

**Delegate  
administration  
and logistics**



**eVentBackOffice**

**Supporting you and your  
delegates throughout  
registration and check-in**

# Event delegate management

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Do you run conferences, seminars or other events?

Do you have enough hours in the day?

Do queries and problems with delegates break into your plans and daily schedule?

eVentBackOffice the delegate administration service from Xitagy can take the load off your shoulders.

## Delegates

Without delegates events are not worth running.

Yet delegates are demanding, time consuming and work to their schedule not yours.

Even worse delegates take up your time long before the event, placing a great strain on event organisers and their limited resources.



## Who uses eVentBackOffice?

Event and marketing professionals like you who need to get the job done efficiently and cost effectively.

Often with a small or even part time support team who have other roles in the organisation.

Typical eVentBackOffice users include:

- Marketing groups running a series of customer seminars, product launches or a sales conference
- Corporate hospitality teams or agencies managing guest invitations
- Human resources running training courses
- Event agencies working on behalf of one or more clients
- Conference and exhibition organisers
- Associations for meetings, training and conferences

We answer the phone and send emails as part of your team using your company name. Giving you the time to run a great event.

We do as much or as little delegate administration as you need.

By combining state of the art technology with fantastic service and years of events and hospitality experience we create your virtual event back office.

We take the load off your shoulders.

Letting you concentrate on designing, marketing and running your event.

# People are the secret ingredient at eVentBackOffice

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People are the key to why we are so successful.

We combine computing, customer service, marketing, events and hospitality experience to create a single point of contact for delegate administration.

Our team started running events years ago and have never stopped.

## Telephone call and email handling

We are very good on the phone – well used to handling callers from all over the world and often working with incomplete information.

When the MD of Mega Corp or their PA calls to change a registration, you don't want just anyone answering the phone.

That's where we come in!

Sophisticated call handling tools route the call to the best person to handle the call.

A virtual PABX means we can be anywhere in the world - the phone rings and you are covered.

If you need 24 x 7 coverage, we have support in different time zones around the world.

Your event has a dedicated phone number so we know which event the call is about. We always answer in your name.

Delegate calls and emails are logged in our secure CRM system.

Your data is never confused with another clients even if it is the same person we are talking to.



## On-site check-in desk staffing



When a delegate arrives at the reception desk you want the best and most experienced front of house staff.

The meet and greet team are ex first class cabin crew trained by the best airlines in the world.

We passionately believe the first impression is the most important – and the second is just as important.

# Delegate administration the eVentBackOffice way

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We cover the whole process of delegate administration from pre-event registration to on-site check-in and post event survey.



## Invitations

We create delegate invitations and send them by email or post.



**Website** - we can design and set up a cost effective event web site. You can update information or we can on your behalf



**On-line registration** - we set up the on-line forms to capture delegate registrations. We can use our powerful state of the art system or any other system.



**Tickets** - we send your delegates their tickets and joining instructions by post or email.



**Reporting** - regular reporting on registrations and payments.

You can see how bookings are going in real time 24 hours a day with our system.

Reporting on delegate special needs and food choices.



## Telephone and email queries

The biggest part of our service is dealing with delegate queries and changes.

Delegate substitutions, changes to itinerary and cancellations are common queries.

We chase up invitees who have not yet responded.

Use a dedicated phone number and get 24 x 7 delegate support in multiple languages

Correspondence and calls are logged in a secure multi-user database that you have 24 x 7 access to.

We can pass the information to your CRM if required.



### **1 on 1 meeting**

Arrange and schedule meetings between delegates and your staff.



### **Visa application**

Sending visa application support letters.



### **Travel arrangements and airport transfers**

Confirming and arranging travel and airport transfers. We compile trip schedules and delegate lists for your travel partners.



### **Accommodation**

Managing accommodation requests, VIP upgrades and compiling rooming lists for hotels.



### **Questionnaires and surveys**

We set up and send your surveys before, during and after an event.



### **Check-in, ticketing and badge software**

Our BookMeIn2.com software does on-site check-in, ticketing and session management.

We set up the software, design and print the badges and provide hardware including printers and scanners



### **Meet and greet staff**

Use our experienced teams to man your reception desks and act as meet and greeters.

## **What we don't do**

*We don't design or run the event – that's your job and you are better at it than us.*

*We don't source venues or negotiate hotel rates – that's your or a specialist firm's job.*

*We don't book speakers – but we can manage them for you.*

# Technology at eVentBackOffice

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Event registration and delegate administration seems simple - but it's all in the detail.

Anyone who tells you the technology behind a successful event is always simple has not been in the industry very long.

The technical team at eVentBackOffice have been designing, building and successfully implementing business software in major organisations for many years.

We might not have seen everything, but we have seen a lot, so very little fazes us and we are always up for a challenge.



## Registrations

Take on-line registrations using our fast and flexible software or use another system if you prefer.



## Branding

Reinforce your brand on the registration forms and emails with your colours, logos, fonts and house style.



## URL and email address

Set the domain name, URL and email addresses to reflect your brand.

Edit the text on web screens and emails to match your tone of voice and style.

## Corporate Hospitality

- A Guest Management system that's simple to use, secure and audited.
- Works for field staff, managers and guests - all without training.
- Gives you full control of who invites guests and who approves the expenditure.
- Bribery Act 2010 - helps enforce internal policies for larger organisations.
- Your corporate brand both inside and outside the organisation.

**eVentBackOffice** makes you like a swan moving calmly on the surface while underneath we're working hard.

## Guest Event Calendar

- The quick and secure way for sales and senior management to see what is happening with customer and partner events.
- Shows who has been invited and who is attending.
- Information is easily fed to your CRM system to track interactions with clients and business partners.



### BookMeIn2

On-site check-in software that works with any registration system including industry standard Excel spreadsheets.

Manned check-in desk, bar code & QR code readers, self service,

Windows, iPad and Android.

Offline and online operation - works if the Internet goes down



### Badges

Print on arrival or in advance.

We handle it all .

We can supply badge stock, PVC wallets and lanyards both plain or printed.

Need computers, scanners, printers and networks? We supply, set them up and support you on-site.



### Delegate App

Easily branded for your event.

1 to 1 meeting management.

Delegate networking.

Personal agenda.

Event info.

Polling and voting

Ask the speaker a question



## Data Security & GDPR



Security is everything. We live in a GDPR world that we take very seriously.

Your data is backed up and protected behind firewalls and multiple levels of security.

All our servers are based in the UK.

Your data is kept separate from all other customers - even our call tracking system is designed so if we speak to the same person on behalf of another client the information is kept separate.

## What's next?

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'Simple' as the furry guy on the TV says

There's always time for coffee and a chat.

No pushy sales talk, just common sense.

Everything in complete confidence – we always assume there is an automatic NDA in place.

There is absolutely no obligation.

Let's talk and see how we can work together?

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**<https://xitagy.com>**

**eVentBackOffice**

the delegate  
administration and  
logistics service from



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