

It's the 12th annual

TICKETING BUSINESS FORUM

15-16-17 APRIL 2024 • EMIRATES OLD TRAFFORD • MANCHESTER

Connecting eCommerce and Entertainment

WITH THE 8th ANNUAL

TICKETING BUSINESS AWARDS

2024 HEADLINE PARTNERS

RAISING FUNDS FOR



Make the Most of Your Ticketing

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



INDEX



LOOKING AHEAD



NEW MARKETS. NEW FACES.
Destination Hong Kong on
15-16 October for our 3rd
The TicketingBusiness ASIA.



SPRING BACK TO MANCHESTER
And it's 29-30 April 2025 for the
next #TBF25 in Manchester.

The Schedule:

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Disclaimer: This print edition of the programme is correct at time of press on 08/04/2024. 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.



UNRIVALLED

MATCH-DAY ENTRY

World Class Venue Access Management

Axess is a specialist manufacturer of access control gates and ticket readers for the sports and live entertainment industry. Our equipment is designed and manufactured to exacting standards and offers the highest levels of engineering quality and technical innovation, from QR scanning, to contactless entry and biometrics. Axess is integrated with all the leading ticketing vendors including Ticketmaster, Secutix and Eventim, and can also offer complimentary software products such as **Axess EVENT.ACCREDITATION**.

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AXESS

TICKETING BUSINESS FORUM

MANCHESTER 16-17 APRIL 2024

Welcome to the 12th annual gathering of...

...the live entertainment sector's ticketing, eCommerce and commercial leaders.

Launched in 2013, *The TicketingBusiness Forum* remains the sector's only high-level, truly international networking and knowledge exchange event designed to address the specific needs of key executives engaged in the development and implementation of ticketing and eCommerce solutions for entertainment, events and experiences. We're ahead of 2019 attendances – a record crowd of 500+ delegates from 40+ countries – making this *Forum* the world's leading business meeting for our sector. And that's very much thanks to YOU!

This year's edition boasts plenty of new tech on show in *The Marketplace*, new partnerships to explore, more speakers and sessions – plus discussion, debate and demos in abundance, and an evening of ebullient celebration at the 8th annual *The TicketingBusiness Awards* – the industry's only awards to recognise leadership, innovation and achievement across entertainment ticketing.

Thank you again for investing your time and energy into a real-life meeting with real-life people... making real connections!



Ian, Angelina, Sam, Francesca, Rory, Rich, Gen
& *The TicketingBusiness* team

PS. Whether it's your first time or you're a (returning) regular, we want you to have a fantastic and productive *Forum* experience at #TBF24. But if there's anything we've missed or can do to assist, please let us know. In this digital world, we still have the human touch to fix it!



Don't forget your X
Tweets #TBF24
@TheTicketingBiz

And LinkedIn posts to
your 9,000+ colleagues
on @TheTicketingBusiness



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Your ticket to **streamlined payments**

With Acquired.com, you can manage payments for all your ticket sales on **one platform**. Our sophisticated payments and banking solution is **data-driven** and scalable to meet the evolving needs of your platform.



Easy Integration



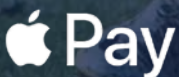
Pay by Bank Solution



Multi-Acquiring Strategy



Flexible Payment Options



The Timeline

Monday 15th April

18.30-20.00 International Reception @ The Edge
Hilton Garden Inn Emirates Old Trafford

RECEPTION SPONSOR



Tuesday 16th April

08.00-18.00 The Marketplace / Networking Open
08.45-17.30 Conference Sessions
17.30-18.30 Presentation of *The Ticketing Business Awards 2024*
18.30-20.30 *AXS Everyone's A Winners' Party*

PARTY SPONSOR

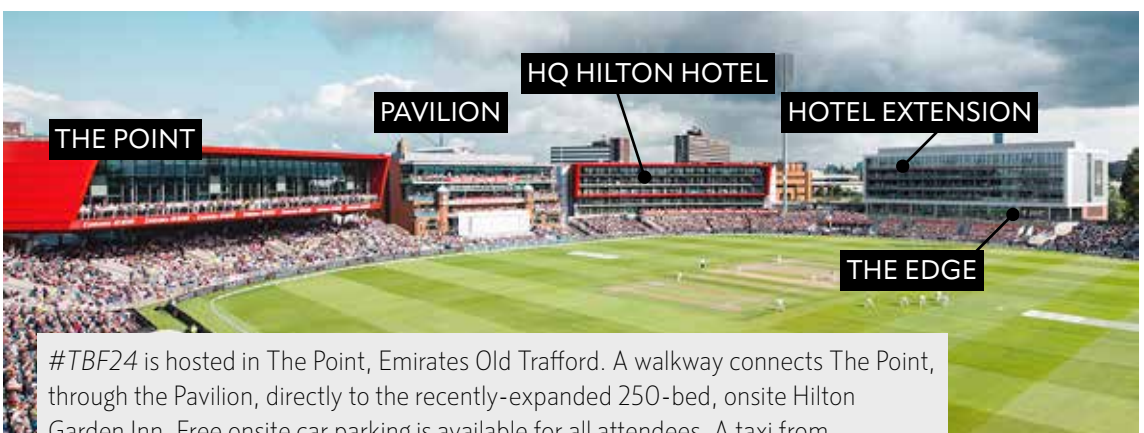


Wednesday 17th April


08.30-15.30 The Marketplace / Networking Open
08.50-15.15 Conference Sessions
15.15-15.30 Prizes and Gifts
15.30 Close of Summit & The Marketplace

Need help? Looking for someone? Visit the Info Desk in The Marketplace for any answers and assistance!

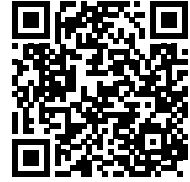
The Venue




#TBF24 is hosted in The Point, Emirates Old Trafford. A walkway connects The Point, through the Pavilion, directly to the recently-expanded 250-bed, onsite 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.



Learn more about our solutions



SKIDATA connect



eTickets offer a more convenient, secure, and environmentally friendly alternative to traditional tickets

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eTickets reduce paper waste, promote environmental sustainability and can be updated at any time.

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Schedule

Monday 15th April

18.30-20.00 TICKETEK WELCOME RECEPTION

Venue: The Edge, 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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 Assurance

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Tuesday 16th April

from 08.00 REGISTRATION & WELCOME COFFEE

Location: *The #TBF24 Marketplace*, The Point, Emirates Old Trafford

08.45-09.10 OPENING REMARKS

East Stage

Welcome (back) to the *Forum*! It's only been 12 months since we were last together, but so much has happened - and goodness knows what is going to happen in the year ahead.

- *Ian Nuttall, Co-Founder, TheTicketingBusiness*

09.10-10.10 OPENING PANEL: INDUSTRY HEALTHCHECK

East Stage

*How are we all doing?
All peachy out there?*

Does AI have all the answers? Ask ChatGPT for our sector's ten key challenges and the response is certainly extensive - from Dynamic Pricing and Scalping / Ticket Reselling through to Fraud / Counterfeiting and Accessibility / Inclusivity - but not entirely accurate.

Throw in a bit of Data Privacy and Security, Technological Innovation, Regulatory Compliance, External Shocks and an emerging 'Stay At Home' culture, and we have plenty to talk about in our opening discussions.

Some opening *Forum* thoughts with:

- *Claire Bartley, General Manager, Ticketek - UK*
- *Noel Edwards, Ticketing Director, NEC Group*
- *John Talbot, Business Development Director, AXS Europe*
- *Jack Kenn, Managing Director, Blue Man Group*





**WE'RE *MORE* THAN
JUST A TRANSACTION.**

LET'S TALK.

business.ticketek.co.uk

Tuesday 16th April

10.10-10.30 KEYNOTE: NAVIGATING THE DATA RUSH

East Stage

Unlocking the Power of Data in Ticketing

With the strapline Navigate the Data Rush of the 2020s our keynote will explore how harnessing data revolutionises ticketing industry strategies, enhances customer experiences, and drives business growth in an era of unprecedented digital transformation. This talk draws on examples - from the Grammy Awards and FC Schalke 04 to Stanford University and the Hockenheimring via ESL and more - to showcase how the new flow of data (and its analysis and interpretation) presents a new toolbox for the sector.

- *Simon Weber, Co-Founder, vivenu*



10.30-11.00 NETWORKING BREAK

The Marketplace

Please note: After the break sessions run parallel across both East and West stages



Tuesday 16th April

11.00-11.45

PANEL: TRAVEL, TOURISM & TICKETS

West Stage



Flight. Hotel. Entertainment? Missing Your Connections!



TheTicketingBusiness.com continues to report extensively on the rise of partnerships between airlines, discovery sites, online marketplaces and entertainment ticketing inventory. We've seen API development en masse by leading online travel destinations which offer the opportunity to sell tickets to a world of travellers and tourists.

How do we best maximise the enormous opportunities around global sports and entertainment tourism?

- *Georgia Aubrey, Partnerships Director & Co-Founder, Lovetovisit*
- *Willem-Jan Brabers, Founder/Director, Yuno.travel*
- *Edmund Rudder, Head of Operations, Frameless*

Moderator

- *Noel Edwards, Ticketing Director, NEC Group*



Tuesday 16th April

11.00-11.30 CASE STUDY: PRICING TO DEMAND

East Stage

The Impacts of Dynamic Pricing

Digonex is a leading provider of automated dynamic pricing solutions in the live entertainment and attractions sectors, including prestigious clients such as Royal Albert Hall and Wales Millennium Center.

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.

Join Greg as he explores how an automated algorithm-driven approach to dynamic pricing can deliver significantly better results with less work!

- *Greg Loewen, CEO, Digonex*



11.30-12.00 TECHNOLOGY: ACTIVATING THE TOUCHPOINTS

East Stage

AI Strategies for Venue Management and the Guest Experience

Discover how AI is boosting efficiency, driving revenue, and reshaping venue management for leaders like Tottenham Hotspur FC and American Express Presents (AEG Live).

Your expert guides in this session are:

- *Matt Rothman, International Business Development at Satisfi Labs*
- *Vikram Rajkumar, Account Director at Satisfi Labs*



Tuesday 16th April

11.45-12.30 **PANEL: THE BIG ONES – MEGA EVENTS**

West Stage

Small Changes. Big Impacts.

The big events capture the hearts and headlines like no others. This session delves into the challenges of ticketing for major events. We'll start with some of the unique challenges faced by rightsholders, host committees and system providers when planning, preparing and delivering Mega-Events.

We'll consider if each edition of a tournament is simply a case of 'same again'. Is there any recurring red thread in terms of ticketing programmes or are their novelties each time a major tournament goes somewhere else?

When tournaments move to new markets how does ticketing translate and transfer between major events and cultures? How are customer profiles evolving from tournament to tournament?

How should the ticketing expertise passed on to the next edition? Or, is it even relevant? Rinse and repeat? Or clean sheet? Your panelists include:

- *Karol Checinski, Ticketing Product Management Team Lead, FIFA*
- *Billy Partridge, Consultant & Freelance Event Ticketing Specialist*
- *Christopher Rawlings, Business Development UK & Ireland, Secutix*

Moderator

- *Shah-Zeib Ahmed, Director, Glosancon - Sports*



Tuesday 16th April

12.00-12.40

CASE STUDY: OMNICHANNEL DIRECTIONS

East Stage

The Seamless Online Experience

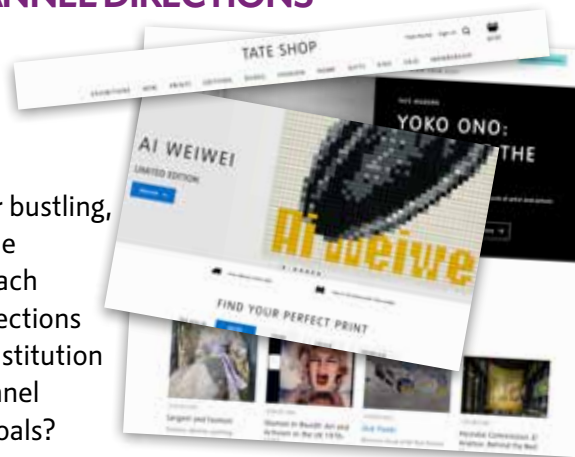
There's more to Tate than its four bustling, world-renowned art galleries. The organisation is on a journey to reach around the world with its art collections and collaborations. How is this institution creating a world-class, omnichannel website to support its strategic goals?

We'll explore how Tate is bringing ticketing, merchandise, membership and much more into a seamless online experience with:

- *Matt Thorley, Head of Sales, Tate*
- *Will George, Head of E-Commerce, Tate*

Moderator

- *Tom Dawson, Director of Digital, Assoc. for Cultural Enterprises*



12.40-13.00

KEYNOTE: CONFIDENCE TO CONVERT

East Stage

Embedded Protection... with the Power of AI

Prospective ticket buyers are looking to protect the big-ticket items they invest in. This gives venues and ticketing partners ample opportunity to optimise protection... and now with the power of Artificial Intelligence (AI).

This session will explore the past, present and future of AI in the event space and how embedded protection can allow ticketing partners to increase core conversions – selling more tickets, earlier and at an optimal price, anywhere in the world.

- *Joe Calnan, Partnership Director - Ticketing, Cover Genius*



Tuesday 16th April

13.00-14.30 NETWORKING LUNCH

The Marketplace

Sponsored by  **COVER GENIUS**

14.30-15.00 CASE STUDY: LW THEATRES' MASS MIGRATION

West Stage

100 Shows. Six Venues – On the Move!

Moving ticketing systems can be a complex and daunting challenge. Moving systems with more than a hundred shows across six venues with a target of zero downtime

and an advance matched to the penny is something else entirely. That's the scene-setter for this special #TBF24 session where LW Theatres' group-wide ticketing migration is explored.



This exclusive session will cover:

- What went well - tips for any organisations looking to switch systems;
- What we learnt - what both sides would approach differently having completed the migration;
- Data - insight into KPIs and meaningful datapoints;
- Actionable takeaways - learnings others can take back to their organisations.

Your migrations experts are:

- *Martin Crosier, Director of Ticketing, LW Theatres*
- *Chris Crossley, COO & Co-Founder, Line-Up*

Tuesday 16th April

13.00-14.30 NETWORKING LUNCH

The Marketplace

Sponsored by  **COVER GENIUS**

14.30-15.30 DEBATE: PRICING MATTERS

East Stage

Are We All-in for Transparency?

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, as does Theatre. Sport does something else.

From this range of approaches, what are the start points for those seeking to take greater control over event pricing?

Meanwhile, the legislators and politicians are clamouring for 'clarity and openness' on what has been one of the sector's most opaque practices. From the ubiquitous Service and Booking Fees, to Restoration levies and digital Delivery Charges, our sector has been built on incremental costs which are invariably passed onto the customer at various stages of checkout. How will 'all-in' pricing work in practice – and where will the pressure to be transparent take the checkout flow?

Voices in the debate:

- *Lucy Levitt, Head of Business Development, Kilimanjaro Live*
- *Paul Newman, Director of Ticketing - UK, AXS Europe*
- *Kevan Williams, Ticketing Director, ASM Global*

Moderator

- *Jonathan Brown, Chief Executive, STAR - Society of Ticket Agents and Retailers*



Tuesday 16th April

15.00-15.30 CASE STUDY: DIGITAL TRANSFORMATION

West Stage

Sunderland AFC's digital matchday strategy

From first meeting at *The Ticketing Business Forum* to implementing one of the most advanced digital access solutions in UK football, Sunderland AFC has been on a strategic digital transformation of its matchday experience with SKIDATA.



The club, its technology partner and strategic advisor will share the development story to date including the selection of NFC technology for the Stadium of Light, the back-office ticketing processes and team onboarding, through to deployment, challenges and fan communications.

The session will finish with a teaser of 'cool stuff' around NFC entry tokens, innovation in hospitality and VIP areas, and how the platform positions *The Black Cats* to bridge the real and virtual worlds of fan engagement with collectibles, biometrics and Web3 for the future.

Sharing the team's insights:

- *Rob Holmes, Ticketing Manager, Sunderland AFC*
- *Brandon Furse, Senior VP - Operations, General Sports Worldwide*
- *Jeff Sheldon, Head of Sports and Entertainment, UK & Northern Europe, APT SKIDATA*

16.00-16.30 NETWORKING BREAK

The Marketplace

Tuesday 16th April

15.30-16.00 **TECHNOLOGY: A DYNAMIC DUO**

East Stage

AI Chatbots and 3D Seat Maps Revolutionising Ticketing Sales

Discover the transformative power of AI Chatbots in revolutionising the online ticketing sales experience.

During this session, attendees will delve into the dynamic interplay between AI-driven conversational agents and the immersive precision of 3D seat maps, witnessing firsthand how this synergy elevates decision-making processes, instills buyer confidence, and crafts personalised purchase journeys.

Don't miss this opportunity to unlock the potential of AI Chatbots in shaping the future of ticketing purchase flows.

Your guide and futurologist:

- *Francis Casado, Co-Founder & Head of Business Development, 3D Digital Venue*

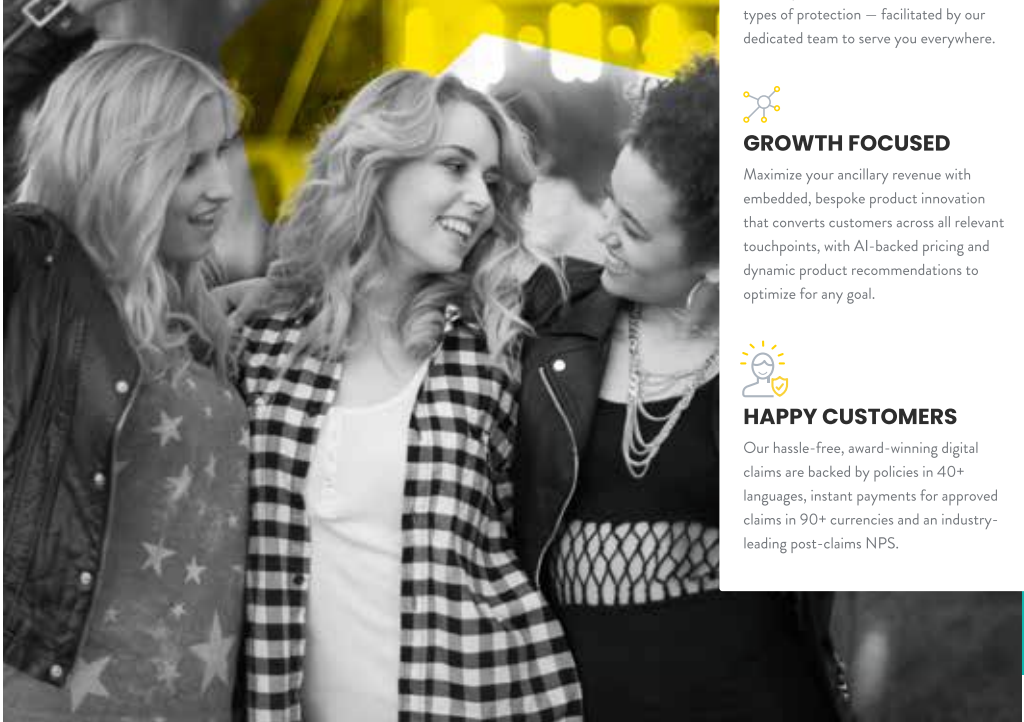


Photo by Yulia Matvienko on Unsplash

16.00-16.30 **NETWORKING BREAK**

The Marketplace

WHY OUR PARTNERS CHOOSE COVER GENIUS



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AWARDS

Our teams in New York, San Francisco, São Paulo, Montevideo, London, Amsterdam, Singapore, and Sydney have collected dozens of international awards that recognize innovation in insurance and customer experience.



Tuesday 16th April

16.30-17.30 TECHNOLOGY: BIOMETRICS & TICKETING

East Stage



Facing a Frictionless Future

Biometrics systems are gaining popularity as an authentication method for more and more digital tasks, including retail purchases. We'll explore the application(s) of biometrics in ticketing, eCommerce and event operations.

The tech has been widely adopted in sports - across NFL and NBA teams in North America down to Brazil, alongside recent trials at the Australian Open tennis in Melbourne. What are the key drivers to utilisation and where are the barriers to implementation?

A range of biometric validation technologies are available - from facial recognition through to finger veins and Amazon's palm scan. Which are best suited to online - and on-premise - applications?

Putting their faces in the frame, we welcome:

- *Tim Chambers, Managing Director, TJChambers Consultancy*
- *Fred Fischer, VP Global Sales, Wicket*
- *Daniel Križan, Co-founder & CEO, TruCrowd*
- *Bridget Krull, Ticketing Strategist, AXS*
- *Jordi Torres, Managing Director EMEA, Veridas*

Scanning for the truth, our moderator:

- *Rory Squires, Chief Editor, TheTicketingBusiness.com & Co-Founder, Squires Media*

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Ticketing Business of the Year 2023

Awarded at the Ticketing Business Awards 2023

For More Information

UK: axseuropeansales@axs.com

SWE: nordicsales@axs.com

solutions.axs.com



Tuesday 16th 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 11 categories:

- CAMPAIGN OF THE YEAR
- UNSUNG HERO
- MOVERS & SHAKERS
- 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 Finalists and Judging Panel for 2024.

19.00-20.30 AXS WINNERS' PARTY

The Marketplace/Balcony, The Point



You're invited to celebrate with the Finalists and Winners as the drinks, nibbles, selfies and jokes flow – generously energised by AXS.

The Ticketing Business

AWARDS 2024

CAMPAIGN OF THE YEAR

- Co-op Membership Presale – Co-op Live/OVG
- Disney 100: The Exhibition at London ExCeL Centre – FKP Scorpio Entertainment Ltd & Luna Entertainment Group
- FIFA Women's World Cup 2023 Australia and New Zealand Ticketing
- London Diamond League 2023
- Ticketmaster x AGPC – Simplifying the fan journey
- 'Weirdly Easy' campaign – Dice

IMPACT AWARD

- Cologne's global touring exhibitions – Explorado Group
- CSR Ticketing Scheme, Salford Red Devils
- Data-driven audience development – Segerstrom Center for the Arts
- Music of the Spheres sustainability tour – Coldplay/Live Nation/SAP/Green Nation
- Reaching into the Community – Stuttgarter Kickers/vivenu
- Summer Olympic Games Ticket Donation Initiative – Paris 2024
- The humane event ticketing platform – Humanitix

DISRUPTOR AWARD

- ABBA Voyage – The immersive concert experience
- Gateway to accessible event ticketing – Different Breed
- #OwnOurVenues scheme – Music Venue Trust
- Subscription ticketing – RSC Anderlecht/Roboticket
- Tickets, travel and more – Integrated event experience platform Fortius
- Virtual/Community Tickets – Kaizen Ticketing

GUEST EXPERIENCE AWARD

- Digital Ticket Implementation for The Nutcracker – Ballet Austin/True Tickets
- Festival Engagement & Satisfaction – St Magnus International Festival
- Joined up guest experience – VisitOne
- Lollapalooza India – BookMyShow
- Self-Serve Ticket Exchange & Return – Ticketek/AFL
- Trackside Treasures at Dutch Grand Prix/Zandvoort
- VIP Experiences and Reviews – The Padded Seat

PRODUCT INNOVATION

- Apple Tap to Pay – INTIX
- Accessibility Management – Alloc8
- GTX Mobile Entry Pedestal – Janam Technologies
- Online Accessible Ticketing – Ticketek
- Pay with Friends – Backpack/Megatix
- Timeslot Lottery – Paris Olympics 2024/CTS Eventim

INSIGHTS & ANALYTICS AWARD

- Act Green Initiative – Arts Council England/You.Smart.Thing/Indigo
- Corporate Tickets Revamp – Philadelphia Eagles/TicketManager
- Cultural Participation Monitor – Audience Agency
- Data & Marketing Ecosystem – Fever
- Genomme InTime – Ticketek
- Reverse Ticketing and Data-Driven Insights – TicketRev

UNsung HERO

- James Alexander, Team Manager – Ticketing Live Entertainment, SEC
- Kerry Black, Box Office Assistant, Capital Theatres
- Nicholas Brennan, Ticketing Systems Manager, Warwickshire CCC
- Kelly Larson, Head of Ticketing, Venues Live WA
- Cecilia Root, Box Office and Retail Manager, Kalamazoo State Theatre
- Ben Truscott, Client and Event Services Manager, Moshtix

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

MOVERS & SHAKERS

- Abigail Fisher, Head of Sales, Dewynters
- Justin Gamblin, Path Entertainment Group / Monopoly Lifesized
- Ali Jeeves, Client Services Director, AXS Europe
- Zane Rambaran, Director of Touring, Robomagix Live
- Zorica Sterjov, Senior Account Manager, Moulin Rouge! The Musical - Australian Tour
- Matt Usher, Head of Ticketing, ICC Men's Cricket World Cup 2023 - Official Travel Programme

EXECUTIVE OF THE YEAR

- Pierre-Henri Deballon, Co-Founder & CEO, Weezevent
- Phillipa Hicks, Co-Founder & Head of Product, Seat Unique
- David Lynam, Founder, Kaizen Ticketing
- Ben Sebborn, Co-Founder & CTO, Skiddle
- Marco Rios, CEO, Primuse Live
- Hrefna Sif Jónsdóttir, Managing Director, Tixly

THE TICKETING BUSINESS OF THE YEAR

- BookMyShow
- CTS Eventim
- Dice
- Paris Entertainment Company
- Secutix
- Skiddle

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 2024 JUDGES:

- **Jules Arnott**, Co-CEO, LW Theatres
- **Martin Austin**, Managing Director, Nimbus Disability
- **Sophie Beattie**, Sales & Ticketing Director, Sonia Friedman Productions
- **Georgia Bekyra**, Senior Manager - Ticketing, Everton FC
- **Nicolle Cannock**, Head of Insights, Dewynters
- **Tim Chambers**, Managing Director, TJ Chambers Consultancy
- **Phillippa Hicks**, Head of Product & Co-Founder, SeatUnique
- **Paolo Monguzzi**, Head of Stadium Revenue, Juventus FC
- **Gordon Morrison**, CEO, ACE Association of Cultural Enterprise
- **Ian Nuttall**, Co-Founder, TheTicketingBusiness
- **Katy Raines**, CEO, Indigo Ltd
- **Carolyn Sims**, Director, CMSA Consultancy
- **Alistair Spiers**, Head of Sales, Leicester City FC
- **Edwin Suk**, Group Director, IT, Stage Entertainment NL
- **Emily Tuffin**, General Manager, Sports Travel & Hospitality, UK
- **Leonie Wakeman**, Commercial & Operations Director, AEG Presents

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Wednesday 17th April

from 08.30 REGISTRATION & WELCOME COFFEE

Location: *The #TBF24 Marketplace, The Point, Emirates Old Trafford*

08.50-09.05 WELCOME BACK

West Stage

A quick review and highlights of the day ahead.

- *Ian Nuttall, Founder, TheTicketingBusiness*

09.05-09.45 SPECIAL GUEST: BLUE MAN GROUP

West Stage

Five Decades of the Blue Men

It's the show that continues to defy genre or audience profile. Each Blue Man Group performance is a joyous, raucous and inventive celebration of humanity and how we connect: through art, music, comedy and nonverbal communications.

Yes, we'll be talking paint splashing, drum solos, marshmallows and Jell-O. But we'll get into the realities of sustaining its five residences across North America and Europe - plus the new *Bluevolution World Tour*.

And, as a long-term resident of Las Vegas, seasoned *Cirque du Soleil* exec and veteran promoter, our guest will be sharing his thoughts on the future direction of immersive creations, live entertainment and ticketing.

A fireside with:

- *Jack Kenn, Managing Director, Blue Man Group*



Wednesday 17th April

Parallel sessions continue across both stages

09.45-10.45 **PANEL: REBUILDING THE FOUNDATIONS**

West Stage

Saving Live Entertainment. One Ticket at a Time

Grassroots Music Venues (GMVs) are the RnD department of the multi-billion music industry. GMVs are music spaces which have a dedicated function of promoting and developing new talent – the foundation of the live entertainment sector. But that foundation is increasingly precarious. 125 of the UK's GMVs shut last year – that's two per week. The closure of a single venue represents a huge loss to the local community, to the music sector, and to the future of our business.

Bodies such as the Music Venue Trust believe a £1 levy on tickets to arena and stadium shows could be used to set up a support fund. Venue owners are also looking at combining their purchasing power – and looking into more Direct-to-Fan platforms to build data, brand and loyalty. What other measures can our sector do to support its own survival?

Setting out the scene, offering practical advice, and furthering calls for support – we welcome:

- *Mark Davyd, Founder, Music Venue Trust*
- *Rob March, Managing Director, Sound City and Founder, GIGMATE*
- *Thomas Rhodes, Commercial Relations, Planet Fans*



10.45-11.15 **NETWORKING BREAK**

The Marketplace

Wednesday 17th April

09.45-10.45 **PANEL: MARKETING & MEASURING**

East Stage

(How) Do You Know What's Working?

The pressure on ROI from marketing budgets has never been greater – and there are a vast array of tools available to track and measure marketing effectiveness – from clicks to conversion. But how do you determine what's really working? Can marketers survive (and thrive) in a cookie-free future?

We also return to one of our most talked-about sessions from last year to revisit the growing role of AI in entertainment marketing. From the creation of visuals and campaign messages, through to segmentation and pricing tools, a huge range of AI-powered tools now exist for the entertainment marketer.

Our panelists share their approaches and views on what's hot and what's not. Please welcome:

- *Claire Bartley, General Manager, Ticketek - UK*
- *Hugh Gledhill, Marketing Strategy Director, Layered Reality™ Experiences*
- *Mark Brooks, Head of Commercial Operations, Elite League*
- *Rob Kirk, Head of Touring Experiences, Grande Experiences*



Photo by Afif Ramdhasuma on Unsplash

10.45-11.15 **NETWORKING BREAK**

The Marketplace

Wednesday 17th April

11.15-11.45

INSIGHTS: LIVE MUSIC

West Stage

Record-breaking tours, but is the ecosystem broken?

We have seen record-breaking tours in live music, with yield management systems and higher prices at the top of the market, coupled with venue closures and festival cancellations. Consumer habits have changed post covid, and macro economic factors are unrelenting, but ultimately is the current boom in live to be followed by an inevitable bust?

Chris explores privatisation of profit, sweating assets, internalising secondary ticketing and underinvestment in talent and business pipeline alongside consumer sentiment on ticket prices.



11.45-12.30

DISCUSSION: DIGITAL TICKET ADOPTION

West Stage

The Move to Mobile: Mission Completed?

Join this cross-sector discussion about the acceleration of digital ticket adoption post-Pandemic. Where are the final analogue elements? Is there still resistance from audience segments? What are some of the unexpected consequences of rollout?

And where next for the digital, mobile-first ticket? Simply an access key? Or as a personalised comms (and commerce) platform for the event-goers' experience?

- *Tiffin M. Feltner, Director of Ticketing, Walton Arts Center & Walmart AMP*
- *Jamie Snelgrove, Head of Business Development, Society of London Theatre | UK Theatre*
- *Edmund Rudder, Head of Operations, Frameless*

Wednesday 17th April

11.15-11.45

CASE STUDY: EUROVISION 2023

East Stage

Nil points... without an audience

In 2023 – on behalf of the Ukraine – the United Kingdom hosted the *Eurovision Song Contest*

competition for the first time in 25 years. Liverpool hosted a bi-cultural events programme across the two nations, nine sold-out arena shows in one week – alongside livestreams to fanzones outside the arena.

This special session, delivered by the BBC's ticketing representative for the *Eurovision Song Contest 2023*, goes behind the scenes to look at the legacy impacts, the ticketing and the marketing lessons from this the record-breaking event.

- *Billy Partridge, Freelance Ticketing & Event Consultant*



11.45-12.45

TOWN HALL: SPORTS, STADIUMS & LEAGUES

East Stage

Innovation vs Tradition

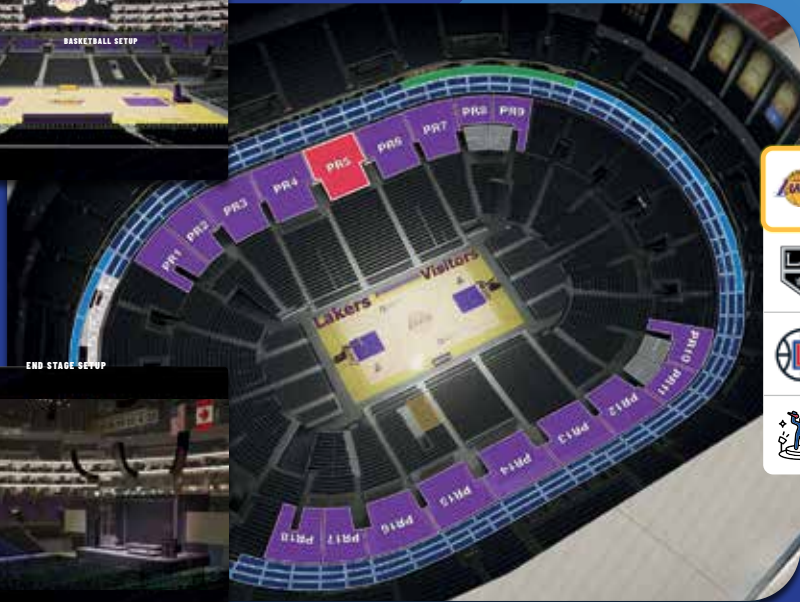
We'll kick off with a look at the digital transformation of sports ticketing, then circle around a few key touchpoints, drop in a few ongoing challenges before landing back with the audience. Let's take some shots with:

- *Mark Brooks, Head of Commercial Operations, Elite League*
- *Franco Segara, Innovation Director, Valencia CF*
- *Paolo Monguzzi*, Head of Stadium Revenue & Entertainment, Juventus FC*
- *and guests...*



DIGITAL INNOVATION THAT **FUELS** TICKET SALES

SEE MORE



JOIN THE FUTURE OF SEAMLESS SALES WITH US

Wednesday 17th April

12.45-13.45 NETWORKING LUNCH

The Marketplace

13.45-14.30 VIP & PREMIUM: TRENDS & DIRECTIONS

East Stage

Evolving Offers in the Digital Era

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.

We'll cross from football to *Paris 2024 Olympic & Paralympics Games*, stopping at some of the finest hospitality packages along the way.

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;
- Pricing for Success: Modelling and dynamic prices;
- Online Sales: Creating conversion for big ticket packages;
- Those Rainy Days: Ways to maximise attendance;
- Engagement beyond the sport: Services and opportunities for added-value.

We welcome the insights and expertise of:

- *Phillipa Hicks, Head of Product & Co-Founder, Seat Unique*
- *Alistair Spiers, Head of Sales, Leicester City FC*
- *Thomas Willdridge, Global Head of Pricing Strategy, On Location*

Digonex

Automated **Dynamic** Pricing

Digonex's team of PhD economists create customized pricing algorithms that do the work of gathering data, analyzing patterns, and determining the right price so you have more time to focus on your business.

Trusted By



Wednesday 17th April

14.30-15.15

DISCUSSION: TICKETING WITH HEART & SOUL

East Stage

The growth of 'ethical ticketing'

Everybody looks for someone to blame when things go wrong – and invariably the ticketing provider is there to take the heat and headlines. Our sector has long been the 'lightning conductor' for all fan frustrations, ticketing dilemmas and service issues.



But recently, we've seen the growth in 'platforms with a purpose': ticketing software that does more than sell tickets. From 'ethical resale' and carbon offsetting to charitable and community donations, the proponents of these platforms argue that they are 'doing good by ticketing'. Is that genuinely the case? Or is this just a branding exercise in how to differentiate your platform from others out there?

Putting their hearts on the line:

- *James Alexander, Team Manager - Ticketing Live Entertainment, SEC/OVO Hydro*
- *Martin Austin MBE, Managing Director, Nimbus Disability*
- *Rob March, Managing Director, Sound City and Founder, GIGMATE*

Holding back the tears (and the mic):

- *Tim Chambers, Managing Director, TJChambers Consultancy*



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ticketing ecosystem

29-30 April 2025 | Manchester

Join us for two days of presentations, demonstrations,
discussions and peer to peer networking that will introduce
you to the very latest in live entertainment ticketing

www.ticketingbusinessforum.com

Wednesday 17th April

15.15-15.30 CLOSING THOUGHTS

East Stage

Prizes. Thanks. Closing thoughts. And so to Hong Kong, 2025 and beyond.

15.30 CLOSE OF 2024 FORUM



Save the dates 29-30 April 2025 for our next edition... Sign-up before you leave for best rate including on-site hotel guarantee ;)

Make the Most of Your Ticketing

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



A huge thank you
to all of our 2024
speakers for sharing
their insights,
expertise and
experiences...

**TICKETING
BUSINESS
FORUM**



Shah-Zeib Ahmed

**DIRECTOR
GLOSANCON - SPORTS**

Shah-Zeib Ahmed - or Shah as we call him - is no stranger to the Ticketing Business Forum. Ever since his journey across the channel to the world of Football and FIFA brought him back to his adopted home of Manchester, he has been attending every edition of our event; being a speaker, panellist or simply coming back to meet old and making new friends in ticketing. Shah is a truly international sports business and ticketing professional with an impressive track record of experiences that spans across the globe, through different sports and events such as FIFA's Men's, Women's, Youth, Club to Rugby League World Cups. Since launching his consultancy - glosancon-sports - the adventures have continued for Shah from working on the FIFA World Cup in Qatar, FIFA Women's World Cup Australia and New Zealand, to more recently setting his sails back to Paris 2024 for the Olympic and Paralympic Games. Shah has also made it his mission to showcase the world of ticketing to those, who aspire to work in the world of sports business and event management through guest lectures at several universities and by sharing his knowledge through the CPD accredited online course "Sold out - An Introduction to Ticketing Sports Events". Recognised for his leadership and adaptability, Shah thrives in diverse environments and is committed to continue creating memorable experiences in the business of sports.



James Alexander

**TEAM MANAGER – TICKETING LIVE ENTERTAINMENT
SEC/OVO HYDRO**

James has worked at the Scottish Event Campus for over 18 years. He has vast ticketing experience managing the ticketing of a wide variety of Live Entertainment events across the SEC's three venues - OVO Hydro, Armadillo and SEC Centre. The campus plays host to many homegrown and international music mega stars, as well as many family, comedy and sporting events. His current position is that of Team Manager - Ticketing Live Entertainment. This involves working with and managing a team of six ticketing managers, working in close collaboration with other internal departments and many different promoters to ensure the successful delivery of events which come to the Scottish Events Campus. James has also worked on many stadium events at Scotland's national stadium, Hampden Park, 35 to date to be exact! Prior to 2005, James worked in the telecoms industry.



Georgia Aubrey

**PARTNERSHIPS DIRECTOR & CO-FOUNDER
LOVETOVISIT**

Georgia is Partnerships Director & Co-Founder at Lovetovisit.com, the UK-based tech start-up that achieved over £4million in its first year of trading. Lovetovisit's proprietary API means the company already sells over 2,700 (and growing) products for attractions, theatres, events and experiences across the UK, by integrating with multiple ticketing systems and channel managers. Georgia heads up the Partnerships Team responsible for getting these amazing businesses onto the platform and selling tickets. The UK has so many incredible things to see and do, Lovetovisit's mission is bring discovery and booking convenience to busy consumers.



Claire Bartley

GENERAL MANAGER
TICKETEK UK

Building on a career spanning e-commerce and digital marketing across lifestyle sectors, Claire brings a unique blend of expertise to the ticketing industry as the General Manager of Ticketek UK. Since joining Ticketek's parent company TEG in 2019, Claire has been instrumental in driving growth, fostering collaboration, and navigating the dynamic landscape of live entertainment marketing and ticketing. With a strong understanding of the industry and competitive landscape, Claire has played a pivotal role in growing the business and establishing Ticketek UK as a leader in the UK market by creating strategic alignment with customers in event promoters and building a successful playbook for reaching ticket buyers. With an unwavering dedication, organizational skills, and passion for the live entertainment industry, Claire continues to drive excellence and innovation in the ticketing industry, positioning Ticketek UK for continued success in the dynamic world of live entertainment. Claire is also committed to supporting the careers of people from diverse backgrounds including as a mentor on the NOWIE (Network of Women in Events) 'Level up' programme and partnership with Bristol-based career coaching social enterprise Babbassa.



Mark Brooks

HEAD OF COMMERCIAL
ELITE ICE HOCKEY LEAGUE

Mark is the Head of Commercial Operations for the Elite League, the UK's highest level of professional ice-hockey. Mark joined the Elite League from Ulster Rugby where he was Sponsorship Manager having previously served as Sponsorship & Partnership Manager for the Odyssey Trust, owners of the Belfast Giants, The SSE Arena and W5.



Jonathan Brown

CHIEF EXECUTIVE
STAR

With a background in entertainment as a technician, stage manager, producer and administrator, Jonathan has been involved with STAR since 1997, when he was a director of the marketing agency working on its launch. Over the years, as Chief Executive of STAR, he has garnered an extensive knowledge of legislation and regulation affecting ticket sales and represents STAR, its members and the ticket industry in the press, on radio and television and as a speaker at industry events. His work for STAR includes a continuing dialogue with other industry bodies, government departments, law enforcement and regulatory bodies on ticketing matters.



Joe Calnan

**PARTNERSHIPS DIRECTOR - ENTERTAINMENT
COVER GENIUS**

Joe Calnan is the Partnership Director for Live Entertainment Ticketing at Cover Genius, the insurtech for embedded protection. Together, Cover Genius and its partners protect the global customers of the world's largest digital companies including Uber, Klarna, Amazon, Booking Holdings and Ryanair. In his role, Joe is responsible for seeking and developing high value partnerships in the live entertainment and ticketing industry – Cover Genius is integrated with 70+ ticketing partners, including Ticketmaster, AXS, See Tickets, Seat Geek, Vivaticket, Audienceview and Tessitura. Joe has spent 10+ years in the live entertainment and ticketing industry in a variety of senior leadership roles overseeing strategic partnerships at AXS, before this Joe worked for technology provider DXC Technology.



Chris Carey

**FOUNDER
FAST FORWARD**

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.



Tim Chambers

MENTOR, ADVISOR & CONSULTANT
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.



Martin Crosier

DIRECTOR OF TICKETING AND DATA
LW THEATRES

With over 20 years' experience in Box Office, Sales & Ticketing in the West End. Martin now heads up the ticketing business at LW Theatres, over the last seven years helping transform their sales, use of data science, tech ecosystem, ticketing services and the in-house teams to optimise the whole operation. Before joining LW Theatres, Martin worked as a ticketing & sales strategy consultant for 100s of producers, plays, events and musicals while working at AKA marketing agency for over 9 years after previously managing a number of West End Box Offices. Martin cares about building audiences, creating extraordinary experiences, seamless interactions and long-lasting productive relationships.



Chris Crossley

CO-FOUNDER/DIRECTOR
LINE-UP

Chris' background is in product design and he has over 12 years' experience in designing and developing digital ticketing products that have been used by millions, worldwide. As a co-founder of Line-Up, Chris has led the growth of the company's client base from zero to having processed almost half a billion pounds worth of tickets. Chris is passionate about user experience and the use of technology to improve this, wherever possible. Line-Up provides Exceptional Ticketing for Exceptional Venues. The world's best venues require flexible, reliable ticketing that scales. That's why they choose Line-Up. Line-Up was shortlisted for Best Technology Provider at the British Media Awards, won Seedcamp London, and is a London Web Summit Best European Startup Finalist and has been Featured by BBC, Forbes and TechCrunch.



Mark Davyd

**FOUNDER
MUSIC VENUE TRUST**

Mark founded Music Venue Trust in 2014, an award-winning charity which works to protect, secure and improve Grassroots Music Venues across the UK. MVT represents over 900 venues and has campaigned to change laws and policies, to gain greater recognition for the vital work GMVs do and make them more sustainable. Mark has co-owned Tunbridge Wells Forum for over 30 years, spent 20 years as CEO of the award-winning music charity Rhythmix and owns Outstanding Music, a 360-degree music company. Mark is a Fellow of the Royal Society of Arts, a regular speaker at international conferences and was NME's Person of the Year in 2020.



Tom Dawson

**DIRECTOR OF DIGITAL
ASSOCIATION FOR CULTURAL ENTERPRISES**

Tom Dawson is Director of Digital at the Association for Cultural Enterprises. Tom works on digital content, membership, sustainability, mentoring and strategic partnerships. The Association for Cultural Enterprises is the only organisation dedicated to supporting the cultural sector with sustainable income generation, with a membership representing over 1,800 sites.



Noel Edwards

**DIRECTOR OF TICKETING
NEC GROUP**

Noel has worked for over two decades in the world of ticketing. His journey started right after college, in the NEC Group contact centre, working in a myriad of roles and progressing through the ranks, he found his niche in business development and played a pivotal role in the inception of The Ticket Factory. What began as a pure venue box office grew into a nationwide ticket agency. Wanting another challenge, Noel moved on, beginning with the disruptive Artist ticketing startup CrowdSurge, which eventually merged with concert discovery platform Songkick. Noel further expanded his horizons with a stint at Kaboodle, accumulating insights into festival dynamics and travel packages. In 2019, he returned to The NEC and today is the Ticketing Director for the Group.



Tiffin M. Feltner

**DIRECTOR OF TICKETING
WALTON ARTS CENTER & WALMART AMP**

Passionate about data-driven culture, user experience, and patron-centric management, Tiffin brings with them more than 10 years of experience in CRM administration, leadership, sales & customer service, and data management. They hold a Master of Music degree from the University of Tennessee at Chattanooga, a Bachelor of Arts in Music from Lee University, and they are a graduate of the Holmberg Arts Leadership Institute. When they are not working, they love writing songs, DIY projects, and spending time with their family. While their passion is performing arts, Tiffin has worked with a variety of businesses and organizations from small non-profits with no budget, to multi-million-dollar touring companies and venues. Using their well-rounded experience, they love to build strong relationships with customers by offering the best possible experience.



Fred Fischer

**VP GLOBAL SALES
WICKET**

Fred joined Wicket in 2023 as VP Global Sales. Fred oversees Wicket's sales organization for ex-US sports and the global conference vertical at Wicket. He has spent 25 years in the identity and biometric industry, previously held senior leadership positions with Tascent, NEC, Vision-Box, American Express, and SureID. Fred was a member of the founding leadership team at CLEAR. He is a passionate Bayern Munich club member and a college and high school basketball referee.



Brandon Furse

**SENIOR VP TICKETING AND TECHNOLOGY
GENERAL SPORTS WORLDWIDE**

Brandon is a senior executive with over 25 years of experience working within the sports industry. Holding senior commercial roles at both Nottingham Forest and Derby County along with working at Director level within a global, market leading SaaS tech business, supplying ticketing solutions across the English Premier League, EFL, Eredivisie and US Leagues. Brandon has a proven track record of enhancing the commercial efficiencies and business to consumer revenues.



Will George

HEAD OF E-COMMERCE
TATE

Will is an e-commerce professional with 14 years experience working in the arts and design industry. After studying Cultural Studies at the University of London in Paris, Will spent 8 years managing the UK, French and Japanese websites for the design brand, The Conran Shop, growing the online business to a multi-million pound turnover, increasing the CRM base and social media following. Will helped manage a major re-platforming to Magento and a front-end rebrand project. Will joined the Tate in 2019, as Group E-Commerce Manager, overseeing the retail operation online and supporting the growth of Membership and ticket admissions. Will became Head of E-Commerce in 2022 and now oversees both the customer experience on the Salesforce Commerce Cloud platform, as well as the Visual Merchandising and displays in the physical shop spaces across all 4 galleries in London, Liverpool and St. Ives, to create a truly omni-channel experience for Tate's visitors. Among the Will's highlights are establishing a new programme of artist takeovers for the experimental shopping experience, Tate Edit, both online and at Tate Modern, with British artist, Chila Kumari Singh Burman and US activist group, Guerrilla Girls. Will recently joined the Board of The Hepworth Wakefield Enterprises, the commercial arm of the Yorkshire art gallery. When not at work, alongside visits to art galleries and museums, Will enjoys decorating at home, window-shopping, long walks and city breaks.



Hugh Gledhill

INTERIM 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.



Robert Holmes

TICKET OFFICE MANAGER
SUNDERLAND AFC

I am of Head of Ticketing at Sunderland AFC, based at the Stadium of Light, a 48000 seat stadium which home to Sunderland AFC and regualry hosts major concerts and events. I have worked for many years in sports and entertainment, My career so far has provide extensive commercial ticketing experience delivering all ticket and customer service related aspects of major sporting events working at Lancashire CCC at Emirates Old Trafford, Ticketmaster Sport where I have worked with major Football Clubs, Governing bodies and tournaments.



Jack Kenn
MANAGING DIRECTOR
BLUE MAN GROUP

Jack Kenn joined Cirque du Soleil as Technical Director during the creation of "O" in 1997. Two years later, he moved to Blue Man Group at the Luxor Casino and Hotel in Las Vegas, where he was Company Manager for five years before becoming Director of Technical Operations for the production Le Rêve at Las Vegas' Wynn Hotel. Jack rejoined Cirque du Soleil in 2007 as the Company Manager for KÅ before being promoted to Vice President and General Manager of the Resident Shows Division. In 2012, Jack Kenn became Vice President – Arena Shows at Cirque du Soleil before rejoining Blue Man Group in 2013 as the Vice President/Senior Resident General Manager. After a spell as a consultant, he worked at FlyOver before rejoining Cirque du Soleil/Blue Man Group last year as Managing Director of Blue Man Productions, where he is responsible for the overall P&L for existing operations and growing the brand globally.



Rob Kirk
HEAD OF TOURING EXPERIENCES
GRANDE EXPERIENCES

Rob Kirk is part of the team behind the development of a series of world acclaimed, highly successful international touring experiences. Rob has worked at Grande Experiences since the formation of the company in 2006. Along with the Grande Experiences team he strives for world class cultural attractions to reach all corners of the globe, taking science, art and culture to a worldwide audience and making a positive difference to the communities where the experiences are presented. Rob also oversees the management of Museo Leonardo da Vinci, a permanent visitor attraction on Leonardo da Vinci owned by Grande Experiences in the vibrant heart of Rome, at the famous Basilica Santa Maria in Piazza del Popolo. Grande Experiences is a global leader in the ideation, development, production, licensing, and installation of expansive exhibitions and immersive cultural experiences. Renowned for blending entertainment and education seamlessly, our distinguished portfolio includes the internationally acclaimed Van Gogh Alive, Monet & Friends Alive, Dalí Alive, the Leonardo da Vinci Collection, Connection, and Street Art Alive, all of which have garnered recognition for their captivating narrative and innovative presentation. We have an unsurpassed track record of displaying our exhibitions and experiences more than 250 times across 180+ cities, transcending linguistic and geographic boundaries in 33 languages, spanning 6 continents to an audience of more than 23 million.



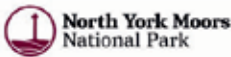
Daniel Gianmarco Križan
CO-FOUNDER & CEO
TRUCROWD

Daniel Gianmarco Križan is the Co-founder and CEO of TruCrowd, a recent spinoff from the global biometric vendor Innovatrics. With over a decade of extensive experience in the football field as both a player and a coach, Daniel spent the last two years at Innovatrics, initially as a Marketing Specialist and later as a Program Manager. In the latter role, he led the development of a customer portal and CRM, integral components of the company's digital transformation towards a new ERP system. Throughout this journey, he combined his sports expertise with biometrics to create solutions aimed at empowering sports clubs to deliver exceptional fan experiences. Leveraging his entrepreneurial background and leadership skills, Daniel is driving team success and steering TruCrowd towards becoming a global leader in the event industry.



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maximise income



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Bridget Krull

TICKETING STRATEGIST
AXS

Bridget joined AXS in July 2019 in the role as Ticketing Strategist for Europe. Prior to joining the AXS family, she spent 3.5 years at Manchester City FC as Commercial Product Manager in their newly formed digital team. While there, she oversaw development for ticketing, retail, and fan data capture experiences. Before being at Manchester City, she spent ten years at Ticketmaster: with two years in the US and eight in the European business working with both sporting teams and arenas across the globe.



Greg Loewen

CEO
DIGONEX

Greg Loewen is the CEO of Digionex – 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 Digionex, 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.



Rob March

MANAGING DIRECTOR
SOUND CITY

Rob has worked in senior commercial roles in Live Events across Ents and Sports for the last 20 years. Starting with Liverpool Capital of Culture he has been lucky to be involved in some of the major event highlights in the North West. He's very proud of bringing Iggy Pop to the historic Chester Racecourse for the first Chester Rocks recruiting M&S Bank for a seven-figure Arena naming rights deal, delivering a £1.5m VIP Lounge and developing one of the first Covid-19 events action plans which received national & international PR coverage. For the last two years he has been running an Events Consultancy business focussed on providing strategic insight on the commercialisation of events and venues. He has also developed and launched a successful startup business in GIGMATE based on his passion for Live Music events. The platform connects artists, fans and venues to drive incremental ticket sales and SPH while supporting Grass Roots venues. He is currently the Managing Director for Sound City, who deliver a two-day industry conference and two-day music festival in Liverpool city centre (aka the 'Northern Great Escape'), with aspirations to become Europe's SXSW.



Ian Nuttall

**FOUNDER
THE TICKETING BUSINESS FORUM**

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.



Billy Partridge

FREELANCE EVENT TICKETING SPECIALIST

Billy Partridge is a ticketing wizard (not his words, but those of several others). With over twenty years' experience in audience management, he has led on ticketing strategy and operations at major live events for most of that time. Previous employers, events, and clients include: Manchester International Festival 2007 to 2019, Coventry UK City of Culture 2021, the Eurovision Song Contest 2023 for the BBC, Birmingham Festival, and Lumiere the UK's Light Art Biennial. In addition to ticketing, his freelance work includes event management, marketing, data analysis and evaluation.



Vikram Rajkumar

**ACCOUNT DIRECTOR
SATISFI LABS**

Vikram Rajkumar has 13+ years of experience across sports, tech, and consulting, specializing in business development and strategy. As Account Director at Satisfi Labs, he focuses on delivering AI-driven customer experiences in tourism, attractions, and sports to enhance engagement and drive revenue



Matt Rothman

INTERNATIONAL BUSINESS DEVELOPMENT SATISFI LABS

Matt Rothman is based in the London office and is focused on European venues as part of international business development. He has worked at technology companies providing key consumer services in the US and UK.



Edmund Rudder

OPERATIONS MANAGER FRAMELESS

Edmund brings over 25 years of unparalleled service delivery in the attractions industry, spanning operations, process improvement, productivity, and bottom-line financial results. His dynamic leadership style drives business planning, execution, and strategic alliances, resulting in profit growth and operational excellence. Edmund's extensive tenure in the attractions sector has exposed him to a diverse range of ticketing companies and systems installations. His oversight of tenders and system implementations has contributed to seamless operations and enhanced guest experiences. Having worked with world-class attractions and events, including Frameless, The View from The Shard, and Dubai Expo 2020, Edmund has honed his leadership skills. His ability to think outside the box has led to innovative solutions and exceptional outcomes. Edmund possesses an expert-level grasp of corporate governance, event and exhibition management, financial stewardship, and operations. His proficiency in digitalization and cutting-edge technologies ensures that attractions stay ahead of the curve. With a people-centric approach, Edmund's commitment to guest satisfaction is unwavering. Consistently high scores reflect his dedication to creating memorable experiences. He has adeptly managed both large teams (over 200 members) and smaller, specialized groups. Edmund's enthusiasm for new technologies, music, and the arts fuels his drive to transform the attractions landscape. Frameless – the multi-sensory immersive art experience in central London, where innovation meets art – stands as a testament to his vision.



Franco Segarra

INNOVATION DIRECTOR VALENCIA CF

Innovation Director in charge of Digital, Business Intelligence/Analytics, Fan Experience at Spain's Valencia CF since June 2018. Responsible for all data/business insights of the club while also managing tickets/pricing, fan experience, and customer support departments from a data-driven angle. Segarra has contributed significantly to the club's ambitious digital transformation and cofounded the Innovation HUB project. A former bank manager and Chief Technology Officer, Segarra has over 16 years of professional experience in different sectors, but with a continued focus on applying technology and performing digital transformations in various businesses. I'm an accomplished leadership football executive that studied the 1st FIFA Diploma in Club Management.



Jeff Sheldon

**HEAD OF SPORTS AND ENTERTAINMENT
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, e-ticketing, echarging 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.



Jamie Snelgrove

**HEAD OF BUSINESS DEVELOPMENT
SOCIETY OF LONDON THEATRE / UK THEATRE**

Jamie has worked in the theatre industry, specifically ticketing, for many years. Having started in the box office and worked his way up through Head of Ticketing to Business Development, he has experience at all levels of the industry. He has worked for festivals, ticket agents, theatres (including West End), as well as ticketing software suppliers and in marketing, giving him a breadth of knowledge and a wealth of experience.



Alistair Spiers

**HEAD OF SALES
LEICESTER CITY FC**

Alistair has been in the sports industry for more than twenty five years, specialising in the fan experience at iconic stadia and events through the provision of best-in-class ticketing and hospitality products. From Wembley Stadium to the America's Cup in Bermuda, via Spurs, Paris Saint-Germain and now Leicester City, Alistair's journey in ticketing has encompassed technological innovations, challenging economic times and nuances in culture, language and supporter expectations. He has been a regular attendee and speaker at Stadium Business Summits and Ticketing Business Forums over the years and we are delighted to have Alistair on the judging panel for the first time.



John Talbot

DIRECTOR - BUSINESS DEVELOPMENT
AXS

John joined AXS UK as director of business development in 2021. Formerly Head of Sales for Island Records (Universal Music Group), John moved from recorded music to ticketing when he joined Ticketmaster / Live Nation Entertainment. From 2015 to 2020 he oversaw business development for the international artist services and major label division, delivering bespoke service tour campaigns for acts including Stormzy, Liam Gallagher and The 1975. At AXS he targets new venue and festival partners all over the UK and was instrumental in the signature of new AXS partners The Mayor of London, Bristol Ashton Gate Stadium and Giles Cooper Entertainment.



Matt Thorley

HEAD OF SALES
TATE

Matt Thorley is Head of Sales for Tate, a collection of four galleries aiming to increase the public's engagement and understanding of British art. Matt leads on growth and development of products, Tate's contact centre and financial operations working closely with colleagues across the organisation to drive forward the roadmap for our sales proposition to be consistent across all channels and to support in building a multi-experience visit. Since 2006 Matt has worked closely with ticketing operations starting with 10 years at Alton Towers Resort developing the foundations of sales and customer service across a number of roles. Matt passionately believes that sales should be underpinned by excellence in customer service and experience he spent 4 years exploring customer focused roles on the railway, opening a new museum in London and even a nature reserve giving a deeper understanding of what drives customer behaviour and what they want from experiences before taking on his role at Tate in 2020. When not working you'll find Matt playing or watching almost too many team sports and this comes through in the work Matt does where he sees technological developments as key, but supporting and developing the people and teams who bring them to life is the true USP of any omnichannel offer.



Jordi Torres

MANAGING DIRECTOR EMEA
VERIDAS

Jordi Torres is a cross-functional leader with over 20 years of experience in growing disruptive businesses in AI, Technology, MedTech, and Healthcare. With a proven track record of leading startups to success in international environments, he combines strategic and analytical skills with hands-on execution in high-growth Scale-ups and large corporations. His international experience spans mature and emerging markets in the US, Europe, the Middle East, Latin America, and Asia. Currently, Jordi Torres serves as the Director of Sales for EMEA at Veridas, a leading global company in identity verification with biometric solutions. Veridas has already made its mark on significant organizations such as LaLiga and the football leagues of Chile and Argentina. Jordi excels in building high-performing teams and fostering a results-oriented culture, driving growth and profitability across multiple geographies. With an entrepreneurial vision and an innovative mindset, Jordi constantly challenges the status quo to find creative solutions to business challenges. His results-driven approach, combined with his passion for innovation and continuous learning, distinguishes him as a visionary leader committed to the success of both his team and the organization as a whole.



Simon Weber

**CO-FOUNDER
VIVENU**

Simon Weber is the Co-Founder of vivenu, the technology-leading primary ticketing software for major organizers around the world such as the Grammy Awards, FC Schalke 04, Stanford University, Hockenheimring, ESL, and many more. With a focus on business expansion and stakeholder engagement, Simon drives vivenu's mission to become the backbone of the global ticketing industry.



Kevan Williams

**TICKETING DIRECTOR
ASM GLOBAL**

Kevan has recently taken up the newly created role of Ticketing Director at ASM Global and will work closely with the ticketing teams within ASM's portfolio of UK venue's including the AO Arena, Ovo Arena, first direct arena, Utilita Arena, Newcastle amongst others. With over 20 years of ticketing experience, including 10 years at ASM Global, Kevan has played an integral role in the company's ticketing strategy, having worked on several central ASM Global projects in the UK including ticketing system migrations and CRM implementations. Prior to his current role, Kevan was Head of Marketing & Communications at first direct arena, Head of Ticketing at the same venue, Ticketing Manager at Rugby League World Cup in 2013, Customer Service Centre Manager at Rugby Football League (RFL) and Ticket Sales Manager at Leeds Rugby Ltd.

Notes

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MEETINGS & EVENTS



THE TICKETING BUSINESS ASIA 2024

Connecting Asia's entertainment eCommerce ecosystem

15-16 OCTOBER 2024 / Hong Kong / #TAS24

TheTicketingBusiness team returns to Hong Kong for our third edition of this special regional meeting. We will co-host the event with *TheStadiumBusiness ASIA* - bringing in the region's entertainment, sports & leisure venue leaders.

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



THE TICKETING BUSINESS FORUM 2025

Connecting entertainment's eCommerce ecosystem

29-30 APRIL 2025 / Emirates Old Trafford, Manchester / #TBF25

The 13th edition of the world's #1 meeting for events, experiences, sports, arts and entertainment business leaders. 600+ international execs covering all aspects of the ticketing eCommerce eco-system, from marketing and discovery through to payments, CRM and loyalty.

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



THE TICKETING BUSINESS AWARDS 2025

29 APRIL 2025 / Emirates Old Trafford, Manchester / #TBA25

In their ninth 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://TicketingBusinessAwards.com)

ON-LINE GLOBAL



THE TICKETING BUSINESS NEWS

The ticketing sector's first and only dedicated news channel. All the latest entertainment eCommerce news and insights - curated into one place. Daily updates, exclusive content, unique insights, job postings and newsletter twice-a-week to **>29K registered readers** and **>119,000 page views pcm** and rising...

W: TheTicketingBusiness.com



[TheTicketingBusiness](https://TheTicketingBusiness.com)

Company Feed
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Hong Kong - 15-16 October 2024

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www.ticketingbusinessasia.com

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3D Digital Venue

3D Digital Venue, powered by Mobile Media Content, provides Interactive Digital Venue Management Solutions to Sports and Entertainment Venues across the globe. 3D Digital Venue platforms is with design need-based solutions for our clients providing them a robust, precise and Interactive Digital Twin of their Venue to deliver greater fan satisfaction, increase season ticket holder renewal rates, activate new channels of digital sponsorship and provide special viewing for prospective VIP buyers.

www.3ddigitalvenue.com



Association for Cultural Enterprises

The Association for Cultural Enterprises is the only charity and trade body for the cultural sector that brings together education, experience and best practice in cultural income generation. We are dedicated to providing tangible support to help arts, cultural and heritage organisations maximise their existing income streams and identify new ones.

www.culturalenterprises.org.uk



Acquired.com

Best-in-class payment technology delivered with a consultative approach. With Acquired.com, businesses can manage payments for all their ticket sales on one platform. Acquired.com provides full payment life cycle management including collections via card and open banking, faster payments and digital banking. Their sophisticated payments and banking solution is data-driven and scalable to meet their partners' evolving needs. Acquired.com are an FCA regulated business, an EMD Agent and a licensed Payment Initiation Service Provider.

www.acquired.com



Axess

Axess is a leading international company that provides access control solutions for stadia, arenas and venues. New intelligent technologies which control venue entry and the flow of visitors are the focus. By offering contactless access control to venue operators Axess systems are ready for the new lifestyle that is defined by social distancing and touchless applications. Axess systems have been installed at several Olympic Games, FIFA, UEFA and WORLD CUP events as well as more than 70 stadia and arenas.

www.teamaxess.com/en



AXS

AXS is a global ticketing platform, offering best-in-class ticketing, marketing and data technology in a single platform to suit every client size and type, from intimate music clubs to the largest stadiums and festivals. AXS is the ticketing partner for over 350 event organisers around the world, including in the UK: American Express Presents BST Hyde Park, All Points East, The O2, The OVO Arena, Wembley and Dreamland Margate. Global partners include: Coachella, Stockholm Live, STAPLES Center, Pabst Theater Group, Red Rocks Amphitheatre, and many more. AXS powers both primary and resale marketplaces, leveraging integrated technology and analytics.

www.solutions.axs.com



Blue Light Card

Blue Light Card is the UK's number one discount service for the emergency services, NHS, social care workers and armed forces. With over three million members across the country, Blue Light Card is partnered with over 13,000 retailers both national and local, providing savings, discounts and benefits that often aren't available to the general public. These include New Look, Spotify, Greene King, Jet2holidays, Cineworld, Sky, Halfords and Ninja to name a few. In 2023, Blue Light Card saved its members over £330 million in total. Membership to Blue Light Card for access to all online deals and discounts is quick and easy by registering online at www.bluelightcard.co.uk. A card costs £4.99 and is valid for two years. We are Blue Light Card. We're there for the people who are there for all of us.

www.bluelightcard.co.uk

SEAT UNIQUE™

The Premium Ticketing Marketplace

The **trusted premium ticketing marketplace** that **drives more revenue** for rightsholders through our **innovative software**



HOW WE CAN HELP



Increase revenue
from current stock



Bring you
new buyers



Digital marketing
experts

50+ **Official Partners**
including





Cedar Packaging

BESPOKE PACKAGING AND GIFTWARE FOR FANS AND VIPS

We are the trusted partner of some of the world's leading professional sports clubs, associations and venues. We create innovative, bespoke solutions that make fans feel appreciated and rewarded for their loyalty – solutions that drive both engagement and retention rates. We are experts in membership and season ticket packs, working with over 100 clubs, venues and associations around the world. Our custom packs include RFID and non-RFID cards, game-day giveaways, presentation boxes, branded merchandise, tickets, lanyards, accreditations, hospitality passes and video packs, as well as hospitality, VIP and high-value corporate gifts.

www.cedarpackaging.com



Cover Genius

Cover Genius is the global insurtech for embedded protection. Through XCover, its award-winning global distribution platform, it protects the customers of the world's largest digital companies with seamless, end-to-end experiences. Licensed or authorized in over 60 countries and all 50 US States, the insurtech enables partners to embed and sell multiple lines of insurance and other types of protection, resulting in an industry-leading post-claims Net Promoter Score (NPS) and more than 30 million happy customers.

www.covergenius.com



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



Janam Technologies

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



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.com



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 room. Its powerful SaaS platform enables online ticket vendors and venues 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 onsales for billions of consumers worldwide. The company has presences in Denmark, the U.S., and Australia. For more information, please visit queue-it.com.

www.queue-it.com


 Satisfi Labs logo featuring a stylized 'S' and 'L' in a triangle, with 'Satisfi' in red and 'LABS' in smaller red letters below.

Satisfi
LABS

Satisfi Labs

Satisfi Labs is a conversational AI platform for sports, entertainment, and tourism. Our Answer Engine powers AI and Live Chat on the web, messaging apps, and voice channels. We help save staff hours, enhance the guest experience, maintain brand consistency, and collect unique customer data.

www.satisfilabs.com


 Seat Unique logo with 'SEAT UNIQUE' in bold and 'The Premium Ticketing Marketplace' in smaller text below.

SEAT UNIQUE
The Premium Ticketing Marketplace

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


 Skidata logo with 'SKIDATA' in bold and 'KUDDELSKI GROUP' in smaller text below.

SKIDATA
KUDDELSKI GROUP

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

Queue-it

Prevent onsale crashes with a virtual waiting room



**Your reputation is on the
line with every onsale**

**Mishandled onsales risk valuable
relationships with artists, venues & promoters**

**Ticket buyers expect a seamless customer
experience regardless of demand**

**Bad bots & scalpers anger fans &
jeopardize future contracts**

**Join the world's leading ticketing
organizations who trust Queue-it**

ticketmaster

**SOUTHBANK
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SYDNEY OPERA HOUSE

StubHub

TICKETS.COM

axs



**Meet the Queue-it
team at TBF24!**


 TICKETEK

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

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


 tixbase

TixBase

TixBase, previously known as NFT-TiX, is evolving the ticketing industry with groundbreaking innovation. Our journey began with a vision to elevate the ticketing sector, and today, we seamlessly weave the advanced capabilities of blockchain into our operations, heralding the onset of the Web3 era. Born as NFT-TiX, we had a clear mission: to redefine ticketing. We pioneered the revolutionary idea of viewing event tickets as non-fungible tokens (NFTs), granting ticket holders genuine ownership. This sparked a new dawn for the secondary ticket market, with our devotion to innovation and transparency guiding our metamorphosis. Now, under the TixBase banner, we do more than just facilitate ticketing. We've crafted an immersive Web3 journey that transforms the way tickets are purchased, traded, and treasured. With our platform, ticketing isn't just a transaction; it's a dynamic, secure, and invigorating experience. Our advanced blockchain infrastructure guarantees the authentic value of tickets, curbing inflated resales and ensuring everyone gets a fair deal. But there's more. TixBase elevates the ticketing experience by turning tickets into collectible digital assets, thanks to NFTs. Attendees not only enter events but also secure digital keepsakes of their cherished moments. The evolution from NFT-TiX to TixBase stands as a beacon of our dedication to innovation and the profound impact of Web3 on ticketing. Dive into a new era of ticketing with us, where each event is an indelible memory, and the thrill is shared by all.

www.tixbase.com



TLS – Boca Systems

TLS – Boca Systems distributes BOCA thermal ticket printers, tickets and other related products, such as plastic cards and barcode scanners through its international network of subsidiaries. The sturdy BOCA thermal ticket printer is the industry standard for fast, high-quality thermal printing. Moreover, the combination of the BOCA printers and our tickets guarantees carefree and secure ticketing with our Lifetime Print-Head guarantee. TLS – Boca Systems mainly supplies their products through its system partners. These partners supply the BOCA printers and/or tickets to their end user(s). End users mainly operate in the following areas: Theatres, Stadiums, Cinemas, Congress & Exhibition Centres, Family & Leisure parks, Museums, Ticketing Services, Zoos & Aquariums, Airports & Air Traffic Control and Public Transport.

www.tls-bocasystems.com



vivenu

Hundreds of thousands of sellers around the globe rely on primary ticketing solutions that haven't kept up with their needs and expectations. Platforms from the 90s that still feel like we are in the 90s made the jobs of ticket managers worldwide constant miseries. Now there is a better way – customer-centric ticketing! vivenu is a primary ticketing provider that helps event organizers manage, market, and analyze ticket sales from one unified platform. Our mission is to build a ticketing platform that puts ticket sellers first – so they're empowered to create experiences that people love. We empower organizers to be more efficient, absolutely independent, and fully connected – to say the very least. vivenu is the exclusive ticketing solution for the Grammy Awards, the Special Olympics, FC Schalke 04, Qatar Creates, and many many more. With \$65 million in funding from renowned global investors, we've set out to revolutionize event ticketing – now and forever.

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: Issuance and sale of unique tickets, immutable, anti-fraud; 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); Provide additional, generalized or ticket specific, content to maintain post event engagement; We give back to Event Promoters a portion of our revenues from travel and accommodation.

www.yacooba.com

Welcome to our cutting-edge solution designed to meet a wide range of needs in today's fast-paced digital world.



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Everything you need in the palm of your hand:

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- Enhanced WLAN and 4/5G performance specifically tailored to support the demanding access control environment.
- A longevity platform that provides long-term support for security patch updates, ensuring your system stays secure and up-to-date.
- An advanced barcode engine capable of supporting a variety of reading applications, providing versatility and efficiency.
- A large yet compact screen that offers an optimal balance between size and portability.
- Improved sunlight visibility for clear and easy viewing in bright conditions.
- A convenient battery swapping mechanism that makes power management a breeze.
- Scalability to meet special requirements such as a mid-range barcode engine or multiple accessories.
- Superior voice quality and volume for clear and loud audio communication.



POWERFUL AND VERSATILE



Android 12



Dual-Sim
Dual 5G



2D imager



5100mAh
Smart Battery



IP67
Waterproof



Wi-Fi 6E
2x2 MU-MIMO



Octa core
2.7GHz



Drop-proof
1.5 - *1.8M

*1.8M drop-proof with bumper

+44 (0) 203 086 8877

tls-uk@tls-bocasytems.com

www.tls-bocasytems.com



First Name	Surname	Job Title	Organisation
		Humanitix Ambassador	Humanitix
		Marketing and Partnerships Manager	Professional Darts Corporation
		Group Ticketing Director	ATG [Ambassador Theatre Group]
		Head of Ticketing Operations	DP World Tour / Ryder Cup Europe
		Director	Glosancon - Sports
		Senior Ticketing Manager - Partners and Guests	DP World Tour / Ryder Cup Europe
		Team Manager - Ticketing, Live Entertainment	Scottish Event Campus
		Major Events Director	UK Athletics
		Associate Executive Director - Commercial Ops	National Museum of the Royal Navy
		European Business Development Manager	Cedar Packaging
		Ticketing Manager	MYCOMM
		Head of Software Development	TicketOne
		Co-Chief Executive Officer	LW Theatres
		Partnerships Director and Co-Founder	Lovetovisit
		Head of Exhibition and Special Projects	Opus One

First Name	Surname	Job Title	Organisation
		General Manager	E-Kent Com
		Founder	ReWork Consulting
		Director and Founder	Justtikit
		Director of Ticketing Operations	CTS EVENTIM
		Sales Manager	ID&C Band
		General Manager	Ticketek - UK
		Director	GAM Cultural
		Head of Business and Marketing	Club Sports Events
		Manager	Blackpool Grand Theatre
		Managing Director	Tixr
		CEO and Founder	Bundl
		Head of Commercial Services	National Gallery
		Sales and Ticketing Director	Sonia Friedman Productions
		Chief Executive Officer	Stuttgarter Kickers
		Senior Ticketing Manager	Arsenal FC



First Name	Surname	Job Title	Organisation
		Head of Marketing	Justtikit
		Sales Director	Kaizen Ticketing
		CRM & Web Lead	National Museum of the Royal Navy
		Chief Technology Office	Kaizen Ticketing
		Founder / Chief Executive Officer	Bemils
		Vice President Client Development	Ticketmaster UK
		Partnerships Executive	Tixr
		Enterprise Account Executive	vivenu
		Chief Operating Officer	SECUTIX
		Commercial & Sales Manager	Newbury Corn Exchange
		Marketing and Partnerships Manager	SecureMyBooking
		Box Office Sales Assistant	Capital Theatres
		Head of Houses of Parliament Switchboard	UK Parliament
		Relationship Manager	Society of London Theatre / UK Theatre
		Head Developer	nolock

First Name	Surname	Job Title	Organisation
		Strategic Account Executive	vivenu
		Demand Generation Manager	Acquired.com
		Ticketing Project Manager	FIFA
		Senior Project Manager	SECUTIX
		Ticketing Manager	England Netball
		Managing Partner	TLS - Boca Systems
		Owner	Yuno Travel
		Events Management Graduate	BIMM, Manchester
		Sales & Customer Engagement Mgr	Blackpool Grand Theatre
		Revenue & Insights Director	EMG Media & Marketing
		Relationship & Development Director	TicketPlan
		Ticketing Systems Manager	Warwickshire CCC / Edgbaston
		Fundraising Manager	EMERGENCY NGO
		Vice President of Ticketing & Pricing EMEA	Live Nation
		Manager	Brighton & Hove Albion FC



First Name	Surname	Job Title	Organisation
		Head of Commercial	Elite Ice Hockey League
		Chief Executive	Society of Ticket Agents and Retailers
		Head of Sales & Ticketing	The Path Entertainment Group
		Head of FP&A & Finance Business Partnering	Odeon
		Business Intelligence Director	Dewynters
		Product Manager	Tixstock
		Senior Ticketing Manager	On Location
		Senior Payments Practitioner	Nuvei
		Partnerships Director	Cover Genius
		Commercial Director	Ticket Fast (Brand Tuboleta)
		Ticketing Director	Proactiv Entertainment
		Head of Insights	Dewynters
		Founder	FastForward
		Project Director	Lancs Cricket / Emirates Old Trafford
		Chief Technology Officer	Events54

First Name	Surname	Job Title	Organisation
		Ticketing Manager	Utilita Arena Newcastle
		Co-Founder & Head of Business Development	3D Digital Venue
		Chief Revenue Officer	Onebox Ticket Distribution System
		Managing Director	TJChambers Consultancy
		Director of Ticketing - The O2	The O2
		Senior Executive of Ticketing	Singapore Sports Hub
		Ticketing Product Management Team Lead	FIFA
		Director of Cricket Performance	Lancs Cricket / Emirates Old Trafford
		Main Production	Colours of Ostrava
		Client Success & Development Director	Ticketek - UK
		Project Lead Rockaway Arts	Colours of Ostrava
		Head of Ticketing & Supporter Services	Warwickshire CCC / Edgbaston
		Senior Campaigns Executive	Bath Rugby Club
		Senior Hospitality Sales Manager	Nottingham Forest FC
		Chief Executive Officer	Ticket Fast (Brand Tuboleta)



First Name	Surname	Job Title	Organisation
		Ticket & Operational Systems Team Leader	Mike Burton Group
		Senior Digital Product Manager	Royal Museums Greenwich
		Ticket Office Manager	Nottingham Forest FC
		Digital Ticketing & Customer Operations Manager	WRU (Welsh Rugby Union)
		Partnerships & Marketing Director	Lancs Cricket / Emirates Old Trafford
		Business Development Manager	Ticketline
		Ticketing & CRM Solutions Consultant	TixTrack
		Senior Ticketing Services Manager	Southbank Centre
		Director of Ticketing & Data	LW Theatres
		COO & Co-Founder	Line-Up
		Director	EdinburghPIER
		Partnership Lead	Seat Unique
		Founder & Chief Executive Officer	Music Venue Trust
		Director of Digital	Association of Cultural Enterprises
		Commercial Director	Chester Race Company

First Name	Surname	Job Title	Organisation
		Ticketing Manager	Leicester City FC
		Senior Sales Manager (London)	ATG [Ambassador Theatre Group]
		Box Office	DE SINGEL Arts Centre
		Chief Opportunity Officer	Seats.io
		Head of Marketing	England Netball
		Manager	Digonex
		Sales & Marketing Manager	Wiremind
		Owner	Valhalla Tickets
		Co-Founder	Valhalla Tickets
		Sales Manager	HID Global
		Chief Executive Officer	Stay4Event
		Corporate Communication Executive	Vivaticket
		Data & Systems Manager	SecureMyBooking
		Consultant	viagogo
		Senior Business Development Manager	Acquired.com



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entertainment destinations

HONG KONG

17 - 18 OCTOBER 2024

www.stadiumbusinessasia.com

First Name	Surname	Job Title	Organisation
		Owner & Co-Founder	The Aventure Group
		General Manager	Fortius
		Ticketing Director	NEC Group
		Chief Executive Officer	nolock
		CRM Coordinator	FIFA
		Ehman - Head Of Business Development	The Albany (Deptford)
		Head of Enterprise	Durham Cathedral
		Chief Executive Officer	Queue-it
		Director of Ticketing	Walton Arts Center & Walmart AMP
		Digital and Marketing Manager	UK Athletics
		Senior Market Strategy & Partnerships Manager	Fever
		International Sales Manager	GET Protocol
		Vice President of Sales	Wicket
		Head of Sales	Dewynters
		Business Development Lead - UK	TicketPlan



First Name	Surname	Job Title	Organisation
		Senior Partnerships Manager	Fixr
		Compere	The Ticketing Business
		Commercial Partnerships Manager	Lancs Cricket / Emirates Old Trafford
		Business Development Manager	Cover Genius
		Head of Product Growth & Customer Success	The Audience Agency
		Vice President, Business Development	Redeem
		Chief Revenue Officer	Protecht
		Senior VP Ticketing and Technology	General Sports Worldwide
		Project Manager	TicketOne
		Festival Director	Tomorrowland
		Chief Technology Officer	Bemils
		Ticketing Manager	The Path Entertainment Group
		Customer Services Director	UK Parliament
		Ticketing Finance Consultant	FIFA
		Head of E-Commerce	Tate Galleries

First Name	Surname	Job Title	Organisation
		Managing Director	EVENTIM UK
		Chief Executive	Lancs Cricket / Emirates Old Trafford
		Financial Controller	Lancs Cricket / Emirates Old Trafford
		Marketing Strategy Director	Layered Reality™ Experiences
		Sponsorship and Partnership Manager	Society of London Theatre / UK Theatre
		Head of Ticketing & Supporter Services	Brighton & Hove Albion FC
		Co-Founder & Chief Executive officer	easy-connect / TicketGretchen
		Manager	Events54
		Founder & Chief Executive Officer	INTIX
		Chief Sales Officer	Explain
		Senior Manager, Ticketing System	Royal Museums Greenwich
		Chief Operating Officer	Bundl
		Director	Painshill Park Trust
		Sales Director	Revologo
		Chief Marketing Officer	Future Ticketing



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First Name	Surname	Job Title	Organisation
		Sales Director	Total Ticketing
		Head of Visitor Experience and Ticketing	Southbank Centre
		Commercial Director	Blue Light Card Tickets
		Senior Director of Client Product Solutions	Ticketmaster
		Business Manager (Ticketing)	ATG [Ambassador Theatre Group]
		CFO/CCO & Co-Founder	tixbase
		Commercial Partnerships Executive	Lancs Cricket / Emirates Old Trafford
		Account Management Lead DACH	vivenu
		Product Manager EMEA	SeatGeek Enterprise
		Business Development Manager	Protect Group
		Director of International Sales	Axess
		Head of Product Unit Eventim.Inhouse	CTS EVENTIM
		Head of Guest Experience	Chester Race Company
		CEO & Co-Founder	vivenu
		UX Designer	Reservix



THE STADIUM BUSINESS
DESIGN & DEVELOPMENT SUMMIT

3-4 DECEMBER 2024 | MANCHESTER

Join us back in Manchester for two days of presentations, demonstrations, discussions and peer to peer networking

www.stadiumdesignsummit.com

First Name	Surname	Job Title	Organisation
		Head of Sales Dept	Schmidts Tivoli Theatre (Hamburg)
		Product Director	Alloc8/FourthWall
		Acting Operations Director	Lancs Cricket / Emirates Old Trafford
		Photographer	The Ticketing Business
		Co-Founder & Head of Product	Seat Unique
		Country Operations & Sales	SECUTIX
		Head of Commercial	VisitOne
		Head of Operations UK/Europe	Megatix
		Head of Marketing & Communications	Janam Technologies
		Sales Director	Lancs Cricket / Emirates Old Trafford
		Senior Lead - International Product Marketing	CTS EVENTIM
		Event Ticketing Executive	Cuffe & Taylor
		Ticket Office Manager	Sunderland AFC
		Head Of UK Customer Success	Justtikit
		MD, Northern Europe, UK & Ireland	SECUTIX



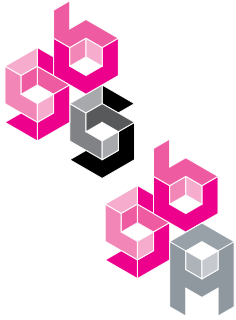
First Name	Surname	Job Title	Organisation
		Ticketing Manager	UK Athletics
		Head of Audiences, Marketing & Sales	Blackpool Grand Theatre
		Project Director (Ticketing)	ATG [Ambassador Theatre Group]
		Ticketing Manager	RG Live
		Assistant Manager, Digital Build	Singapore Sports Hub
		Chief Executive Officer	XS2Event
		Senior Ticketing Operations Manager	Southbank Centre
		Senior Manager, Ticketing Operations	The O2
		Sport Events & Ticketing Operations	Freelance Consultant
		Account Director	Queue-it
		Ticketing Manager	Birmingham City F.C.
		Director of Client Services	AXS Europe
		Head of International Development	Arenamatrix / Tech4Team
		Head of Hospitality & Events	Lancs Cricket / Emirates Old Trafford
		Marketing Manager	Abbotsford Trust

First Name	Surname	Job Title	Organisation
		Event & Commercial Manager	Valencia Basket Club
		Alloc8 logo Head of Product Success	Alloc8/FourthWall
		Ticketing Manager	Bath Rugby Club
		Head of Facilities	Lancs Cricket / Emirates Old Trafford
		Ticketing Manager	Silverstone Circuit
		Managing Director	RFL Commercial
		Product Owner	Wiremind
		New Partnerships Manager	Seat Unique
		Chief Revenue Officer	Seat Unique
		Head of Ticketing	RL Commercial
		Managing Director Marketing & Sales	Schmidts Tivoli Theatre (Hamburg)
		Head of Event Ticketing Operations	The O2
		Head of UK / EU	Tixel
		Head of Visitor Services	Elbphilharmonie Hamburg
		Head of Ticketing & Sales	KX Tickets

TheStadiumBusiness Diary Dates 2024



MEETINGS & EVENTS



THE STADIUM BUSINESS SUMMIT 2024

& VENUE TECHNOLOGY SHOWCASE

18-19 JUNE 2024 / Emirates Old Trafford, Manchester / #SBS24

Our 15th annual edition of the sector's flagship international meeting with a total focus on events, fan experience, operations, tech and revenues for sports & entertainment venues.

W: [StadiumBusinessSummit](#)

THE STADIUM BUSINESS AWARDS 2024

18 JUNE 2024 / Emirates Old Trafford, Manchester / #SBA24

Now in their 15th year, *TheStadiumBusiness Awards* celebrate leadership, innovation and achievement among stadium, arena and major sports venue owners and operators.

W: [StadiumBusinessAwards](#)

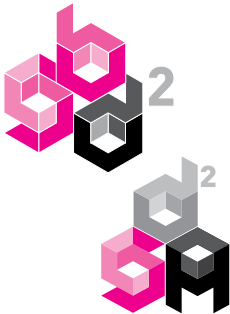


THE STADIUM BUSINESS ASIA 2024

17-18 OCTOBER 2024 / Hong Kong / #SAS24

Our 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 *The TicketingBusiness ASIA* for maximum synergies.

W: [StadiumBusinessASIA](#)



DESIGN & DEVELOPMENT SUMMIT 2024

3-4 DECEMBER 2024 / Emirates Old Trafford, Manchester / #TDS24

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 2024

3 DECEMBER 2024 / Emirates Old Trafford, Manchester / #TDA24

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 GLOBAL



THE STADIUM BUSINESS.COM NEWS

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W: [TheStadiumBusiness.com](#)



TheStadiumBusiness

Company Feed

15,000+ followers

▲ 270k+ impressions pcm



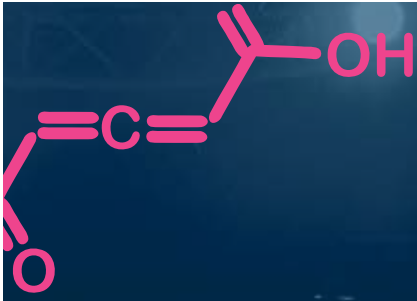
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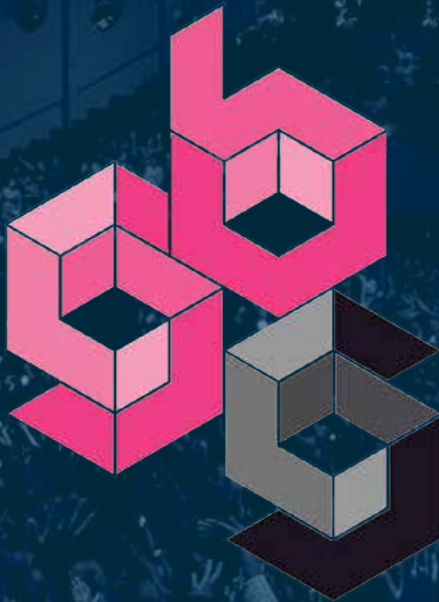
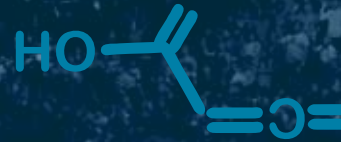
▲ 155k+ impressions pcm

First Name	Surname	Job Title	Organisation
		Managing Director	Blue Man Group
		Membership Manager	Warwickshire CCC / Edgbaston
		Senior Account Manager	SeatGeek Enterprise
		Technical Account Manager	Tickets.com
		Head of Touring Experiences	Grande Experiences
		Head of Digital Media	Dewynters
		Marketing Manager	Kilimanjaro Live
		Vice President Business Development	GET Protocol
		Chief Executive	Blackpool Grand Theatre
		Customer Service Manager	F.C. København
		Business Developer	Wiremind
		Area Product Owner	Reservix
		Chief Executive Officer	TruCrowd
		Ticketing Strategist	AXS Europe
		CEO & Head of the Board	Bilesu Paradise [Bijeshu Paradise]



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THE STADIUM BUSINESS SUMMIT

Manchester, 18-19 June 2024

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First Name	Surname	Job Title	Organisation
		Board Member	Baltic Ticketing OU
		Head of Account Management	AXS Europe
		Director - Sales Execution Sports & Entertainment	SKIDATA
		Global Ticketing Partner Manager	Skidata
		Application Manager	Feyenoord Rotterdam
		Manager Operations	CTS EVENTIM Netherlands
		Chief Executive Officer	Fienta
		Head of Sales & Int'l Dev	PACIFA Decision
		Head of Ticketing	Estac
		Manchester Metropolitan University	The Ticketing Business
		Senior Manager	On Location
		Head of Business Development	Kilimanjaro Live
		Director of Marketing	AXS Europe
		Founder & Chief Executive Officer	tixbase
		Managing Director	EMERGENCY NGO



First Name	Surname	Job Title	Organisation
		Chief Executive Officer	Digonex
		Tech Lead - All In	Arts Council England
		Head of Operations & Major Events	UK Athletics
		Senior Partner Relation Manager	Blue Light Card Tickets
		Senior Director - Strategic Accounts	Ticketmaster UK
		Chief Financial Officer	Lancs Cricket / Emirates Old Trafford
		Sales & Ticketing Manager	Harry Potter & the Cursed Child
		Managing Director	Kaizen Ticketing
		Account Manager	Kaizen Ticketing
		Business Development, UK & Ireland	Nuvei
		Business Development Manager	Nuvei
		Senior Sales & Customer Relationship Manager	Philharmonie Luxembourg
		Partnerships Manager	Co-op Live
		Sales Lead UK & Ireland	SECUTIX
		Managing Director	Sound City

First Name	Surname	Job Title	Organisation
		Co-Founder & Chief Executive officer	Yacooba
		Chief Executive Officer & Founder	Entrio
		Head of Marketing	Chester Race Company
		Head of TickeX	Starlite Universe
		Global Head of Strategy & Ticketing	Protect Group
		Vice President of European Sales	SECUTIX
		Software Developer	Reservix
		Director of Business Operations	Ilves Hockey Oy
		Senior Business Dev & Strategic Partnerships	Fever
		Head Of Artist Relations	Planet Fans
		Business Development Manager	Protect Group
		Head of Stadium Events	Lancs Cricket / Emirates Old Trafford
		Head of Income Development	Brighton & Hove Museums
		Pricing Director & DPO - EMEA	Live Nation
		Business Development Manager	Tixly



First Name	Surname	Job Title	Organisation
		Chief Executive Officer	Ticketti
		Senior Ticketing Manager	Ascot
		Chief Technology Officer	The Audience Agency
		Head of Stadium Revenue & Entertainment	Juventus FC
		MD Northern Europe	SECUTIX
		Head of Guest Experience	Lancs Cricket / Emirates Old Trafford
		Sales & Operations Manager UK & IR	Tixly
		Ticketing Manager	Scottish Event Campus
		Board Member	Baltic Ticketing OU
		Head of UK Tour Ticketing	AEG Presents / AEG Live / Goldenvoice
		Head of Marketing	Lancs Cricket / Emirates Old Trafford
		Editor	The TicketingBusiness
		Event Ticketing Executive	Cuffe & Taylor
		Chief Commercial Officer	Live IT
		Health & Safety Manager	Lancs Cricket / Emirates Old Trafford

First Name	Surname	Job Title	Organisation
		Stadium Safety Officer	Lancs Cricket / Emirates Old Trafford
		Director of Ticketing, UK	AXS Europe
		Angels Angels	The Ticketing Business
		Business Development Manager	TLS - Boca Systems
		Angels Angels	The Ticketing Business
		Ticketing & Insight Manager	The Postal Museum
		Head of Ticketing & Hospitality Sales	Lancs Cricket / Emirates Old Trafford
		Founder	The Ticketing Business
		Country Manager	Entrio
		Managing Director	Axess
		Managing Partner	The Mission
		Group Head, Events & Placemaking	Singapore Sports Hub
		Ownership Coordinator	Music Venue Trust
		Angels Angels	The Ticketing Business
		Angels Angels	The Ticketing Business



First Name	Surname	Job Title	Organisation
		Freelance Event Ticketing Specialist	Freelance Consultant
		Sales Operations Manager	3D Digital Venue
		Head of Ticketing and Digital	Assembly Festival
		Box Office Manager (Ticketing)	Royal Opera House
		Ticketing Professional	Vivaticket
		Head of Ticketing	RG Live
		Communication Director	Lovetovisit
		Senior Vice President of Client Development	Ticketmaster
		GM - Data Analytics & Insights Ovation	Ticketek - UK
		Head of Retail and Loyalty	Northampton Saints RFC
		Chief Technology Officer	TicketOne
		Head of Sales & Marketing	TEAMcard
		Head of Conference and Event Sales	Lancs Cricket / Emirates Old Trafford
		Global Sales Advisor	Roboticket
		CPM & QA	TicketOne

First Name	Surname	Job Title	Organisation
		Product Owner	Reservix
		EVP Enterprise Revenue	vivenu
		General Manager	The Mission
		Director	MatchPoint
		Director	Sport and Music Limited
		Advis	Different Breed
		Head of Communications	Lancs Cricket / Emirates Old Trafford
		Chief Executive Officer	Different Breed
		Ticketing and Hospitality Systems Manager	Liverpool FC
		Account Director	Satisfi Labs
		Technical Director	Tixstock
		Head of Operations	Mike Burton Group
		Business Development - UK & Ireland	SECUTIX
		Business Development Lead - Europe	TicketPlan
		Managing Director	Roncalli



First Name	Surname	Job Title	Organisation
		Chief Executive Officer	Colours of Ostrava
		Commercial Relations	Planet Fans
		Sales Executive	Sport and Music Limited
		Hospitality Sales Manager	Lancs Cricket / Emirates Old Trafford
		Chief Executive Officer	Ticket Fast (Brand Tuboleta)
		Box Office Supervisor	Capital Theatres
		Head of Business Dev and Marketing	Kulturplanner
		Co-Founder	GET Protocol
		Marketing and PR Supervisor	Rockhal
		International Business Development	Satisfi Labs
		Ticketing and Marketing Administrator	RG Live
		Operations Manager	Kaizen Ticketing
		Product Manager	SKIDATA
		Operations Manager	Frameless
		Ticketing Manager	Proactiv Entertainment

First Name	Surname	Job Title	Organisation
		Project Manager	Tiketti Oy
		Head of Business Operations	Tickets for Good
		Stadium Manager	Sport e Salute (Stadio Olimpico)
		Chief Operating Officer	Yacooba
		Fedwin	Revolugo
		Product Management	Reservix
		Head of Ticketing	Opus One
		Sales Executive	Reservix
		Managing Director	CTS EVENTIM Netherlands
		E-Commerce Manager	Bayer 04 Leverkusen
		Director of Innovation	Valencia CF
		Angels Angels	The Ticketing Business
		Head of Sports and Entertainment	APT Skidata Ltd
		Policy and Strategy Support	Music Venue Trust
		CEO and Founder	Seat Unique



First Name	Surname	Job Title	Organisation
		Head of Commercial Performance	Odeon
		Head of Facilities & IT	Chester Race Company
		Director	CMSA Consultancy
		Head of Sales	Entrio
		Group Head of Marketing	Kilimanjaro Live
		European Sales Director	Cedar Packaging
		Hilton Hotel Manager	Lancs Cricket / Emirates Old Trafford
		Head of Business Development	Society of London Theatre / UK Theatre
		EMEA Business Development Manager	Cedar Packaging
		Regional Manager	Ticketblaster
		UK Sales Director	AURES Technologies Ltd
		Systems and Data Manager	SecureMyBooking
		Ticket Operations Manager	Brighton & Hove Albion FC
		Head of Sales	Leicester City FC
		Ticketing System Executive	Royal Museums Greenwich

First Name	Surname	Job Title	Organisation
		Managing Director	The Ticketing Business
		IT architect	Feyenoord Rotterdam
		Head of International Sports Partnerships	CTS EVENTIM
		Managing Director D / A / CH	SECUTIX
		Sales Director	APT Skidata
		Group Director IT	Stage Entertainment
		Head of Europe	Protect Group
		Business Development Director	AXS Europe
		Ticketing & Hospitality Project Manager at FIFA	FIFA
		Payments Director - FEP+PAY	Freemans Event Partners
		Co-Founder	The Ticketing Business
		Advisor / Consultant	pmt consultants
		Head of Ticketing, Payment and Access	Bayer O4 Leverkusen
		Director	DT Consultant
		Partnership Manager	Acquired.com



First Name	Surname	Job Title	Organisation
		Sales Executive	Sport and Music Limited
		Head of Sales	Tate Galleries
		Sales Executive	Ticketmaster Sport
		Chief Revenue Officer	Digonex
		Managing Director EMEA	Veridas
		Pricing and Revenue Analyst	ATG [Ambassador Theatre Group]
		Customer Success Team Lead (EMEA)	Queue-it
		Client and Event Services Manager	Moshnix Australia
		Marketing Specialist - EMEA	Cover Genius
		General Manager	Sports Travel & Hospitality UK (STH UK)
		Project Manager	Co-op Live
		Business Ticketing	Feyenoord Rotterdam
		Head of Ticketing	P1 Travel
		IT Teamlead	Feyenoord Rotterdam
		Senior Ticketing	Feyenoord Rotterdam

First Name	Surname	Job Title	Organisation
		Consultant Operations	CTS EVENTIM Netherlands
		Junior Ticketing	Feyenoord Rotterdam
		Head of Ticketing and Accounting	DE SINGEL Arts Centre
		Sales Director	Travel Connection Sport
		Chief Executive Officer	sonder.mut
		Senior Ticketing	Feyenoord Rotterdam
		IT-Solution Manager	Bayer O4 Leverkusen
		Senior Project Manager	Entrio
		Business Development Manager	Live IT
		Chief Executive Officer	Live IT
		Business Development Manager	Cover Genius
		Co-Founder	vivenu
		Sales Manager New Business	ERGO Reiseversicherung
		Head of Commercial	The Design Museum
		Business Development Manager	Lancs Cricket / Emirates Old Trafford



First Name	Surname	Job Title	Organisation
		Client Services Manager	TEAMcard
		Global Head of Pricing Strategy	On Location
		Ticketing Director	ASM Global
		Ticketing Operations Manager	WRU (Welsh Rugby Union)
		Commercial and Event Executive	Professional Darts Corporation
		Head of Content	P1 Travel
		UK Marketing Executive	AURES Technologies Ltd
		Partner Relationship Manager	Blue Light Card Tickets
		Head of Commercial Projects	Natural History Museum
		Chief Executive Officer	SeatMap.Pro
		Co-Founder and CEO	True Tickets

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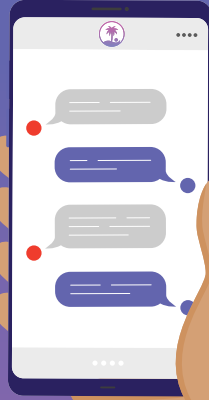
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AI Chat

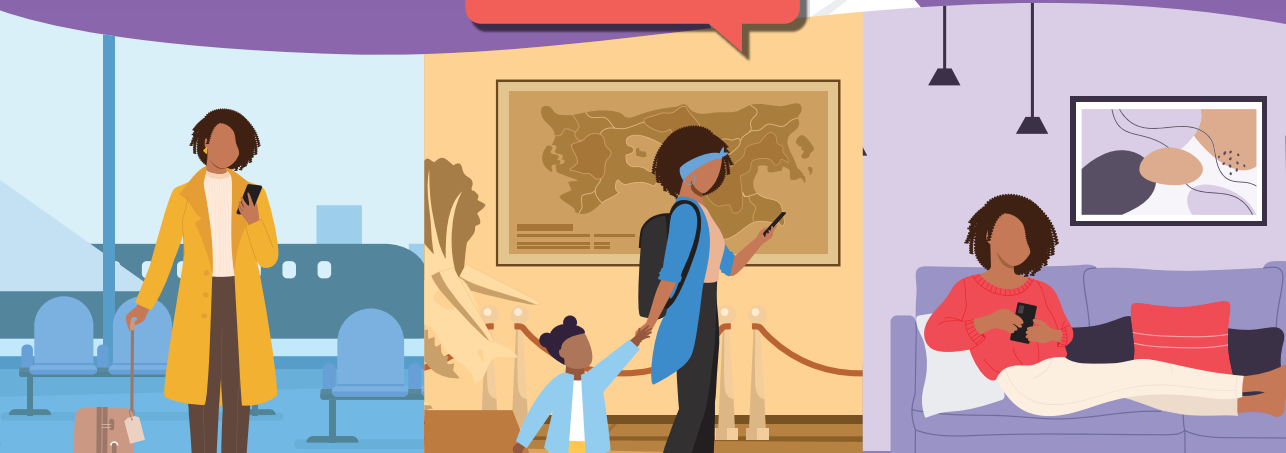
The Ticketing Assistant From Start To Finish

How much are tickets
to the museum?



What events
are next month?

Are there activities for
kids at the museum?



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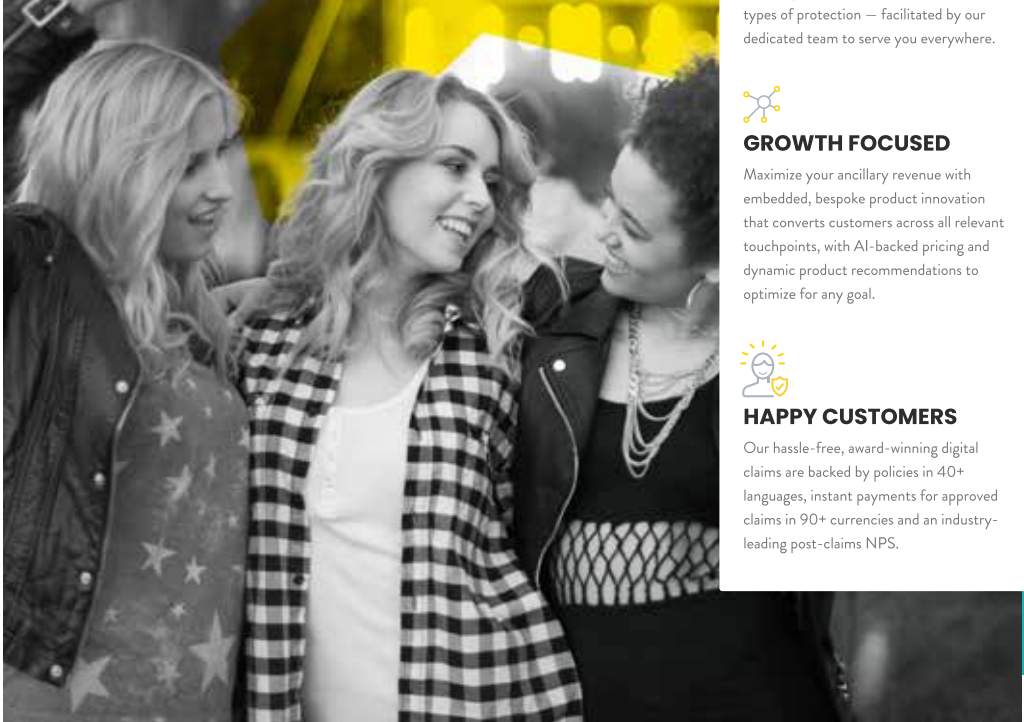
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