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**From Multi-Venue Complexities
to Flawless Tech-Enabled Experience.**

We See Solutions.[™]

With 300 of a financial customer's top investors flying in from all over the world for their Annual General Meeting in France, the stakes were high. The Ask? With 14 fund meetings in two days, in two different venues, provide a digital logistics solution for a five-star experience.

With Jo and team on the job — Consider it done!



Event

The high-value investors flying into Avignon, France, for our finance customer's Annual General Meeting (AGM) required world-class services. With 14 fund meetings in just two days across two venues, they needed a streamlined pre-event agenda solution to ensure everyone got to the right place at the right time without getting lost. The customer knew Encore would be up for the challenge, based on a strong history together.



Challenge

To accommodate the large volume of participants for this high-touch, multi-session and -venue event across Avignon, the customer knew the stakes were high. With different groups attending different fund meetings, they needed a faultless and simple-to-follow system to ensure the international attendees had a seamless experience, including an easy way to receive any last-minute changes to the agenda, speakers and/or locations.

Jo and team immediately got to work, tackling these logistical challenges and ensuring the optimal solutions were in place to deliver a five-star experience. How? By further leveraging the digital tools of an event platform the customer already knew and loved — Chime LiveSM.



Solution

To deliver a smooth event experience, Jo and team recommended that the customer create individualized itineraries for each participant, which minimized the number of relocations between venues and accommodated for travel time. With technical guidance, this meant:

- The customer equipped participants pre-event access to Chime Live, an event platform that attendees could access directly from their mobile devices.
- Each fund investor only needed to look at their phone to see where they needed to be and when with this digital solution.
- Any last-minute agenda changes were available immediately.

The customer also set up coach transfers that ran every 15 minutes between the venues to make sure the commute was a smooth process.



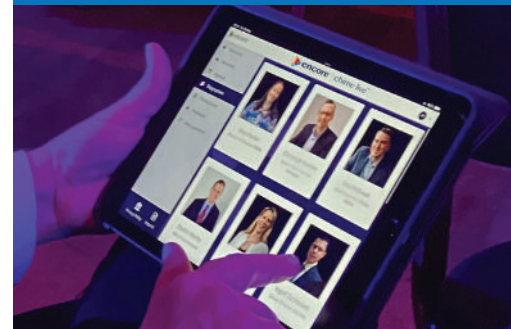
Result

Thanks to Jo's creative problem-solving and digital solutions, the team navigated the customer's multi-session and -venue logistics challenges delivering a flawless event for the high-profile participants. With Chime Live, everyone made their fund meetings at the right location on time. The platform's easy-to-use, yet powerful tools, also equipped the high-touch investors with enhanced engagement opportunities during the sessions — a benefit the customer already regularly used Chime Live for.

Attendees received iPads preloaded with presentation content, speaker bios, the 'ask a question' feature and notes functionality upon arriving at their first meetings. Onsite technical support teams managed these features along with the presentations themselves and remained available to assist audience members as needed to ensure another successful event.

Chime LiveSM Engagement Platform

- Streamline timetables
- Minimize transfers
- Accommodate for travel time
- Ensure well-managed attendance



Preloaded iPads Featured

- Detailed agendas
- Presentations
- Speaker bios
- 'Ask a Question' tool
- Notes

Encore Pillars Demonstrated

- ✓ Innovation
- ✓ Expertise
- ✓ Collaboration
- ✓ Excellence

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Encore provides end-to-end event solutions that create immersive and engaging experiences of any size and type, anywhere your events take you.



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