Digonex*

NFT Ticketing: The Case for. And the Case Studies.

NFTs are unique digital assets that represent ownership of a particular item. This technology offers several benefits, including improved security, transparency and traceability of tickets. With case studies of successful NFT ticketing implementations, we explore the role of NFTs for ticketing.

- *Emil R. Ljesnjanin, CEO & Founder, NFT-TiX*

Combat ticket fraud, improve security and enhance fan experience with IDV & NFC

ID Verification & NFC: this combination is set to make the biggest impact for operators in the key areas of ticket fraud, revenue protection and growth, security and the fan experience whilst future-proofing the venue.

- *Jeff Sheldon, Stadium Access & Innovation UK, APT SkiData*

Rijksmuseum: A clear portrait of the customer journey

Discover how the Rijksmuseum built a deeper understanding of its customers to offer personalised, flexible experiences. With insight into visitor journeys across all payment channels, the museum was able to adjust commercial strategies and reward loyal visitors. Unified commerce is here.

- *Josh Taylor, VP Enterprise Sales, Adyen*





One financial technology platform

- Connect all payments
- Create amazing experiences
- Know customers better

adyen

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for ambition

Wednesday 19th April

12.00-12.30 GUEST SPEAKER: TURNING THE PAGE ON TICKETS

East Stage

Sports Illustrated Tickets: An international launch

Launched in 2021, Sports Illustrated Tickets is a global secondary marketplace that leverages its iconic brand to offer its 60M+ fans sports, concerts and theater tickets. In this special session, its CEO will discuss the next stage of growth for SI Tickets, its plans to enter the primary ticket market, international expansion and partnership opportunities.

- *David Lane, CEO, Sports Illustrated Tickets*



12.30-14.00 NETWORKING LUNCH

The Marketplace

Please note: After lunch sessions run parallel across both stages

Wednesday 19th April

14.00-14.25

CASE STUDY: REINVENTING THE RULES

West Stage 



F.C. Copenhagen's Revolutionary Approach to Ticketing, Subscriptions and Marketing

With its focus on data-driven decision-making, innovative product development, and a can-do attitude, F.C. Copenhagen has experienced remarkable growth in the past four years.

Specifically, the club has seen its attendance figures increase by more than 100%, while season ticket sales have grown by an impressive 300% - thanks in part to a successful shift to a digital subscription model. The club has also adopted an approach similar to a media organization, establishing an in-house production and marketing agency and leveraging its unique credibility in distribution channels to drive sales. This inspiring presentation will outline how F.C. Copenhagen continues to remain relevant in an increasingly competitive marketplace.

- *Jacob Lauesen, Managing Director, F.C. Copenhagen*

14.30-14.55

CASE STUDY: DIGITAL TRANSFORMATION

West Stage 



Tixserve and Scottish Rugby

With a special guest from Scottish Rugby, this session showcases the speed-to-market of digital ticketing and the opportunities it quickly presents for stadiums and event organisations. Discover how Scottish Rugby moved from paper to digital ticketing in a matter of weeks ahead of the latest Autumn Internationals - and learn about the data-rich opportunities the fulfilment solution is bringing the governing body post-Six Nations and beyond.

- *Kerry Halliday, Head of Group Ticketing & Customer Engagement, Scottish Rugby*
- *James Kirby, Co-Founder & Head of Revenue Generation, Tixserve*

Wednesday 19th April

14.00-14.45 **SPECIAL: BOLSTERING BROADWAY'S RETURN**

East Stage

Off the couch. And into the theatre!

Direct
from
NYC!



We're back from Covid... sort of. Audiences have returned, but with new preferences, expectations, purchasing habits... and yes, office schedules. Meeting ticket-buyers where they are now is proving crucial to driving ticket sales and creating meaningful experiences. Join the team from Broadway's Shubert Organization to learn about returning trends in the year post-pandemic, as well as key ticket driving (and audience-developing) initiatives bolstering Broadway's return in this new era of work-from-home, last minute purchases and stay on your sofa-competition.

- *David Andrews, SVP - Ticketing, The Shubert Organization*
- *Kyle Wright, Digital Projects Director, The Shubert Organization*
- *Eric Schwartz, Director Ticketing Ops, The Shubert Organization*

Wednesday 19th April

15.00-15.25 ACCESSIBILITY: OPENING THE DOORS

West Stage 

No one told me about the new access scheme!

This summer more details will be announced about a new UK-Wide access scheme for the creative and cultural sector, being developed by Arts Council England, Arts Council Northern Ireland, Arts Council Wales, the BFI and Creative Scotland.

What will the scheme mean for access in the creative and cultural sector? In discussion with the scheme's Tech Lead, Phil Lofthouse, here we will get a sneak peek into the development process so far, next steps and when - and how - to get involved.

- *Phil Lofthouse, Technical Lead - Access Scheme Development, Arts Council England*

15.30-16.00 NETWORKING BREAK

The Marketplace



Wednesday 19th April

14.45-15.30 PANEL: ART, ATTRACTIONS & EXPERIENCES

East Stage

Extending the Experience

Opera, street entertainers, immersive art, train rides... philately! All great reasons to buy a ticket and be entertained and informed. A diverse panel but with a shared common goal: bring in the audience.

We'll explore how the teams behind these attractions and experiences are looking beyond the ticket (transaction) into pre-visit excitement, on-site engagement and post-visit loyalty. Joining up the data points is one thing but using that data is much more exciting. Where are the missing links for data capture? Where do we focus our (limited) human resource for maximum effect? And how far can we take automation before it dilutes or detracts from the experience? Are there new ways to look at the customer journey in a non-linear way: a cycle, rather than a start and finish?

Your moderator:

- *Sarah Bagg, Founder, ReWork Consulting*

Your wonderful panelists:

- *Cat Nunes, Ticketing & Insight Manager, The Postal Museum*
- *Samantha Potts, Head of Visitor Experience, Royal Opera House*
- *Amanda Hillgrove, Head of Ticketing & Customer Service, Adelaide Fringe*
- *Halla Svansdottir, Ticketing Manager, Kilden Theater & Concert Hall*



15.30-16.00 NETWORKING BREAK

The Marketplace

Wednesday 19th April

16.00-16.30 RE-IMAGINING THE RIGHTSHOLDER

West Stage 



Rugby League: A New Approach to Grow the Game

On the back of the newly formed Rugby League Commercial organisation (the strategic partnership formed between RFL, RL Commercial and IMG), what what we can expect to see coming out of Rugby League's ticketing and digital teams? Our presenters will explore:

- What are the recommendations for the strategic partnership that representatives across all of Rugby League voted for?
- What does ticketing look like now, what should it look like at the end?
- When is all of this happening? Confirmed timelines for delivery?
- How can you / the ticketing industry get involved?
 - *Will Foote, Digital Marketing Manager, Seven League (IMG)*
 - *Rick Jurkiewicz, Head of Ticketing, Rugby League Commercial (RFL)*

16.30-17.00 INSURTECH: CUSTOMER CONFIDENCE

West Stage 

Enhancing the Journey with Embedded Protection

Now more than ever, consumers desire protection when purchasing tickets, especially if it is for that once-in-a-lifetime concert or event. Following the uncertainty of the pandemic, ticketing companies should address shifted expectations by finding new and unique ways to enhance the customer journey and provide them with peace of mind. The session will include insights on strategies that ticketing companies can employ to give customers the confidence they need to return to live events. The session will also cover new and creative ways for ticketing companies to drive revenue in a post-pandemic sales environment.

- *Joe Calnan, Partnerships Director, Cover Genius*
- *Bridget Krull, Ticketing Strategist, AXS Europe*

Wednesday 19th April

16.00-16.30 **LOOKING AHEAD: VR & THE EVENTS SECTOR**

East Stage

Embrace the Metaverse!

Virtual Reality (VR) is revolutionising the events industry by providing immersive experiences that engage attendees in a new and exciting way. With VR technology, event planners can create unique and interactive environments that transport attendees to different locations or allow them to explore a product or service in a virtual space.

VR also offers the opportunity to reach a wider audience by enabling remote attendees to participate in events as if they were physically present (Metaverse). This technology has the potential to transform the events industry by providing new ways to engage attendees.

- *Francis Casado, Co-Founder, 3D Digital Venue*



16.30-17.00 **AI-DRIVEN MARKETING**

East Stage



Do marketers dream of Electric Sheep?

Forget gut instinct – and the whims of the artistic director! What if all your marketing imagery was self-learning, AI-generated content? We'll explore the background and results from an interesting experiment in marketing automation where all the imagery for a new immersive experience is AI-generated. The company's existing portfolio includes Jeff Wayne's *The War of The Worlds: The Immersive Experience* and *The Gunpowder Plot*, which opened in May 2022 in Tower Vaults at The Tower of London. Its marketing team is now running split tests on the AI-generated imagery using a web agency and two branding agencies.

- *Hugh Gledhill, Performance Marketing Director, Layered Reality Experiences*

Wednesday 19th April

17.00-18.00

PRICING #1: ECOSYSTEM OVERVIEW

East Stage



Cakeonomics: Who gets what?

Outlining the fiscal ecosystem of live entertainment, the mechanics of Primary Ticket Pricing, the 'bubble' of Secondary Ticketing, the adoption of Dynamic-Pricing and the convergence towards an always-available Ticketing Marketplace. We expose talent, entrepreneurs, hustlers and service providers – and who gets what.

- *Tim Chambers, Founder, TJ Chambers Consultancy*

Warning: Those who believe art, ethics or morals have any place in ticketing should not attend this intro. Coarse language/profanity expected. ;)

PRICING #2: THE DISCUSSION

East Stage



Different takes on different Cakes

How are you setting prices? As the world's (enraged social) media debates the rights and wrongs of demand-based strategies, it's ever more apparent that there's no single, industry-wide, standardised approach to pricing. Music does its thing. Theatre does its. And Sports does something else. From this range of approaches, what are the start points for those seeking to take greater control over event pricing?

Your moderator:

- *Tim Chambers, Founder, TJ Chambers Consultancy*

Your wonderful panelists:

- *Greg Loewen, CEO, Digonex*
- *Chris Parkinson, Head of Ticketing, Burnley FC*
- *Hugh Gledhill, Performance Marketing Director, Layered Reality Experiences*

Wednesday 19th April

18.00-19.00 **AWARDS PRESENTATION**

West Stage

TICKETING BUSINESS AWARDS



RAISING FUNDS FOR



Announcing this year's winners..

Join us by the West Stage as we announce the Winners of this year's *The Ticketing Business Awards*. Out goes the formal dinner and in comes a more relaxed, slightly bizarre celebration of the best in our business across ten categories:

- CAMPAIGN OF THE YEAR
- UNSUNG HERO
- IMPACT AWARD
- DISRUPTOR AWARD
- GUEST EXPERIENCE
- PRODUCT INNOVATION
- INSIGHTS & ANALYTICS
- EXECUTIVE OF THE YEAR
- THE TICKETING BUSINESS OF THE YEAR
- OUTSTANDING ACHIEVEMENT

[Turn the page to view the Judges and Finalists for 2023.](#)

19.00-20.30 **CELEBRATE WITH THE WINNERS**

The Marketplace

You're invited to celebrate with the Finalists and Winners as the drinks, nibbles, selfies and jokes flow!

The Ticketing Business

AWARDS 2023

CAMPAIGN OF THE YEAR

- Camp Bestival Shropshire: a new location (Safe Festivals Group/Mustard Media)
- Lollapalooza India (Perry Farrell/C3 Presents/BookMyShow)
- Women's Euros & The Lionesses (The FA)
- T20 World Cup (Cricket Australia/Ticketek)
- Ticket to Eat: Community Ticket Scheme (Lewes FC)
- Hearts & minds: Breaking all records (FC Copenhagen)

IMPACT AWARD

- Paper-free and Frictionless (The O2/AXS)
- The Ajax App ticketing integration (AFC Ajax)
- NFC Mobile Ticketing (Leeds United FC/APT Skidata)
- Adelaide Festival Centre Trust's Ticketing Transformation (AFCT/Ticketek)
- League-wide implementation (Roboticket/Belgian Pro League)
- A Greener Arena (OVO Hydro/SEC)

DISRUPTOR AWARD

- Web3 Ticketing (YellowHeart)
- Event ticketing made easy (Flickit)
- GET Protocol NFT Ticketing Toolsuite (GET Protocol Foundation)
- Closed Loop Ticketing (Siip)
- Scaling NFT ticketing for festivals (NFT-TiX/Exit Festival 2K22)
- Blockchain Ticketing-as-a-Service (BAM Ticketing)

GUEST EXPERIENCE AWARD

- Ticket Operations Team at Hollywood Park/SoFi Stadium
- Live Chat for fans (Everton FC)
- Tick'n Box gift ticket pack (Paris Opera/PSG/Wonderbox)
- gamesCHNGR hospitality Super App (Fortius/Daimani/Dentsu)
- Keeping printed memories alive (TicketTime Machine)
- Tickets for marginalised communities (Fanzclub)

PRODUCT INNOVATION

- Collaborative settlement (uGigUs)
- Fan accessibility registration (Alloc8)
- Email Validation Tool (TicketingHub)
- Closed Loop Ticketing (Siip)
- Away Fan Digital Ticketing (RB Leipzig)
- Mobile ID fan verification (AXS)

INSIGHTS & ANALYTICS AWARD

- Machine Learning on Premium Offers (The O2/AXS)
- UEFA Women's EURO2022 (The FA)
- The 1st UK Electronic Music Industry Report (NTIA/Audience Strategies)
- Audience Behavior: Subscription Sales (JCA Arts Marketing)
- Ticket Attendance and Revenue Report (Live Performance Australia)
- Taking back control of your data (Vivenu)

UNsung HERO

- Chanel Mullarkey, Event Ticketing Manager, The O2
- Scott Gainsburg, Director - Ticketing, Michael Cassel Group
- Bruce Bielenberg, Regional Director of Ticketing-Las Vegas, AEG Presents
- Nicolle Cannock, Head of Insights, Dewynters
- Lee Newman, Box Office and Systems Manager, Everton FC
- Joan Kinsella, Premium Renewals Manager, Croke Park Stadium
- Kevin Kozak, Director of Ticketing, Bryce Jordan Center, Penn State University

ABOUT THE AWARDS

The Ticketing Business Awards
Recognise leadership, innovation
& achievement in the application
of ticketing across sports, performing
arts, music, cinema, live entertainment
and visitor attractions

TICKETING BUSINESS AWARDS

CONGRATULATIONS TO ALL OUR FINALISTS

EXECUTIVE OF THE YEAR

- Emmy Gengler, Chief Executive, Softjourn
- Simon Hennes, CEO, Vivenu
- Ben & Lisa Simpson, Co-Founders, Easol
- Mitch Thrower – CEO & Co-Founder, events(.)Com
- Phil Hutchinson – CEO & Founder, Dice
- Julie Carson, Head of Ticketing, OVO Hydro/SEC
- Ignacio Bachiller Strohlein, Alexandre Perez Casares & Francisco Hein - Co-Founders, Fever

THE TICKETING BUSINESS OF THE YEAR

- AXS Europe
- DICE
- Seat Unique
- TickX
- Tixserve
- TodayTix

OUTSTANDING ACHIEVEMENT

- The Outstanding Achievement Award recognises an individual that has shown exceptional commitment, service and leadership to the ticketing ecosystem over a sustained period of time. (And no, they don't have to be retiring any time soon!)
- No shortlist. Recipient is selected privately by TheTicketingBusiness Awards team and will be announced at the 2023 Winners Party.

THANK YOU TO OUR 2023 JUDGES:

- **Sophie Beattie**, Sales & Ticketing Director, Sonia Friedman
- **Doris Beckmann**, Administrative Director, Theater Oberhausen
- **Kyle Bell**, Marketing & Partners Director, RhythmAndVines Co
- **Tim Chambers**, Managing Director, TJChambers Consultancy
- **Mark Davyd**, Founder, Music Venue Trust
- **Damien Fulbert**, Managing Director, Swiss Vapeur Parc
- **Daniel Gidney**, Chief Executive, Lancs Cricket / Emirates Old Trafford
- **Hugh Gledhill**, Interim Marketing Director, Layered Reality™ Experiences
- **Cameron Hoy**, Managing Director of Ticketek
- **Eike Humpert**, Head of Digitalisation, VfL Wolfsburg
- **Une Jurkstaite**, Head of Experience, YTL Arena Bristol
- **Zac Leigh**, CEO, Tixel
- **Debbie McWilliams**, Director of Live Entertainment, Scottish Event Campus
- **Ian Nuttall**, Founder, The Ticketing Business
- **Steve Rimmer**, Founder & CEO, Tickets for Good
- **Jack Rubin**, Strategic Advisor /ex Co-Founder-Tessitura
- **Thom Sellwood**, Sales & Ticketing Director, Moulin Rouge! The Musical
- **Jeanene Valentine**, Sr. Director of Ticket Sales , San Diego NWSL

SEAT UNIQUE

The Premium Ticketing Marketplace

White Label Hospitality
Booking Website

Dynamic Ticket Pricing

Fan 2 Fan Exchange

We are proud to be working with some of the most prestigious clubs and venues in the world



Trust.

Our direct relationship with partners ensures that we provide fans with guaranteed access to official premium experiences.

Revenue.

Our dedicated sales and marketing teams promote partner packages online driving more sales from premium inventory.

Technology.

Our innovative technology makes it easy for fans to access the events they want anytime, across mobile, desktop or tablet.

seatunique.com

Thursday 20th April

from 08.30 REGISTRATION & WELCOME COFFEE

Location: *The #TBF23 Marketplace*, The Point, Emirates Old Trafford

09.15-09.30 WELCOME BACK

East Stage

A quick review and highlights of the day ahead.

- *Ian Nuttall, Founder, TheTicketingBusiness*

09.30-10.15 SPECIAL GUEST: ANDY SPINOZA

East Stage

Pop, Property and Power in the Original Modern City

A discussion with Andy 'Spin' Spinoza

At the end of the 1970s, Manchester seemed to be sliding into the dustbin of history. Today the city is an international destination for culture and sport, and one of the fastest-growing urban regions in Europe. Our special guest offers a first-hand account of what happened in between – and it's all about music, sport, venues and culture.

Arriving in Manchester as a wide-eyed student in 1979, Andy Spinoza went on to establish the arts magazine *City Life* before working for the Manchester Evening News and creating his own PR firm. In a forty-year career he has encountered a who's who of Manchester personalities, from cultural icons such as Tony Wilson to Manchester United manager Sir Alex Ferguson and influential council leaders Sir Richard Leese and Sir Howard Bernstein. His remarkable book traces Manchester's gradual emergence from its post-industrial malaise, centring on the legendary nightclub the Hacienda and the cultural renaissance it inspired.

Join us for an insider's tale of deals done, government and corporate decision-making, nightclubs, music and entrepreneurs.





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www.ticketplangroup.com



Thursday 20th April

10.15-10.45 SPECIAL GUEST: TICKETING TINSELTOWN II

East Stage

SoFi Stadium & Hollywood Park

Located on the site of the former Hollywood Park racetrack in Inglewood, SoFi Stadium is the centerpiece of Hollywood Park, a 298-acre mixed-use development being built by Los Angeles Rams Owner/Chairman E. Stanley Kroenke, that when complete will feature retail, commercial office space, a hotel, residences and public parks.

The first indoor-outdoor stadium to be constructed, the 70,000-capacity facility is the shared home of the NFL's Los Angeles Chargers and Los Angeles Rams. The state-of-the-art stadium re-imagines the fan experience and will host the Opening and Closing Ceremonies of the Olympic Games in 2028. Add in several other venues, outdoor concert spaces and the 6,000-capacity YouTube Theater, this unique development embraces all aspects of fan experiences and customer journeys. And, perhaps uniquely among such entertainment districts, the data and digital journey was a focus from the outset of planning and design.

Taking us through the evolution of ticketing and customer service at this groundbreaking sports and entertainment development, we are delighted to welcome to the *Forum*:

- *Andrew Bragman, VP - Ticket Operations, SoFi Stadium & Hollywood Park*



Thursday 20th April

10.45-11.15 NETWORKING BREAK

The Marketplace

11.15-11.45 SALES & DATA: ADVOCACY & INSIGHT :

West Stage 

Inside SOLT/UK Theatre's new Evidence Centre

In 2022 SOLT/UK Theatre announced a partnership with data and insight specialists Baker Richards to develop a new 'Evidence Centre'. This new advocacy tool aggregates data from a range of sources including theatre box office/CRM systems and will provide the ability for SOLT and UK Theatre to analyse this data at a granular level. For the first time, the theatre industry's trade association will own a national dataset to help make the case for theatre to national and local governments. Discover how SOLT/UK Theatre member organisations can participate in this exciting new venture.

- *Sebastian Cater, Head of UK Theatre & Workforce, SOLT/UK Theatre*
- *Robin Cantrill-Fenwick, Chief Executive, Baker Richards*

11.45-12.15 RESEARCH: TECHNOLOGY ADOPTION

West Stage 

Are audiences willing to embrace self-service?

On stage, the theatre sector is at the forefront of technological advances, leading the way with experimental stage technology. And now, particularly since Covid, audiences are starting to engage with the theatre 'customer' experience in a digital way as well: accessing programmes through QR codes; bringing along tickets on their phones; or ordering drinks via an app. But are these technologies welcomed by theatre audiences? Do they remove hassle, queues and time or are they detracting from a great night out? At what points do audiences value a human interaction?

Indigo's research - conducted in March 2023 across over 30 theatres and 8,000 theatre attendees - seeks to answer these questions.

- *Katy Raines, CEO, Indigo*



Thursday 20th April

10.45-11.15 NETWORKING BREAK

The Marketplace

11.15-12.15 VIP & PREMIUM: TRENDS & DIRECTIONS

East Stage

Evolving the Offer

We dive into the evolution and the future of premium ticketing and VIP experiences. We'll explore how the range of premium experiences is being stretched with many more 'steps on the ladder' and examine the role of technology in the VIP customer journey pre- and post-event.

On the agenda:

- Segmentation and profiling of buyers – How is data informing and challenging the offers?
- Members vs. Guests: Spot the difference;
- Creative packaging: Making use of unused spaces and inventory;
- Talent & Delivery: Finding the right people to deliver the wow;
- Those Rainy Days: Ways to maximise attendance;
- Engagement beyond the sport: Services and opportunities for added-value.

We welcome the insights and expertise of:

- *Griselda Foguet, Corporate Hospitality Director, Dorna Sports (MotoGP)*
- *Alistair Spiers, Head of Sales, Leicester City FC*



Thursday 20th April

12.15-12.45

SPORT & TECH: SECURING THE ASHES

West Stage 

Controlling the Hottest Tickets in Town



There are few events more special in English sport than a home Ashes series – and demand was evident from around the world when tickets went on sale for July's fixtures.

In a bid to stamp out the worst excesses of resale, scalpers and fraudulent web sites, Lancs Cricket turned to blockchain for the sale of its highly-anticipated Ashes Test tickets.

This initiative is regarded as the first example of a UK sports club selling an entire event on blockchain.

In this *#TBF23* exclusive, LCCC's CEO draws on his ticketing experience (both past and present) to explain the steps involved, challenges overcome – and the anticipated outcomes – from this industry first. A discussion with:

- *Daniel Gidney, CEO, Lancs Cricket*

12.45-13.45

NETWORKING LUNCH

The Marketplace

Thursday 20th April

12.15-12.45

OPEN MIC: CYBER-SECURITY

East Stage



Housekeeping, Checklists and Sleeping at Night

The former Head of Technology at LW Theatres until the end of 2022, our guest draws on over 25 years of experience in the field of ticketing, systems and technology. He has held various roles covering Solution Design and Delivery, Change Management, Risk Management & IT Governance, Projects and Development of Enterprise Commerce Solutions across London's West End, Europe and internationally.

Our systems are more complicated and inter-connected than ever before. So, arguably, more vulnerable. What should we be doing to protect our businesses, our clients and our reputations from cybercrime?

- *Christian Terrill, Technology Consultant*

12.45-13.45

NETWORKING LUNCH

The Marketplace

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Thursday 20th April

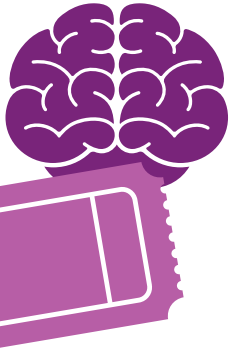
13.45-14.30 **PANEL: FANS, TICKETS & THE STADIUM EXPERIENCE**

East Stage

The Fan: Logic vs. Emotion

An open mic session (yes, do join in) as we welcome a group with deep knowledge, shared experience and boundless enthusiasm for that most 'effusive and engaged' of customers: the sports fan. We'll kick off with a look at the digital transformation of sports ticketing, then circle around a few key touchpoints, drop in a few ongoing challenges before landing back with the audience. Let's kick-off with:

- *Georgia Bekyra, Senior Manager - Ticketing, Everton FC*
- *Shah-Zeib Ahmed, Director, Glosancon - Sports*
- *George Crawshaw, Sales & Partnerships, Sale Sharks*
- *Chris King, Ticket Operations Manager, Edinburgh Rugby*



14.30-15.15 **PIONEERS: A CULTURAL (& TICKETING) LEGACY**

East Stage

An Audience with Jack Rubin

One of the preeminent leaders in enterprise CRM, Jack Rubin is known for building Tessitura into a global, not-for-profit software company that powers ticketing, fundraising, memberships, marketing, and e-commerce for performing arts organizations, museums, and other cultural and attraction-based entities. In 2021, Rubin transitioned from CEO into a year-long advisory role before leaving the company in 2022 to focus on new ventures. Prior to co-founding Tessitura, Rubin was chief financial and strategic officer of Hotels.com, where he assisted in a successful IPO for the company in 2000. We talk tickets, tech, culture and people with:

- *Jack Rubin, Strategic Advisor, MorningStar Resource Group and former Co-Founder/President, Tessitura*



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Thursday 20th April

15.15-15.30 CLOSING THOUGHTS

East Stage

Prizes. Thanks. Closing thoughts. And so to Hong Kong, 2024 and beyond.

15.30 CLOSE OF 2023 FORUM








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The Ticketing Business Diary Dates



THE MEETINGS



THE TICKETING BUSINESS ASIA 2023

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17-18 OCTOBER 2023 / Hong Kong / #TAS23

Building on the success of its launch pre-pandemic, *The Ticketing Business* team returns to Hong Kong for its second edition. We will co-host the event with *The Stadium Business ASIA* - bringing in the region's entertainment, sports & leisure venue leaders.

Web: [TicketingBusinessASIA](https://www.ticketingbusinessasia.com)



THE TICKETING BUSINESS FORUM 2024

Connecting entertainment's eCommerce ecosystem

16-17 APRIL 2024 / Emirates Old Trafford, Manchester / #TBF24

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W: [TicketingBusinessForum](https://www.ticketingbusinessforum.com)



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16 APRIL 2024 / Emirates Old Trafford, Manchester / #TBA24

Now in their eighth year, the industry's only awards to celebrate leadership, innovation and achievement in the application of ticketing in the entertainment, arts, sports, attractions and live events sector.

W: [TicketingBusinessAwards](https://www.ticketingbusinessawards.com)

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W: [TheTicketingBusiness.com](https://www.theticketingbusiness.com)



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A huge thank you
to all of our 2023
speakers for sharing
their insights,
expertise and
experiences...

**TICKETING
BUSINESS
FORUM**



Shah-Zeib Ahmed

DIRECTOR
GLOSANCON - SPORTS

Shah-Zeib is an experienced sports business and ticketing professional, with a strong industry relevant academic background and track record of delivering world class events. As the Director of his ticketing consultancy - glosancon-sports - he offers record breaking 360° Ticketing experiences encompassing strategy formulation, project and programme management to online/offline sales and venue operations attained across numerous global sports events in different roles as ticketing service provider, rightsholder, local organising committee and consultant. He is no stranger to the Ticketing Business Forum having contributed to previous editions, he is always eager to re-unite with old friends, make new ones and learn from what the industry has to offer.



David Andrews

SVP TICKETING
THE SHUBERT ORGANISATION

The Shubert Ticketing team supports the journey from the patron's initial touch points with a show through attendance at the theatre, driven by in-house technology, strategic technological partnerships and sales channels. This powerful combination supports The Shubert Organization's 25 theatrical stages and 30 additional venues. The team consists of David Andrews, SVP Ticketing, Eric Schwartz, Director Ticketing Operations, and Kyle Wright, Director Digital Projects. Together, they drive value through optimized user experiences, top-shelf customer service, a robust transaction infrastructure, intensive audience demographics and insightful yield management. With many years' experience in Sales, Marketing, Tech and Finance, as well as an on-stage performance or two, the team strives to deliver a seamless experience to Shubert's nearly six million patrons each year.



Sarah Bagg

FOUNDER
REWORK CONSULTING

I've spent 24 years working in the Attraction, Leisure, and Hospitality sectors, from hands-on front-of-house roles to senior commercial and operational positions, before honing my knowledge in ticketing/membership/Epos/CRM software. As a supplier, I led the strategy and delivery of sales and marketing, development roadmap, as well as client engagement and retention. Through ReWork I now combine the experiences and knowledge I gained as an operator, with those of a supplier. It's these lived experiences, and dare I say it, navigating the bumps in the road, that provide clients with the knowledge and confidence to plan for the future growth.



Georgia Bekyra
SENIOR MANAGER - TICKETING
EVERTON FC

Georgia Bekyra is the Senior Ticketing Manager for Everton Football Club since August 2021. Georgia is looking after all things ticketing across both Goodison Park and the new stadium at Bramley-Moore Dock, which is currently under construction. Georgia started her career in sports with the Olympic and Paralympic Games, Athens 2004, in tennis, before moving to Panathinaikos Football Club, where she enjoyed 7 wonderful years, where she fell in love with ticketing. Next, her career brought her over to the UK for British Athletics, as Head of Ticketing Operations, where she delivered the London 2017 IAAF and World Paras Championships, the 2018 World Indoor Championships in Birmingham and the 2019 European Indoor Championships in Glasgow – 4 major international events in 18 months. Last stop before Everton FC was at Edgbaston for a short but very impactful period, delivering pilot events after covid and the first matches for The Hundred.



Andrew Bragman
VICE PRESIDENT - TICKET OPERATIONS
SOFI STADIUM & HOLLYWOOD PARK

Andrew is the VP, Ticket Operations at Hollywood Park in Inglewood, California. In this role he oversees ticketing for SoFi Stadium, the YouTube Theater, and all other events on the 298 acre site. Since opening in 2021, Hollywood Park has hosted over 3,000,000 fans and been the site of over 200 events including Super Bowl LVI, the 2022 College Football Playoff Championship, and Wrestlemania 39 and concerts for artists including BTS, the Rolling Stones, Paul McCartney, Bad Bunny, and the Weeknd. SoFi Stadium is the home of the Los Angeles Rams and Los Angeles Chargers and is scheduled to host the 2026 World Cup and the 2028 Summer Olympics. Andrew serves on the Board of Directors of INTIX and prior to joining Hollywood Park worked at the Oracle Arena and Oakland Coliseum complex, Pittsburgh Pirates, and Washington Nationals.



Joe Calnan
PARTNERSHIP DIRECTOR
COVER GENIUS

Joe Calnan is Partnership Director at Cover Genius, the insurtech for embedded protection that protects the global customers of the world's largest digital companies including Amazon, Booking Holdings, eBay and Ryanair. Cover Genius recently expanded its reach in the Live Entertainment Ticketing market by acquiring Booking Protect, the leading specialist in embedded ticket protection for ticket sellers, platforms and live event companies such as Moshtix, Oztix, Seetickets, Seat Geek, Tessitura and Secutix. In his role, Joe is responsible for leading and executing Live Entertainment Ticketing partnerships across key regions globally. Prior to Cover Genius, Joe held leadership positions at AXS, a global industry leader in ticketing and data solutions, spearheading partnerships and strategy. He holds a Bachelors in Economics and Masters in Finance.



Robin Cantrill-Fenwick

**CEO
BAKER RICHARDS**

Robin has specialised in using data and digital systems to help transform organisations across numerous sectors for more than two decades. Robin has held executive leadership positions in and provided strategic consulting to a range of performing arts organisations and visitor attractions in the areas of organisational strategy, marketing, audience development, visitor experience, and operations. He is a trustee of Newcastle's Live Theatre. At the Association for Cultural Enterprises, Robin founded the Cultural Enterprises Academy, an online learning environment for people leading and working in commercial and revenue-generating functions across the culture, heritage, visitor attractions and arts sectors in the UK and Europe with more than 5,000 enrolments in its first year. Previously Robin led digital transformation for organisations including the National Trust, The Royal Society, and the University of Westminster. He was a digital campaigns strategist for a national political party and began his career as a journalist and commissioning editor.



Chris Carey

**CEO
MEDIA INSIGHT CONSULTING**

Chris has been at the forefront of music data for the past decade and is passionate about empowering people with data. He is the founder of FastForward data consultancy and the FastForward music conference. He is also the Chief Economist for UK trade body LIVE, representing the UK live music industry. Chris previously worked for EMI Music, Universal, Sony, The O2 Arena, LW Theatres and Hipgnosis Music.



Francis Casado

**CO-FOUNDER & HEAD OF BUSINESS DEVELOPMENT
3D DIGITAL VENUE**

Francis Casado is one of the founders of Mobile Media Content - 3D Digital Venue and is currently serving as Head of Business Development. Prior to founding MMC- 3D Digital Venue, that revolutionized Interactive Digital Venue Management for Sports and Entertainment Venue Industry, Francis made his career around the beneficial application of 3D Technology and Virtual Reality for various sectors. A true entrepreneur, Francis's previous time at Barcelona Media was primarily focused as a product manager responsible for developing innovative 3D solutions for use in construction of new urban developments by Barcelona Smart City Council.



Sebastian Cater

**HEAD OF UK THEATRE & WORKFORCE DEVELOPMENT
SOC OF LONDON THEATRE/UK THEATRE**

As a senior leader and changemaker in the not-for-profit sector, Sebastian has developed and delivered strategies and initiatives that improve practices around people and working culture. Through his current role as Head of UK Theatre & Workforce Development, Sebastian led on the development of the Evidence Centre with Baker Richards, supported the delivery of Speak, Listen, Reset, Heal, the anti-racism conference for the theatre sector with Inc Arts, and he sits on the steering group of CIISA (Creative Industries Independent Standards Authority), being formed to tackle bullying and harassment in the creative industries. As Director of Marketing & Sales at Sadler's Wells, Sebastian created impactful marketing communications strategies, redeveloped the membership scheme, and managed the rebranding process, culminating in a Silver DBA Design Effectiveness Award. He is also Director of Dance Consortium.



Tim Chambers

**MANAGING DIRECTOR
TJ CHAMBERS CONSULTANCY**

Tim Chambers is a Mentor, Advisor and Consultant. He currently works with a number of organisations seeking to enter, redefine or expand their operations within the live entertainment and ticketing sectors, advising on corporate development strategies and directing transactions. Tim also has a number of advisory posts including NED roles with various start-ups and emerging companies.



George Crawshaw

**HOSPITALITY & PARTNERSHIPS SALES
SHARKS RUGBY CLUB**

George is an experienced Sales Manager with a demonstrated history of working in the Sports Industry. Skilled in Account Management, Sales, Networking, Event Management, Golf Club Services, and Golf Management. Strong support professional with a Bachelor of Arts (B.A.) focused in Golf Management from University of Central Lancashire.



William Foote

DIGITAL MARKETING MANAGER
SEVEN LEAGUE

Will operates as Digital Marketing Manager at IMG Media's Digital Arm: Seven League. He is a key component of the Rugby League Embed Team, focussing on the digital transformation of the sport to maximise its commercial potential for long-term growth, as well as building deeper relationships with core supporters and new audiences. Previously, Will worked within DTC and Brand Marketing at Red Bull's Global Headquarters in Austria, where he delivered large-scale digital transformation projects across Web-Topics, NLP Chatbot Technologies, and Global Activation Accessibility Plans, while engaging local markets with product launches and brand communication strategies. With prior experience across a wide variety of industries: renewable energy at GE Power; fashion at Debenhams; and medical imaging at GE Healthcare, Will is now reacquainting himself with the fast-moving sports industry, after successful stints at Huddersfield Town Football Club in the EFL Championship and English Premier League.



Daniel Gidney

CHIEF EXECUTIVE
EMIRATES OLD TRAFFORD

An established sports industry CEO for over ten years now, Daniel Gidney launched the first ever cricket bond as part of an innovative £12m fundraising to develop and operate a new 150 bedroom Hilton hotel, which will open summer 2017. Daniel's time at LCCC has generated record profits and the securing of the largest ever naming rights in First Class Cricket, with Emirates. He also secured ECB International matches, including an Ashes Test and a World Cup semi-final in 2019. Daniel was also the 2011 Midlands Business Person of the Year, and the 2014 Trafford Business Person of the Year.



Hugh Gledhill

PERFORMANCE MARKETING DIRECTOR
LAYERED REALITY™ EXPERIENCES

Hugh Gledhill leads the marketing for Layered Reality experiences. He's responsible for growing ticket sales via growth and performance marketing, demand management/dynamic pricing, and website optimisation. He has over 20 years experience growing ticket sales 30-60% for music, theatre and innovative entertainment events using data driven approaches.



Kerry Halliday

**HEAD OF GROUP TICKETING & CUSTOMER ENGAGEMENT
SCOTTISH RUGBY**

I'm a seasoned event professional with over 15 years of experience in Event & Hospitality Management, Event Operations, and Ticketing & Customer Engagement at BT Murrayfield, Scotland's largest stadium. I'm passionate about bringing a holistic, strategic-level approach to my work and love being part of the team that delivers some of the UK's largest sporting events, football and concerts. My specialties include ticket strategy, income generation, change management, project management, and people management. My recent experience of leading the project to move Scottish Rugby's ticket delivery to an app based solution has proven to be transformational for Scottish Rugby and a huge professional achievement. While I'm focused on achieving results, I'm also known for my positive energy and enthusiasm. I'm passionate about building strong work relationships and bringing my best to everything I do.



Danny Hannaford

**GENERAL MANAGER
TICKETEK - UK**

Hannaford comes to Ticketek with over 13 years' experience in ticketing operations. He has led ticketing for some of the most prestigious venues and organisations in the live music and entertainment industry, including ticketing for the Hammersmith Apollo, multiple special events ticketing projects at AEG Presents and heading up Global Live. Hannaford also launched and headed up Twickets Resale in Australia and was the lead on Global Ticketing operations at Dice. Most recently he managed Ticketing Strategy & Digital Delivery for London's The O2 Arena. In his new role, he will report to Ticketek Managing Director Cameron Hoy, who said "Danny is an experienced and accomplished ticketing executive who will lead our UK team with commitment, integrity and passion. In addition to Danny's extensive ticketing knowledge, he has a demonstrated track record of Digital transformation and I look forward to his contribution to our global ticketing leadership team. Ticketek is a global leader in live event ticketing, data and analytics. Its integrated model provides clients with a highly valuable combination of with insights, marketing and sales. "I am delighted to be joining Ticketek UK and have the opportunity to work with a business that thinks differently about ticketing. I am really looking forward to and joining a great team that is already delivering impressive growth in this market" said Hannaford.



Simon Hennes

**CO-FOUNDER & CEO
VIVENU**

Simon Hennes is the Co-Founder and Chief Executive Officer (CEO) of vivenu, the technology-leading primary ticketing software for ambitious organizers around the world. As CEO, Simon is responsible for the company's overall strategy and key stakeholder communication in furthering vivenu's mission to become the backbone of the global ticketing industry. Simon holds a Master Degree from Bocconi University and a Bachelor in Business Administration from Goethe University. Before founding vivenu, he gained experience with, Boston Consulting Group (BCG) and had his own event company.



Rick Jurkiewicz

HEAD OF TICKETING - RL COMMERCIAL RUGBY FOOTBALL LEAGUE (RFL)

Ticketing for me started at Way Ahead (See Tickets) in '97, before relocating to Ticketmaster's Account Management team in Manchester in 2004 to lead on the biggest UK stadium tours and festivals where, after 15 years in Music, it was time to change direction. 2012 offered a switch to Sport, starting with Euro2012 (Poland/Ukraine), moving to international tournaments and various UK sports teams before settling into sports governance with the Rugby Football League. In 2022 RFL and IMG signed a 12 year strategic partnership tasked with reimagining Rugby League - with an aggregated Ticketing operation being a primary focus for the project.



Chris King

TICKET OPERATIONS MANAGER EDINBURGH RUGBY

Chris King is the Ticket Operations Manager for Edinburgh Rugby, representing the Scottish capital in the United Rugby Championship and Heineken Champions Cup. As the Ticket Operations Manager, Chris is responsible for all things ticketing at DAM Health Stadium, at BT Murrayfield for the 1872 Cup, and leading on ticketing strategy for the club. Prior to coming to Edinburgh Rugby, Chris held positions in strategy consulting, the music industry with Paravel Management, a Nashville-based artist management company and record label, and with the Manchester Monarchs of the American Hockey League. Chris holds a BSc in Sport Management from the University of Tennessee - Knoxville and an MBA from the University of Strathclyde.



James Kirby

CO-FOUNDER & HEAD OF REVENUE GENERATION TIXSERVE

James is Co-Founder and Head of Revenue Generation at Tixserve - a B2B SaaS white-label digital ticket distribution and engagement platform for rights owners and event organisers in the global sports and entertainment sectors. With a background in delivering ground-breaking solutions in the payments and mobile airtime distribution sectors, James and co-founder, Patrick, saw an opportunity to add value to the ticketing industry with a market-led, next-generation 'last mile' digital solution. The Tixserve mobile-based, patented technology provides secure and immediate ticket delivery as standard. With configurable security, data-rich capabilities and digital fan engagement, marketing and revenue-generating opportunities, Tixserve is an integrated solution that meets modern-day fulfilment demands.



David Lane
CHIEF EXECUTIVE OFFICER
SPORTS ILLUSTRATED TICKETS

David Lane is the CEO of SI Tickets, overseeing all facets of the company. He has a proven track record of successful management. He has 20+ years of executive leadership experience, guiding teams to build and launch innovative products in highly competitive marketplaces. Previously, David held Executive roles at FanDuel, OUTFRONT Media and Touchtunes where he was instrumental in driving growth in the technology and entertainment industry. He is also a founder of digital media companies with several patents on wireless transmission of multimedia.



Jacob Lauesen
MANAGING DIRECTOR
FC COPENHAGEN

Since the start of 2022, Jacob has held the position of Managing Director at F.C. Copenhagen, which is Scandinavia's largest football club. Jacob has been with the club for the past five years, having joined the club in 2018. During this time, he has been instrumental in driving a commercial and media transformation, which has been built on data- and analysis-driven business development and marketing strategies. Prior to accepting the exciting career challenge at F.C. Copenhagen, Jacob had already gained several years of experience in the commercial aspects of the sports industry, including working in the tech and startup space with Activity Stream, and previously serving as the Director of Business Development in the Danish FA. Furthermore, Jacob has a strong background in the development, marketing, and execution of various major events, such as the EXPO World Exhibition and numerous UEFA events.



Emil R. Ljesnjanin
CEO, FOUNDER
NFT-TIX

Emil R. Ljesnjanin is a highly accomplished entrepreneur who has demonstrated his ability to succeed in business. After establishing a successful real estate company, he self-funded the development of NFT-TiX, a blockchain-based ticketing platform aimed at solving real-world problems for both event organizers and attendees. Motivated by his past experiences with counterfeit tickets, Emil's vision was to create a platform that is both secure and transparent, offering instant payouts and automatic collection of royalties from the secondary market. His commitment to innovation and problem-solving led to NFT-TiX being recognized with the Best Innovation Award at the UK Festival Awards.



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Greg Loewen

**CEO
DIGONEX**

Greg Loewen is the CEO of Digonex – the leading provider of automated dynamic pricing solutions in the live entertainment and attractions sectors. Greg has been CEO since 2014 during which time the company has achieved rapid growth and developed a robust network of ticketing partnerships. Greg is also actively involved in his local arts community, currently serving as the Board Chair of the Indianapolis Symphony. Prior to leading Digonex, Greg held a variety of leadership roles in the North American media industry. He is a graduate of Queen's University (Kingston, Canada) and holds an MBA from Harvard Business School.



Phil Lofthouse

**TECH LEAD – ACCESS SCHEME DEVELOPMENT
ARTS COUNCIL ENGLAND**

Phil Lofthouse is leading on the development of the new UK-wide access scheme, which is being developed by Arts Council England in conjunction with Arts Council Northern Ireland, Arts Council Wales, the BFI, and Creative Scotland. Phil is the Tech Lead for the project making sure the new scheme is using the right digital tools to best facilitate relationships between creative and cultural organisations and their customers. Previously Phil worked at Spektrix, most recently as Client Operations Lead, working out of their New York Office to support arts organisations across North America before returning to the UK to become the ticketing and CRM specialist for the Digital Culture Network.



Cat Nunes

**TICKETING AND INSIGHT MANAGER
THE POSTAL MUSEUM**

My name is Cat Nunes and I have been working in Museums for over 12 years. I started my career as a Visitor Assistant at the Natural History Museum and progressed from there. During my time at the NHM I was part of several important projects such as the implementation of a CRM and Ticketing System, Virtual Reality collaboration with Sir David Attenborough, building and managing a temporary Theatre Stage for Wider Earth play about Charles Darwin and was part of the Wildlife Photography of the year project team for many years. Currently I am working as a Ticketing and Insights Manager for The Postal Museum, where I am playing an integral role in the implementation of a new ticketing and CRM system to help ensure that visitors have the best possible experience. Part of my role is also to provide valuable insight into visitor behaviour and preferences so that the Museum can make adequate decisions.



Ian Nuttall

FOUNDER THE TICKETING BUSINESS

Ian is the Owner and Founder of TheTicketingBusiness Forum and its news channel TheTicketingBusiness.com – both presented by his Xperiology events and marketing agency. His working life began in sports events management (including Formula 1, horse racing and Wimbledon) before pursuing an award-winning career in B2B magazine publishing. He has co-launched and edited numerous B2B publications and meetings, ranging from energy and industrial processes through to airport design and Intelligent Transportation Systems. He has also founded many of the sports sector's most respected publications and news sources – including Stadia magazine, TheStadiumBusiness.com and TheStadiumBusiness Summit. In his downtime from family and worklife, he takes his dogs on the Downs, rides his (motor) bikes and treks up the occasional mountain.



Adam Pearson

COMMERCIAL DIRECTOR THE O2

Adam is an experienced commercial leader with a background in catering and venue operations that led on to roles focussed on sales functions, including hospitality, sponsorship & partnerships, and broader revenue generation. He has a wide range of experiences across the sports and entertainment industries for both stadia and arenas and, in his current role as Commercial Director for The O2 Arena, is responsible for a number of key commercial revenue streams, including food and drink, premium seats, merchandise, attractions, parking and The O2 app. In 2020 Adam took on responsibility for ticketing at the world's no 1 music venue and has overseen the digitisation of more than 2 million tickets a year, culminating in the award of the coveted 'Live Music Innovation of the Year' at the 2022 Music Week Awards. Adam was part of a core team working on plans for the return of live events in light of the Covid-19 global pandemic and has steered the business back to record profitability. In addition, he led on the creation of a venue Green Team and roll out of the 'Good Vibes All Round' programme at The O2 encompassing Sustainability, Community, Charity and Accessibility. He continues to lead this for the arena alongside the key commercial functions of his role.



Samantha Potts

HEAD OF VISITOR EXPERIENCE ROYAL OPERA HOUSE

Samantha began her career in the cultural sector working as a Theatre Administrator in a regional theatre in Southampton. Since then Samantha has worked in Australia as the Operations Manager at the state-of-the-art The Melbourne Theatre Company and the Front of House Manager at the National Gallery of Victoria. She joined the Royal Opera House in London 4 years ago as a Senior Front of House Manager and has moved up to be Head of Visitor Experience.



Katy Raines

**CEO
INDIGO**

Katy Raines MA MBA (CEO, Indigo-Ltd) is regarded as one of the UK's leading consultants on data-driven strategy for Cultural Organisations. She has developed and led research and implementation programmes for large and middle scale organizations throughout the UK and Europe. During Covid-19 she developed and delivered the UK's largest collaborative dataset of cultural attendees' attitudes to returning to events, beginning with After-The- Interval, and working with over 800 organisations - capturing over ½ million responses from attendees, for which Indigo won several national awards. For Birmingham 2022, Katy developed the West Midlands Place Profiler and authored the Audience Development Strategy (Identity-Confidence-Connection), before leading a consortium of industry specialists to undertake the overall Evaluation of Birmingham Festival 2022. Some of Indigo's recent clients include the National Lottery Heritage Fund, British Film Institute, the Royal Albert Hall, Culture Coventry, Theatre Forum Ireland and National Museums Liverpool. In 2021 she and Indigo were also winners in the Covid Response Awards (Outstanding Leadership and Best Pivot), Ticketing Business Awards (Data and Insight), Greater Birmingham Chambers of Commerce (Customer Excellence) and runners up in Arts Council England (Digital Culture Network) Awards.



Jack Rubin

**STRATEGIC ADVISOR /EX CO-FOUNDER-TESSITURA
MORNINGSTAR RESOURCE GROUP**

Co-Founder of Tessitura Network and CEO from company inception until stepped down in planned transition in 2021. Grew the company from inception to over 725 organizations using Tessitura in ten countries, 230 Tessitura Network team members, created an ecosystem of partners, and activated a worldwide community sharing ideas and best practices. Technology and functionality advancements were made every year, and multiple products and services added . Currently doing Advisory and Board work in this industry and others. Specialty areas include Business Development / Start-Ups / Alliances / Leadership / Strategy / Acquisitions & Divestitures / Negotiations. Prior experience as Chief Financial and Strategy Officer for an internet company IPO, and leadership in a public holding company carrying out and operating dozens of acquisitions. MBA and CPA.



Eric Schwartz

**DIRECTOR TICKETING OPERATIONS
THE SHUBERT ORGANISATION**

The Shubert Ticketing team supports the journey from the patron's initial touch points with a show through attendance at the theatre, driven by in-house technology, strategic technological partnerships and sales channels. This powerful combination supports The Shubert Organization's 25 theatrical stages and 30 additional venues. The team consists of David Andrews, SVP Ticketing, Eric Schwartz, Director Ticketing Operations, and Kyle Wright, Director Digital Projects. Together, they drive value through optimized user experiences, top-shelf customer service, a robust transaction infrastructure, intensive audience demographics and insightful yield management. With many years' experience in Sales, Marketing, Tech and Finance, as well as an on-stage performance or two, the team strives to deliver a seamless experience to Shubert's nearly six million patrons each year.



Jeff Sheldon

STADIUM ACCESS & INNOVATION UK
APT SKIDATA

Delivering innovation, scalable solutions and partnerships is now the key to success for APT SKIDATA and our customers. End to end customer experience with one pass / ticket for all access and services is our focus. With access, eticketing, e charging and parking under one roof this is an achievable goal for all venues. Jeff's experience bridges WiFi solutions, apps, beacons, locations services and software integration as well a deep understanding of the stadium/venue landscape.



Lisa Simpson

CO-FOUNDER & CHIEF CREATIVE OFFICER
EASOL

Lisa Simpson is co-founder of experience commerce platform Easol, who provide an all in one toolkit for festival organisers to take back control of their businesses. Before launching Easol, Lisa spent 10 years running Rough Hill, one of the UK's largest events businesses, selling over 2 million tickets a year. He also co-founded the winter music and snow sports festival, Rise in 2014. Lisa and her co-founder Ben have since redesigned the e-commerce experience for festivals and events, with notable clients including Afronation Portugal, Illfest in Texas and Otherlands Festival in Scotland.



Andy Spinoza

Manchester unspun: pop, property and power in the original modern city by Andy Spinoza.

How did Manchester's post-industrial ruins, which inspired the world-famous Factory Records, Joy Division and the Hacienda, become a sky-high property boom dubbed 'Manhattan' - a metropolis of conspicuous wealth, swagger and energy? 40 years after the legendary Hacienda's launch, this new, exciting book by Andy Spinoza explains how Manchester's leaders harnessed its founders' radical anarchic visions to create the nation's fastest-growing city. With key roles played by music and sporting legends, including Tony Wilson, Peter Hook, New Order, Peter Saville, Mick Hucknall, Pep Guardiola, Sir Alex Ferguson and Gary Neville, this is an insider account of Manchester's transformation. Manchester unspun sorts the truth from the spin of the city's stories to reveal a remarkable journey, describing the hubris, scandal, money and politics which played out during its remarkable reinvention. Readers will enjoy the joyous mix of the author's encounters with a who's who of famous Mancunians, from Morrissey to Bernard Manning, Shaun Ryder to Sir Alex Ferguson, Frank Sidebottom to Andy Burnham, with walk-on parts from Anna Friel, Lemn Sissay, Caroline Aherne and Mick Hucknall. Andy says: "Manchester unspun is an account from punk to the pandemic of how the 1982 opening of the Hacienda gave the kiss of life to a dying city centre, and of the chain reaction it began leading to today's dynamic international city. It's also a memoir of my experiences working with the famous personalities in music, football, business and politics who made Manchester the most headline-grabbing city in the UK." Andy Spinoza has lived in Manchester since 1979, as a student, entrepreneur, publisher, journalist, gossip columnist and PR supremo. He has met, interviewed, irritated and worked with just about anyone of note in the city in the last four decades.



Halla Svansdottir

**TICKETING MANAGER
KILDEN THEATER AND CONCERT HALL**

Originally from Iceland, Hall has worked in the ticketing sector for 18 years. She started in the sports sector as ticketing manager for Norway's IK Start football club. After nine years with the club she left to join Kilden performing arts centre, where she is approaching her 10 year anniversary with the organisation.



Josh Taylor

**VP ENTERPRISE SALES
ADYEN**

After several years in the payments industry, Josh knows a thing or two about showcasing the best solutions. Supporting businesses in innovating and enhancing their customer experience is what excites him most and he loves playing a part in kickstarting these game-changing journeys. Away from work Josh's previous stint as a professional golfer gets him back on the course whenever he can.



Christian Terrill

TECHNOLOGY CONSULTANT

Christian Terrill was the Head of Technology at LW Theatres until the end of 2022. He has over 25 years of experience in the field of ticketing, technology, and has held various roles covering Solution Design and Delivery, Change Management, Risk Management & IT Governance, Projects and Development of Enterprise Commerce Solutions. Christian is a graduate from the Royal Central School of Speech and Drama with a BA Honours degree in Theatre Studies (Design) and Masters of Business Administration from the Open University (and is thinking about undertaking a PhD). He has run many successful technology projects including Implementation of Ticketing, Retail and Payment Systems, Digital / IT Transformation, Automating Data Processes, Building Data Warehouses, Integrating APIs, Developing User Interfaces & Customer Journeys, and developing Platforms for Revenue Management.



Kyle Wright

DIRECTOR DIGITAL PROJECT THE SHUBERT ORGANISATION

The Shubert Ticketing team supports the journey from the patron's initial touch points with a show through attendance at the theatre, driven by in-house technology, strategic technological partnerships and sales channels. This powerful combination supports The Shubert Organization's 25 theatrical stages and 30 additional venues. The team consists of David Andrews, SVP Ticketing, Eric Schwartz, Director Ticketing Operations, and Kyle Wright, Director Digital Projects. Together, they drive value through optimized user experiences, top-shelf customer service, a robust transaction infrastructure, intensive audience demographics and insightful yield management. With many years' experience in Sales, Marketing, Tech and Finance, as well as an on-stage performance or two, the team strives to deliver a seamless experience to Shubert's nearly six million patrons each year.

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www.acquired.com


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Adyen is the financial technology platform of choice for leading companies. By providing end-to-end payments capabilities, data-driven insights, and financial products in a single global solution, Adyen helps businesses achieve their ambitions faster. With offices around the world, Adyen works with the likes of Facebook, Uber, H&M, eBay, and Microsoft.

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www.teamaxess.com/en


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The score includes any type of claim and claim outcome across our partner network except for those partners with less than 30 claims and those not assessed by Cover Genius. Inquiry statistics are derived from an internal analysis of 1,355 random XCover support inquiries from December 2022, of which 1,258 (93%) had not activated their XCover account and 97 (7%) had.

www.covergenius.com



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Digonex

Digonex provides automated dynamic pricing solutions for live entertainment, performing arts and attractions. We work with a variety of organizations in the UK and North America including Barbican Centre, Chicago Symphony Orchestra, Curve Theatre, Grand Ole Opry, Mirvish Productions, Roundabout Theatre, Royal Albert Hall, Somerset House and Wales Millennium Centre. Our team of Ph.D. economists develop a customized pricing solution for each client to better align pricing with predictable shifts in demand, incorporating factors such as historical sales patterns, weather, performance characteristics, competing events, google analytics and various macroeconomic indicators, among others. Clients review and approve, reject, or adjust our price recommendations with a click of a button in our proprietary web portal. We are integrated with most leading ticketing systems including Tessitura, Spektrix, AudienceView, Tickets.com and AXS.

www.digonex.com



ENTRIO

Entrio

Entrio is a 360° event management platform with a unique market approach. Entrio simplifies event management for multiple markets with easy localization, powered by over 10 years of experience, powerful software, and a customized approach. To simplify event planning and management for organizers, we combine the modern one-click ticketing solution with world-class customer support, know-how, a tailor-made approach, and real-time sales control. As a one-stop-shop for all event-related needs, Entrio offers powerful analytics, promotion, digital ticket distribution, ticket scanning, on-site registration along with many other services. In-person, virtual or hybrid, Entrio is an event platform for all.

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www.entrio.com



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Janam, now part of HID, is the leading provider of handheld scanners for the venue access market. Recently, Janam launched GT1 which quickly and affordably converts a new or existing Janam scanner into a mobile, contactless, ticketing pedestal that reads barcodes and NFC tickets. Janam's hardware solutions enable venues to increase the speed of customer ingress, eliminate fraud, reduce operating costs, take advantage of the most advanced "tap-and-go" NFC technology, and meaningfully improve the customer experience. It's technology at work®.

www.janam.com



NFT-TiX

NFT-TiX is a robust, scalable, fair and transparent home for event organizers and attendees to engage in a ticketing experience for the 21st century. NFT-TiX is a proven solution for 5000 attendees + sized events utilizing blockchain technology and a forward thinking business model (such as % of ticket re-sale revenue going to the event organizer) to address the major issues that plague the ticketing industry and ultimately hurt the consumer, as well as adding new features that will revolutionize how we think about tickets. NFT-TiX empowers and promotes the relationship between the event organizers and attendees without the need of middlemen, firmly putting the power back in the hands of the stakeholders.

www.nft-tix.com



Protect Group

Protect Group has established a global Membership Programme providing Refund Protection to a variety of companies, directly through their online platforms. Currently operating in over 160+ countries, our services are designed to create a customer and commercial advantage for our Members through an innovative technology platform. Our solution is built to protect brand reputation, deliver optimal customer experiences, and mitigate loss incurred through event cancellation and customer refunds. Our dynamic API monitors a number of variables such as customer age range, days to booking and ticket types/values. With the variables above being monitored constantly it allows us to offer more relevant pricing to the customer which in-turn drives conversion rates, thus increasing revenue opportunity. With over 11,000+ Trustpilot reviews at 4.8 stars – and also at providing our Members with a significant additional revenue stream to increase their operational margin on each ticket sold.

www.protectgroup.co



Queue-it

Queue-it is the leading developer of virtual waiting room services to control website and app traffic surges, by offloading visitors to a waiting line environment. Queue-it enables venues, ticketing, and event platforms across the globe to keep their systems online and fans informed, blocking malicious bots and creating a personalized waiting experience on their most business-critical days. The use of Queue-it has ensured online fairness during high-demand online events for more than 2 billion end-users worldwide. The company has offices in Denmark and the U.S. To learn more about Queue-it, please visit our website.

www.queue-it.com



Skidata

SKIDATA is an international leader in the field of access solutions and their management. Almost 10,000 SKIDATA installations worldwide in ski resorts, stadiums, airports, shopping malls, cities, spa & wellness facilities, trade fairs and amusement parks provide secure and reliable access and entry control for people and vehicles. SKIDATA places great value in providing solutions that are intuitive, easy to use, and secure. The integrated concepts of SKIDATA solutions help clients optimize performance and maximize profits. SKIDATA Group (www.skidata.com) belongs to the publicly traded Swiss Kudelski Group (www.nagra.com), a leading provider of digital security solutions.

www.skidata.com/home



Seat Unique

Seat Unique is the premium ticketing marketplace helping fans access official premium tickets and hospitality packages for live events. As digital transformation experts, we work with clubs and venues to bring outdated booking processes online with a white-label website that's specifically designed, tested and built for selling hospitality. We also help clubs expand their hospitality offering with the creation of a brand new premium ticketing category. We achieve this by providing optimisation software that dynamically prices an allocation of premium tickets. This benefits both fans looking for great VIP access and clubs looking to increase revenue.

www.seatunique.com



Software Country

Software Country designs and builds custom ticketing systems, including customer-facing applications, back-office systems, and venue integrations. Our team is 300 software engineers who are experts in web and mobile development, data analysis, and AI. We can implement a system based on your unique requirements and support and maintain your applications.

softwarecountry.com



Ticketek

Ticketek is a global leader in ticketing offering a full end-to-end service to some of the world's largest stadiums, arenas and theatres across 15 countries. We have 40+ years' experience ticketing international events and partnering with premier venues. We put fans and innovation at the heart of everything we do and are globally recognised for our proprietary ticketing technology, our enterprise tools and our world-first fan solutions. Our Ovation business provides sporting organisations, venues, promoters, content creators, media and technology partners with a single destination for analytics, data science, research, personalisation and advanced digital marketing. Ticketek is part of the TEG family, a global leader in live entertainment, ticketing, digital and data, based in Sydney Australia, operating more than 30 brands in 40 countries on six continents. Every year, TEG brings thousands of live events to fans, sells 30 million tickets at some of the world's most iconic venues, welcomes two million fans to its own venues, and connects hundreds of entertainment and brand partners to new audiences.

www.ticketek.co.uk



TicketPlan

Ahead of the crowd on ticket protection and insurance. Partnering with ticketing companies, venues, events and sports clubs in the UK, Europe and North America. Protecting ticket buyers against their inability to attend events and providing a zero cost revenue stream to our partners.

www.ticketplangroup.com



Tixserve

Tixserve is a digital ticketing delivery solution for live events in the global sports, music and entertainment industry. Redefining ticket delivery for richer experiences, the solution empowers event organisers and sponsors with next-gen digital tools that bring experiential and commercial gain. With accurate and verified data capture, patented security features, direct communication, fan engagement and revenue generation tools, the system transforms ticketing into the digital age. The next-gen white label ticketing app puts clients' brands directly into their fans' hands bringing them closer to their audiences like never before.

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www.tls-bocasytems.com/en



vivenu

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www.vivenu.com



Yacooba

Yacooba offers a complete and dynamic Application for events at a global level, especially developed to simplify the life of Promoters and Participants of Events, allowing the latter to build, in real time and in just a few clicks, a personalized experience, adding event tickets, travel and accommodation. With our platform, Event Promoters can generate superior, otherwise untapped, revenue, and access a sales channel with global reach. Our platform uses Blockchain technology, where we developed a protocol for issuing secure, unique, and immutable tickets (NFTs). With us, one can issue and sell secure tickets, prevent illegal ticket sales in secondary markets, and access new revenue streams.

Our value proposition:

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Check-in scanner;

Decide whether to allow ticket resales or not. If allowed, one can set the rules of the resale (including setting the maximum price and a commission value);

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We give back to Event Promoters a portion of our revenues from travel and accommodation.

www.yacooba.com



First Name	Surname	Job Title	Company	Country
		Business Manager	Ambassador Theatre Group	United Kingdom
		Technical Director	Software Country	Serbia
		Group Ticketing Director	Ambassador Theatre Group	United Kingdom
		Director	Giosancon - sports	United Kingdom
		European Business Development Manager	Cedar Packaging	United Kingdom
		SVP Ticketing	The Shubert Organization	United States
		Founder & CEO	Evedo	Bulgaria
		Business Development Manager	ACC Liverpool Group (M&S Bank Arena)	United Kingdom
		Chief Commercial Officer	LW Theatres	United Kingdom
		Strategy Director	TickX	United Kingdom
		Sales Director	JUSTT.AI	Israel
		Founder	ReWork Consulting	United Kingdom
		Director & Founder	Justtikit	United Kingdom
		Sales Manager	Janam Technologies	United States
		Director of Ticketing Operations	CTS EVENTIM	France
		Sales Manager	ID&C Band	United Kingdom
		Hotel Sales Manager	Lancs Cricket / Emirates Old Trafford	United Kingdom

First Name	Surname	Job Title	Company	Country
		Head of Marketing	Ticketek - UK	United Kingdom
		Chief Executive Officer	balia.fm	Spain
		Head of Business and Marketing	Club Sports and Events	United Kingdom
		Sales & Ticketing Director	Sonia Friedman Productions	United Kingdom
		Web Director	Platform81	United Kingdom
		Sales & Development Manager	TLS - Boca Systems	Netherlands
		Chief Operating Officer	Piletilevi Group AS	Estonia
		Senior Manager - Ticketing	Everton FC	United Kingdom
		Chief Technology Officer	eventii	Denmark
		Deputy Head of Venue IT	Factory International	United Kingdom
		VP Client Development	Ticketmaster UK	United Kingdom
		Enterprise Account Executive	vivenu	Germany
		Senior Ticketing Manager	FKP Scorpio UK	United Kingdom
		Managing Director	Minor Entertainment	United Kingdom
		Head of Operations	Vivaticket UK	United Kingdom
		Product Manager	Onebox Ticket Distribution System	Spain
		Head of Houses of Parliament Switchboard	UK Parliament	United Kingdom

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TRENDS DYNAMIC

SOCIAL MEDIA

CASHLESS LEADERSHIP

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FUTURE

First Name	Surname	Job Title	Company	Country
		Sales & Partnerships Director	NFT-TIX	United Kingdom
		Relationship Manager	Society of London Theatre / UK Theatre	United Kingdom
		Head Developer	nolock	Austria
		Strategic Account Executive	vivenu	Germany
		Commercial Development Manager	Acquired.com	United Kingdom
		Founder & CEO	Alloc8/FourthWall	United Kingdom
		IT Projects Director	Platinum Group	Monaco
		Managing Partner	TLS - Boca Systems	Netherlands
		Owner	MOYA.museum	Netherlands
		Student	BIMM	United Kingdom
		Vice President - Ticket Operations	SoFi Stadium & Hollywood Park	United States
		Sales & Customer Engagement Mgr	Blackpool Grand Theatre	United Kingdom
		Revenue & Insights Director	EMG Media & Marketing	United Kingdom
		Chief Technology Officer	Boletia	Mexico
		Relationship & Development Director	TicketPlan	United Kingdom
		Ticketing Systems Manager	Warwickshire CCC / Edgbaston Stadium	United Kingdom
		Head of IT & Facilities	Leeds United A.F.C.	United Kingdom



First Name	Surname	Job Title	Company	Country
		Head of Ticketing	ACC Liverpool Group (M&S Bank Arena)	United Kingdom
		Chief Executive	STAR - Soc of Ticket Agents and Retailers	United Kingdom
		E-commerce Tech Champion	Arts Council England	United Kingdom
		Business Development & Partnerships	TIX (Australia)	Australia
		Senior Account Manager	Wembley Stadium	United Kingdom
		Business Manager	Ticketblaster	Australia
		Technology Project Manager	Ascot	United Kingdom
		Box Office Manager	Royal Opera House	United Kingdom
		Head of Partnerships	Seat Unique	United Kingdom
		Head of Supply	Seat Unique	United Kingdom
		Senior Payments Practitioner	Nuvei	United Kingdom
		Social Media	TheTicketingBusiness	United Kingdom
		Partnerships Director	Cover Genius	United Kingdom
		France Chief Representative	Platinum Group	France
		Digital Marketing Manager	Platinum Group	France
		Head of Insights	Dewynters	United Kingdom
		Chief Executive Officer	Baker Richards	United Kingdom

First Name	Surname	Job Title	Company	Country
		Founder	Fast Forward	United Kingdom
		Head of Ticketing - Live Entertainment	Scottish Event Campus	United Kingdom
		Co-Founder & Head of Business Development	3D Digital Venue	Spain
		Head of UK Theatre & Workforce Development	Society of London Theatre / UK Theatre	United Kingdom
		Chief Revenue Officer	Onebox Ticket Distribution System	Spain
		Managing Director	TJChambers Consultancy	United Kingdom
		Head of Ticketing	FKP Scorpio UK	United Kingdom
		Head of Business Development	Sportscover Europe	United Kingdom
		Director of Cricket Performance	Lancs Cricket / Emirates Old Trafford	United Kingdom
		Business Development Director	Ticketek - UK	United Kingdom
		Partnerships & Marketing Director	Lancs Cricket / Emirates Old Trafford	United Kingdom
		Chief Executive Officer	Active Underwriting	United Kingdom
		Hospitality & Partnerships Sales	Sale Sharks	United Kingdom
		Director of Ticketing & Data	LW Theatres	United Kingdom
		Head of Communications	viagogo	United Kingdom
		Founder & CEO	Music Venue Trust	United Kingdom
		Ticketing Manager	Leicester City FC	United Kingdom



First Name	Surname	Job Title	Company	Country
		Chief Opportunity Officer	Seats.io	Belgium
		Client Services & Operations Lead	Ticketek - UK	United Kingdom
		Ticketing Executive	Cuffe & Taylor	United Kingdom
		Italy Chief Representative	Platinum Group	Italy
		Tech Champion - CRM & Ticketing	Arts Council England	United Kingdom
		Sales Manager	HID Global	United Kingdom
		CTO & Co-Founder	NFT-Tix	Serbia
		Retail Manager	Diageo (Guinness Storehouse)	United Kingdom
		Business Development Director	Software Country	United States
		Box Office Manager	Concert Hall Aarhus (Musikhuset Aarhus)	Denmark
		Administrative Assistant Stadia & Arenas	Axess AG	Austria
		Ticketing & Ops Systems Mgr	Mike Burton Group	United Kingdom
		Chief Executive Officer	nolock	Austria
		Consultant	Queue-it	Australia
		Operations Manager	KX Tickets	United Kingdom
		Chief Executive Officer	Queue-it	Denmark
		Head of Partnerships & Alliances	Acquired.com	United Kingdom

First Name	Surname	Job Title	Company	Country
		Managing Director	Dewynters	United Kingdom
		Business Development	Ticketmaster (DE)	Germany
		Head of Ticketing & Customer Service	RB Leipzig	Germany
		Business Development Executive	TicketPlan	United Kingdom
		Box Office Manager	Gate Theatre, Dublin	Ireland
		Senior Group Co-ordinator	Liverpool FC	United Kingdom
		Compere	The TicketingBusiness	United Kingdom
		Hospitality Director	Dorna Sports	Australia
		Chief Operating Officer	balia.fm	Spain
		Digital Marketing Manager	Seven League	United Kingdom
		Commercial Partnerships Manager	Lancs Cricket / Emirates Old Trafford	United Kingdom
		Head of Technology Delivery	Manchester United FC	United Kingdom
		Business Manager	Tick'nBox by Wonderbox	Spain
		Managing Director	The Little Box Office	United Kingdom
		Partnerships	Cover Genius	United Kingdom
		Customer Solutions Manager	APT SKIDATA	United Kingdom
		Ticketing Manager	ABBA Voyage	United Kingdom



First Name	Surname	Job Title	Company	Country
		Director of Business Development	Redeem	United Kingdom
		Product Management Ticketing & Service	Eintracht Frankfurt	Germany
		Managing Director	Swiss Vapeur-Parc	Switzerland
		Product Lead, Europe	Outbox	United Kingdom
		Director, Ticketing	Michael Cassel Group	Australia
		Chief Business Officer	Activity Stream	Denmark
		Customer Services Director	UK Parliament	United Kingdom
		Head of Information Systems	Tubeleta / Coltixktes	Colombia
		Ticketing Financial Controller (Worldwide)	FIFA	Switzerland
		Club Secretary	Salford City FC	United Kingdom
		Business Development Executive	Artifax Software	United Kingdom
		Managing Director	EVENTIM UK	United Kingdom
		Chief Executive	Lancs Cricket / Emirates Old Trafford	United Kingdom
		Financial Controller	Lancs Cricket / Emirates Old Trafford	United Kingdom
		Performance Marketing Director	Layered Reality™ Experiences	United Kingdom
		Head of Client Success	Tixserve	United Kingdom
		Deputy Director, Olympic Systems	CTS EVENTIM	France

First Name	Surname	Job Title	Company	Country
		Head of IT	Manchester Central Convention Complex	United Kingdom
		Head of Ticketing & Supporter Services	Brighton & Hove Albion FC	United Kingdom
		Chief Operating Officer	MyTicket.de	Germany
		Co-Founder & CEO	easy-connect / Ticket Gretchen	Austria
		Head of Business Development	Ticketline	United Kingdom
		Head of Participate	Live IT	United Kingdom
		Sales Director	Revolugo	France
		Business Developer	Platinum Group	Spain
		Head of Group Ticketing & Customer Engagement	Scottish Rugby	United Kingdom
		General Manager	Ticketek - UK	United Kingdom
		Ticketing Coordinator	Factory International	United Kingdom
		Founder Digital Nativ, Co-Founder	NFT-TIX	United States
		Commercial Partnerships Executive	Lancs Cricket / Emirates Old Trafford	United Kingdom
		Omni Channel Director	Nuvei	United Kingdom
		Head of Ticketing Operations	Bridge Theatre & Lightroom	United Kingdom
		Director of International Sales	Axess AG	Austria
		Head of Product Unit Eventim. Inhouse	CTS EVENTIM	Germany



THE STADIUM BUSINESS NEWS

ALL THE LATEST STADIUM BUSINESS NEWS, BLOGS, VIDEOS, AND
UP-TO-THE-MINUTE MEDIA COVERAGE FROM ALL THE LEADING
VOICES IN THE STADIUM BUSINESS INDUSTRY,

ALL IN ONE PLACE



THE**STADIUM**BUSINESS.COM

First Name	Surname	Job Title	Company	Country
		CEO & Co-Founder	vivenu	Germany
		General Manager Spain	Platinum Group	Spain
		Product Director	Alloc8/FourthWall	United Kingdom
		Acting Operations Director	Lancs Cricket / Emirates Old Trafford	United Kingdom
		Photographer	The TicketingBusiness	United Kingdom
		Business Development Director	Miroma Group	United Kingdom
		Head of Ticketing & Customer Service	Adelaide Fringe	Australia
		Country Operations & Sales	SECUTIX	United Kingdom
		Head of Ticketing	Factory International	United Kingdom
		Director of Account Mgmt	SeatGeek Enterprise	United Kingdom
		Sales Director	Lancs Cricket / Emirates Old Trafford	United Kingdom
		Senior Lead - International Product Marketing	CTS EVENTIM	United Kingdom
		Head of Ticketing & Matchday Ops	Leeds United A.F.C.	United Kingdom
		Consultant	International Olympic Committee	Switzerland
		Head of E-Commerce • Ticketing	DETKS Mehr Entertainment	Germany
		Head of Audiences, Marketing & Sales	Blackpool Grand Theatre	United Kingdom
		Director	Vision Events	United Kingdom



First Name	Surname	Job Title	Company	Country
		Ticketing Manager	Raymond Gubbay (Sony Music)	United Kingdom
		Chief Executive Officer	X52Event	The Netherlands
		HR Director	Lancs Cricket / Emirates Old Trafford	United Kingdom
		Head of Partnerships & New Business	SecureMyBooking	United Kingdom
		Ticketing Coordinator	AFC Ajax	Netherlands
		Marketing Manager	AFC Bournemouth	United Kingdom
		Senior Manager – Event Ticketing Ops	The O2	United Kingdom
		Global Social Impact Lead	viagogo	United Kingdom
		Ticketing Manager	Birmingham City F.C.	United Kingdom
		Head of Hospitality & Events	Lancs Cricket / Emirates Old Trafford	United Kingdom
		Ticketing Manager	Silverstone Circuit	United Kingdom
		Project Manager	Ticketmaster Taiwan [tixCraft]	Taiwan
		Managing Director - (EMEA)	SeatGeek Enterprise	United Kingdom
		Specialist	Piletilevi Group AS	Estonia
		Head of Ticketing - RL Commercial	Rugby Football League (RFL)	United Kingdom
		Chief Executive Officer	Proffworks Ltd	Finland
		Co-Founder	uGigUs.com	United States

DigonexTM

AUTOMATED DYNAMIC PRICING

LIVE ENTERTAINMENT - PERFORMING ARTS - ATTRACTIONS

WHO WE ARE

No more crunching numbers and analyzing data; Digonex automates your dynamic pricing strategy. Our team of PhD economists will build a customized pricing solution to recommend the optimal price for each ticket and updates those recommendations daily. Our algorithms do the work of gathering data, analyzing patterns, and determining the right price. All price recommendations are presented to you in SEATS, our web-based pricing portal. You can review, approve and/or modify prices with the click of a button. Integrated with many of the leading ticketing platforms.

A FEW OF OUR CLIENTS

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WALES MILLENNIUM CENTRE



Royal Albert Hall

**EDINBURGH
INTERNATIONAL
FESTIVAL**

GRAND OLE

OPRY



CHICAGO
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HOUSE**



**ROUNABOUT
THEATRE
COMPANY**

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CANYON**
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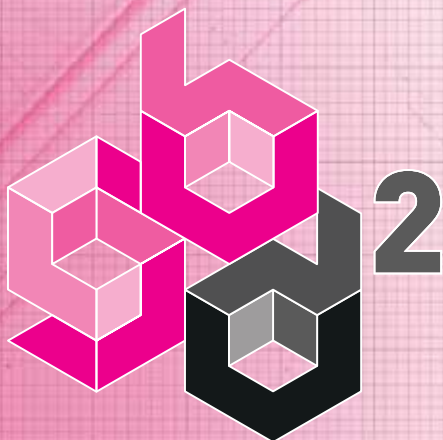
Shedd
AQUARIUM

Digonex.com - HTomasides@digonex.com - 40 Monument Circle, Suite 500
Indianapolis, IN 46204 - USA



First Name	Surname	Job Title	Company	Country
		Head of Visitor Services	Elbphilharmonie Hamburg	Germany
		Head of Ticketing	The Lowry & Quaytickets	United Kingdom
		Head of Ticketing & Sales	KX Tickets	United Kingdom
		Ticketing Manager	The R & A	United Kingdom
		VP of Sales & Greenfield Sales	TicketCo	United Kingdom
		Member Services Supervisor	Warwickshire CCC / Edgbaston Stadium	United Kingdom
		Ticket Operations Manager	Edinburgh Rugby	United Kingdom
		Co-Founder & Head of Revenue Generation	Tixserve	Ireland
		Business Development Manager	Softjourn Inc.	Ukraine
		Responsible for CRM Projects	Concert Hall Aarhus (Musikhuset Aarhus)	Denmark
		General Manager	Seat Unique	United Kingdom
		NFT Utility Manager	GUTS Tickets / GET Protocol	Netherlands
		President & CEO	Eventim USA	United States
		Chief Executive	Blackpool Grand Theatre	United Kingdom
		Customer Service Manager	F.C. København	Denmark
		Business Developer	Wiremind	Netherlands
		Business Developer	Entrio	Croatia

First Name	Surname	Job Title	Company	Country
		Marketing Research & Ticketing	FIFA	Switzerland
		Ticketing Strategist	AXS Ticketing	United Kingdom
		Ticketing Manager	Factory International	United Kingdom
		Director Global Sales Event	SKIDATA	Austria
		Stadium Tours & Experiences Mgr	Liverpool FC	United Kingdom
		Operations Manager	CTS EVENTIM Nederland	Netherlands
		Chief Executive Officer	Sports Illustrated Tickets	United States
		Sales Representative	Onebox Ticket Distribution System	Spain
		Managing Director	F.C. København	Denmark
		Client Success & Comms Manager	Tickets for Good	United Kingdom
		Head of Operations	Sports Travel & Hospitality UK (STH UK)	United Kingdom
		Chief Executive Officer	Tixel	United Kingdom
		Director of Product	Protect Group	United Kingdom
		Business Development Manager	Softjourn Inc.	Ukraine
		Vice President - Sales	Line-Up	United Kingdom
		Product Owner for Insights & Analytics	TickX	United Kingdom
		Product Management	Reservix	Germany



THE STADIUM BUSINESS
DESIGN & DEVELOPMENT SUMMIT
6-7 DECEMBER 2023 - MANCHESTER

JOIN US BACK IN MANCHESTER FOR TWO DAYS OF PRESENTATIONS,
DEMONSTRATIONS, DISCUSSIONS AND PEER TO PEER NETWORKING.

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First Name	Surname	Job Title	Company	Country
		Managing Director	AXS Ticketing	United Kingdom
		Sales Director EMEA	accesso Technology	United Kingdom
		Founder & CEO	NFT-TIX	United States
		Business Manager Officer	Piletilevi Group AS	Estonia
		Chief Executive Officer	Digonex	United States
		Tech Lead – Access Scheme Dev	Arts Council England	United Kingdom
		Senior Director – Strategic Accounts	Ticketmaster UK	United Kingdom
		CFO	Lancs Cricket / Emirates Old Trafford	United Kingdom
		Sales and Ticketing Manager	Harry Potter and the Cursed Child	United Kingdom
		Business Development, UK and Ireland	Nuvei	Netherlands
		Business Development Manager	Nuvei	Netherlands
		Head of Ticketing and Projects	DETKS Mehr Entertainment	Germany
		Vice President - Sales	Adyen	United Kingdom
		Hospitality & Partnership Strategy	Sale Sharks	United Kingdom
		Co-Founder & CEO	Yacooba	Portugal
		Chief Executive Officer	Entrio	Croatia
		Sales Development Specialist	JUSTT.AI	United Kingdom

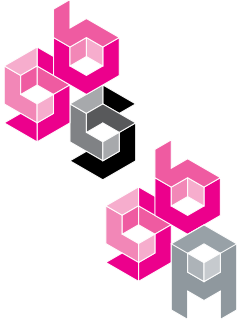


First Name	Surname	Job Title	Company	Country
		Technical Director	Platform81	United Kingdom
		Event Ticketing Manager	Cuffe & Taylor	United Kingdom
		Head of Venue IT	Factory International	United Kingdom
		Eamon.mchugh@Artifax.com	Artifax Software	United Kingdom
		Commercial Manager	Tixel	United Kingdom
		Director of Live Entertainment	Scottish Event Campus	United Kingdom
		Group Coordination Ticketing	Bundestheater Holding	Austria
		Managing Director	Preevue	United Kingdom
		Customer Experience Lead	vivenu	Germany
		Chief Executive Officer	TIX (Australia)	Australia
		Business Development Manager	Nuvei	United Kingdom
		MD Northern Europe	SECUTIX	Netherlands
		Event Ticketing Manager	The O2	United Kingdom
		Head of Marketing	Lancs Cricket / Emirates Old Trafford	United Kingdom
		Editor	TheTicketingBusiness.com	United Kingdom
		Marketing Manager	Tixserve	United Kingdom
		Business Development Executive	Champions Travel	Ireland

TheStadiumBusiness Diary Dates



THE MEETINGS



THE STADIUM BUSINESS SUMMIT 2023

& VENUE TECHNOLOGY SHOWCASE

28-29 JUNE 2023 / Emirates Old Trafford, Manchester / #SBS23

Our showcase event with focus on events, fan experience, operations, tech and revenues.

W: [StadiumBusinessSummit](#)

THE STADIUM BUSINESS AWARDS 2023

28 JUNE 2023 / Emirates Old Trafford, Manchester / #SBA23

Now in their 14th year, *TheStadiumBusiness* Awards celebrate leadership, innovation and achievement among stadium, arena and major sports venue owners and operators.

W: [StadiumBusinessAwards](#)



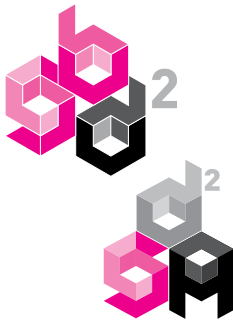
THE STADIUM BUSINESS ASIA 2023

19-20 OCTOBER 2023 / Hong Kong / #SAS23

A regional offering - combining the best of our business/operations and project/development

meetings - with a total focus on the sports and entertainment venue sector in Asia. Co-hosted with *TheTicketingBusiness ASIA* for maximum synergies.

W: [StadiumBusinessASIA](#)



DESIGN & DEVELOPMENT SUMMIT 2023

6-7 DECEMBER 2023 / Emirates Old Trafford, Manchester / #TDS23

The sector's leading projects meeting - with more than 50 delegations attending each year, representing new stadium, arena and sports venue developments from across the globe. Typically €10bn+ of sports venue infrastructure investment - in one room, for two days.

W: [StadiumDesignSummit](#)

DESIGN & DEVELOPMENT AWARDS 2023

6 DECEMBER 2023 / Emirates Old Trafford, Manchester / #TDA23

The Design & Development Awards recognise leadership, innovation and achievement in the design, development, construction and refurbishment of sports and entertainment venues.

W: [StadiumDesignAwards](#)

ON-LINE DIGITAL



THE STADIUM BUSINESS NEWS

The latest sports & entertainment venue news - all in one place. Daily updates, exclusive content, unique insights, job postings and newsletter twice-a-week to **>21k registered readers. >116,000 page views pcm** and rising...

W: [TheStadiumBusiness.com](#)



TheStadiumBusiness

Company Feed

10,286+ followers

▲ 102k+ impressions pcm



@StadiumBusiness

#StadiumBiz

5,250+ followers

▲ 155k+ impressions pcm



First Name	Surname	Job Title	Company	Country
		Director	Tickets for Good	United Kingdom
		Box Office & Systems Manager	Everton FC	United Kingdom
		Director of Ticketing, UK	AXS Ticketing	United Kingdom
		Hostess	The TicketingBusiness	United Kingdom
		Business Development Manager	TLS - Boca Systems	United Kingdom
		Lead Alpha	The TicketingBusiness	United Kingdom
		Ticketing and Insight Manager	The Postal Museum	United Kingdom
		Founder	The TicketingBusiness	United Kingdom
		Head of Ticketing & Hospitality Sales	Lancs Cricket / Emirates Old Trafford	United Kingdom
		Chief Executive Officer	CLK VENUES	Colombia
		Consultant	Axess AG	United Kingdom
		Senior Ticketing Manager	The O2	United Kingdom
		Manager	Empire Sports International	United States
		Membership and Commercial Services Manager	The National Gallery	United Kingdom
		Sales Acc Mgr - Concerts, Sports & Ent	ACC Liverpool Group (M&S Bank Arena)	United Kingdom
		Hostess	The TicketingBusiness	United Kingdom
		Head of Sales	Protect Group	Finland

First Name	Surname	Job Title	Company	Country
		Head of Sales	Ascot	United Kingdom
		Hostess	The Ticketing Business	United Kingdom
		Business Manager NL / BE	Tick'nBox by Wonderbox	Netherlands
		Ticketing Manager	Burnley FC	United Kingdom
		CMO	3D Digital Venue	Spain
		Marketing	The Ticketing Business	United Kingdom
		Ticketing	Vivaticket UK	United Kingdom
		Marketing & Supporter Engagement	Consultant	United Kingdom
		Director Ticketing & Service	Eintracht Frankfurt	Germany
		Head of Ticketing	Raymond Gubbay (Sony Music)	United Kingdom
		Commercial Director	The O2	United Kingdom
		General Manager - Ovation	TEG	United Kingdom
		Accounts Executive	GUTS Tickets / GET Protocol	Netherlands
		Hospitality	Goodwood Group	United Kingdom
		Associate Director, Commercial and Operations	Yorkshire Sculpture Park	United Kingdom
		Business Development Lead	Outbox	United Kingdom
		Head of Conference and Event Sales	Lancs Cricket / Emirates Old Trafford	United Kingdom

Looking at stadia?



THE STADIUM BUSINESS SUMMIT

**JOIN US BACK IN MANCHESTER
ON 28-29 JUNE 2023 FOR THE
NO. 1 STADIUM SECTOR MEETING**



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First Name	Surname	Job Title	Company	Country
		Product Owner	Reservix	Germany
		Head of Visitor Experience	Royal Opera House	United Kingdom
		Chief of Everything Else	The Ticketing Business	United Kingdom
		Head of Ticketing	Ipswich Town FC	United Kingdom
		Head of Communications	Lancs Cricket / Emirates Old Trafford	United Kingdom
		Client Onboarding Manager	Tixserve	United Kingdom
		Ticketing Systems Manager	Leicester City FC	United Kingdom
		Senior Sales Manager	Vivaticket	Italy
		Head of Revenue	Silverstone Circuit	United Kingdom
		Product Owner	Reservix	Germany
		Chief Executive Officer	Indigo	United Kingdom
		Ticketing Lead	Two Circles	United Kingdom
		Account Executive	vivenu	Germany
		Managing Director	Roncalli	Germany
		Director	Ticketblaster	Australia
		Ticketing Projects & Systems Supervisor	Everton FC	United Kingdom
		Managing Director	DETKS Mehr Entertainment	Germany



First Name	Surname	Job Title	Company	Country
		Hospitality Sales Manager	Lancs Cricket / Emirates Old Trafford	United Kingdom
		Founder & CEO	Tickets for Good	United Kingdom
		Analyst	Stadium Capital Management	United States
		President	Empire Sports International	United States
		Product Manager	SKIDATA	Austria
		Strategic Advisor / Ex Co-Founder-Tessitura	MorningStar Resource Group	United States
		Head of Sales & Marketing	Cadogan Hall	United Kingdom
		Head of Ticketing	Cuffe & Taylor	United Kingdom
		Co-Founder & COO	Yacooba	United Kingdom
		Chief Executive Officer	Bilietai.lt	Lithuania
		Commercial Director	AXS Ticketing	United Kingdom
		Business Development	Smart Pricer	Germany
		Chief Executive Officer	Revolugo	France
		Product Owner	AFC Ajax	Netherlands
		Director of Operations	Salford City FC / Soccer Air	United Kingdom
		Managing Director	CTS EVENTIM Nederland	Netherlands
		Director Ticketing Operations	The Shubert Organization	United States

First Name	Surname	Job Title	Company	Country
		Chief Executive Officer	MyTicket.de	Germany
		Analytics & Optimisation Director	Stage Entertainment NL	Germany
		Commercial & Bus Dev -Tech, Sports & Events	SECUTIX	United Kingdom
		Co-Founder & CTO	Skiddle	United Kingdom
		Head of Sales & Ticketing NTP	National Theatre	United Kingdom
		Sales and Ticketing Director	Moulin Rouge! The Musical	United Kingdom
		SVP, Product Development	AXS Ticketing	United States
		Programme Manager	Sports Travel & Hospitality UK (STH UK)	United Kingdom
		Hostess	TheTicketingBusiness	United Kingdom
		Stadium Access & Innovation UK	APT SKIDATA	United Kingdom
		CEO & Founder	Seat Unique	United Kingdom
		Co-Founder & Chief Creative Officer	Easol	United Kingdom
		Project Manager	Entrio	Croatia
		Chief Executive Officer	eventii	Denmark
		Sales Manager	TeamCard / Scotcomms Technology Group	United Kingdom
		Head of Theatre Tokens	Society of London Theatre / UK Theatre	United Kingdom
		Ticket Packaging Specialist	Cedar Packaging	United Kingdom



First Name	Surname	Job Title	Company	Country
		Regional Manager	Ticketblaster	Poland
		Co-Founder	Queue-it	Denmark
		Systems & Data Manager	SecureMyBooking	United Kingdom
		Ticket Operations Manager	Brighton & Hove Albion FC	United Kingdom
		Head of Sales	Leicester City FC	United Kingdom
		A Chronicler of Modern Manchester		United Kingdom
		Managing Editor	The TicketingBusiness.com	United Kingdom
		Ticketing & Memberships Manager	Manchester United FC	United Kingdom
		Sales Director - New Business	Ingresso Group Limited	United Kingdom
		Head of Sales	APT SKIDATA	United Kingdom
		Partnerships Director	Miroma Group	United Kingdom
		Managing Director	TicketPlan	United Kingdom
		Account Manager - UK Sport	SeatGeek Enterprise	United Kingdom
		Head of Sales	Bilietai.lt	Lithuania
		Ticketing Manager	Kilden Theater and Concert Hall	Norway
		Business Development Director	AXS Ticketing	United Kingdom
		National Coordinator / England	Music Venue Trust	United Kingdom

First Name	Surname	Job Title	Company	Country
		VP Enterprise Sales	Adyen	United Kingdom
		Co-Founder	The Ticketing Business	United Kingdom
		Technology Consultant	Independent	United Kingdom
		Advisor / Consultant	pmthibault Consultants	France
		Specialist Ticketing Operation	RB Leipzig	Germany
		Strategy Lead UK	TicketSwap	United Kingdom
		General Manager	Crusaders FC	United Kingdom
		Transformation Manager	Royal Opera House	United Kingdom
		Sales Executive	Ticketmaster Sport	United Kingdom
		Product Management	AFC Ajax	Netherlands
		Chief Revenue Officer	Digonex	United States
		Chief Executive Officer	Close - The mobile Marketing Platform	Netherlands
		Customer Success Team Lead (EMEA)	Queue-it	Denmark
		Senior Sales Manager, Ticketmaster Sport	Ticketmaster UK	United Kingdom
		Senior Ticketing Manager	Sports Travel & Hospitality UK (STH UK)	United Kingdom
		Head of Ticketing	P1 Travel	Netherlands
		Ops Consultant / Country Product Mgr	CTS EVENTIM Nederland	Netherlands



First Name	Surname	Job Title	Company	Country
		Chief Everything Officer	Seats.io	Belgium
		Ticketing Customer Service Supervisor	Everton FC	United Kingdom
		Partnership Manager	PT Travel	Netherlands
		Manager Digital & IT	AFC Ajax	Netherlands
		Business Development Manager	Live IT	United Kingdom
		Tournament Delivery	The FA Group	United Kingdom
		Business Development Manager	Cover Genius	United Kingdom
		Co-Founder & VP Strategic Partnerships	vivenu	Germany
		Senior Product Manager	Ticketmaster (DE)	Germany
		Sales Manager New Business	ERGO Reiseversicherung	Germany
		Business Development Manager	Lancs Cricket / Emirates Old Trafford	United Kingdom
		Development & Planning Manager	Goodwood Group	United Kingdom
		Head of Ticketing (Touring)	DETKS Mehr Entertainment	Germany
		Head of Product - Ticketing	Manchester City FC	United Kingdom
		Teamlead Ticketing	RB Leipzig	Germany
		Arena Marketing Account Manager	ACC Liverpool Group (M&S Bank Arena)	United Kingdom
		Digital Projects Director	The Shubert Organization	United States

First Name	Surname	Job Title	Company	Country
		Head of Tickets & Memberships	Wrexham AFC	United Kingdom
		Product Development Ticketing & Service	Eintracht Frankfurt	Germany
		Project Manager	Ticketmaster Taiwan [tixCraft]	Taiwan
		Specialist	Piletlevi Group AS	Latvia
		Live Booking Agent	International Talent Booking	United Kingdom
		Regional Vice President - Central Europe	Ticketmaster (DE)	Germany
		Marketing Manager	Blackburn Rovers FC	United Kingdom
		Business Development & Sales	Wiremind	Monaco



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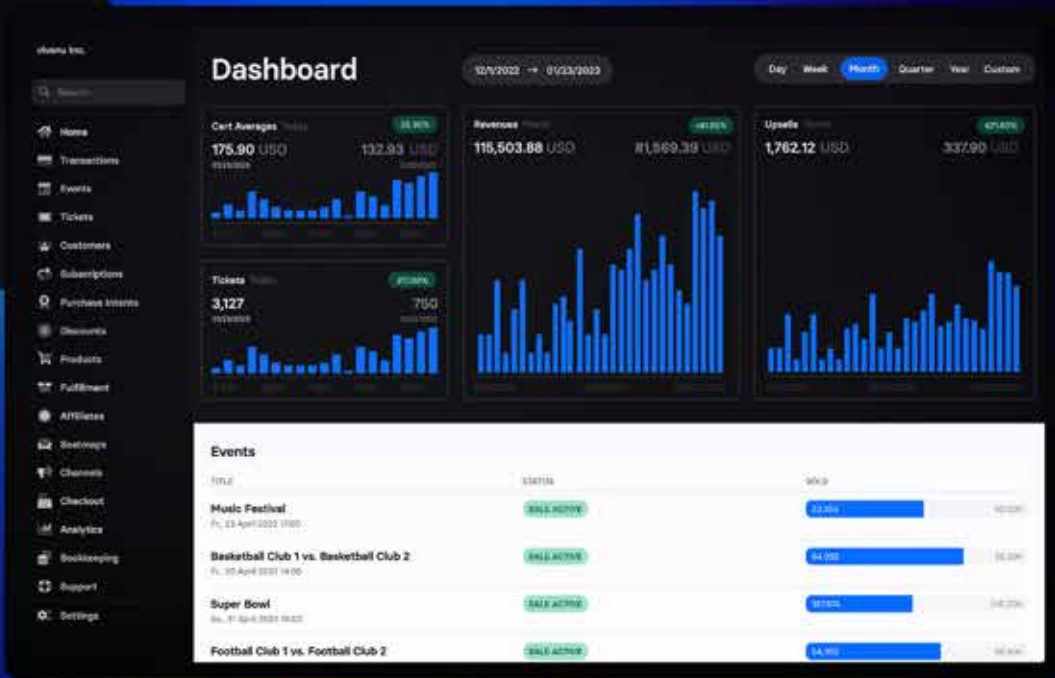
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Leverage our technology-leading primary ticketing platform to unlock customer insights, elevate your buying experience, and drive more sales.





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