

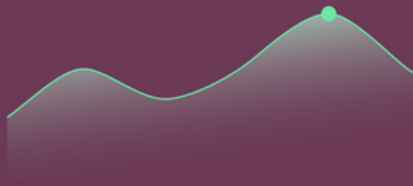


Service Definition

G-Cloud 15 framework

Total Revenue

£993,130 ↑ 23%



Highest sales spike: +28% on Aug 12-14



Box office

Events

Products

SATURDAY 13 DEC 2025, 20:00 PM

SIX - The Musical

The Regent Theatre

Seated Event

Has Recommendations

Add items

345
Available

54
Reserved

12
In carts

47
sold

SATURDAY 20 DEC 2025, 19:30 PM

The Nutcracker

The Corn Exchange

Seated Event

Has Recommendations

Add items

1046
Available

0
Reserved

2
In carts

15
sold

1227
Total tickets

1046
Tickets available

0
Tickets reserved

2
Tickets in carts

154
Tickets sold

25
Tickets blocked



SATURDAY 10 JAN 2026, 20:00 PM

Sarah Millican

The Regent Theatre

625
Available

67
Reserved

15
In carts

12
sold

LEICESTER
SQ THEATRE

1 2 Donate 3 4 5

I'd like to donate:

£0

£2

£5

£10

£15

£20

£ Your amount

☐ I prefer not to donate.

Back

Continue

HELLO

We're Ticketsolve

Ticketsolve is the cultural sector's operating system, supporting ticketing, CRM, fundraising, marketing, memberships, and administration in one powerful, evolving platform.

For over seventeen years, we've partnered with more than 400 arts, culture, and heritage organisations, large and small, to create a solution that meets the demands of today while anticipating the needs of tomorrow.

This close collaboration means Ticketsolve is continually refined to support complex operations and drive performance at every stage of growth. Every feature is built to make a real impact, streamlining workflows, increasing revenue, and empowering every department across your organisation to thrive.

Our team's dedication powers everything we do. With deep sector knowledge and a shared commitment to your success, we work alongside you to deliver meaningful, measurable results, because your performance is our priority.

Our Approach

Choosing Ticketsolve means more than selecting a ticketing system, it means gaining a committed partner in your organisation's growth. We work hand-in-hand with teams across your organisation, offering expert guidance and ongoing support grounded in a deep understanding of your unique operational goals.

Our collaborative approach helps you unlock every revenue stream, boosting ticket sales, maximising secondary spend, and driving sustainable growth.

Built on continuous feedback from the sector, our platform evolves alongside your needs, adapting to new challenges and opportunities as they arise. We back this with tailored training, workshops, and practical resources designed to empower your team at every level.



What makes Ticketsolve different?

We're more than a platform, we're a people-first partner with a deep connection to the cultural sector. Our team brings a genuine passion for the arts: from theatres and museums to festivals, live events, and visitor attractions. We take the time to understand your organisation, your challenges, and how Ticketsolve can help you thrive, not just in ticketing, but across your entire operation.

That's why our customer success and support teams are by your side at every step. Backed by years of experience and insight, they're here to help you make the most of the platform. From practical toolkits and whitepapers to in-depth training, webinars, and sector forums, we go beyond software, co-creating success through real partnership

Ticketsolve is built on

► Experience

We understand the realities of the sector, because we've lived them. Our team brings hands-on experience from theatres, venues, museums, festivals, and the software world. When we say we speak your language, we mean it. We've stood where you stand, and that insight shapes everything we build.



► Passion

Our commitment to arts, culture, and heritage runs deep. It drives us to create a platform that genuinely supports your goals, and pushes us to keep improving. From our developers refining features to our customer success team guiding your next step, our passion fuels your progress.



► Future & Feature Focus

We're not just building for today, we're shaping what's next. With an agile, user-driven development approach, we respond quickly to sector needs. And we don't stop at product, we lead conversations that move the industry forward.



► Partnership

Real progress comes from working together. We share knowledge openly, through case studies, guides, and whitepapers, so the entire community benefits. At Ticketsolve, partnership isn't a promise; it's a practice.

OUR COMMITMENTS

Everything we do at Ticketsolve is guided by a commitment to the people and organisations we serve. From our customers to their audiences, from the wider sector to our own team, our approach is grounded in trust, collaboration, and continuous improvement.



WE'RE COMMITTED TO...



Our customers

We work in partnership with our customers, co-creating new features, responding to real challenges, and shaping our platform around their evolving needs. Their success drives our decisions.



Their audiences

We're here to help create seamless, accessible, and secure experiences for audiences across the arts and cultural sector. Because every great event begins with a great user experience.



Our industry

We believe in strengthening the cultural sector as a whole, sharing knowledge, improving access, and empowering organisations to thrive through ongoing innovation and support.



Our people

Ticketsolve is built on inclusivity. We're committed to creating a workplace where everyone feels welcomed, safe, and valued, regardless of background or life experience. When you're with us, we're with you.



Our product

Our agile development process combines weekly, rigorously tested updates with real-time customer feedback. The result? A powerful platform that grows with you, built by a team that understands your world.

FIND OUT MORE

Our Features

Our platform brings together everything your organisation needs to thrive, across ticketing, marketing, fundraising, CRM, payments, insights, and operations.

CRM

Put audience insight at the heart of your organisation

In arts and culture, understanding your audiences isn't just valuable: it's vital. Ticketsolve's CRM tools are built to give you a complete, real-time view of your customers, so you can connect meaningfully, engage effectively, and build loyalty that lasts.

Fully integrated into the platform, Ticketsolve CRM brings together every interaction: ticketing, donations, memberships, communications, into a single, clear picture. There's no need to sync external tools or switch between systems. Just one source of truth, accessible across your teams. Create dynamic audience segments, deliver personalised multi-channel campaigns, and track key relationships over time. With built-in project management tools and smart automation, your team can move faster, work smarter, and make every engagement count.

SOME OF OUR CRM FEATURES

- Unified Customer View
- Memberships & Contact Details
- Customer History & Interaction Logs
- Opt-In Preferences & GDPR Tracking
- Customer Segmentation & Smart Lists
- Enhanced Visual Tagging
- VIP Flags & Priority Customer Tags
- De-Duplication Tool for Clean Data
- Customer Comments & Notes
- Project & Task Management Tools
- Audience Development Planning
- Cross-Team Access to Shared Insights

The screenshot displays the 'Home > Customers' page in the Ticketsolve CRM. A sidebar on the left contains navigation icons. The main content area shows a profile for 'Mr Daniel Thompson (#12893)' with the email 'daniel@gmail.com'. Below this, there are tabs for 'Contact info', 'Customer summary', 'Permissions', and 'Membership'. The 'Contact info' tab is active, showing a 'Customer details' section with form fields for Title (Mr), First Name (Daniel), and Last Name (Thompson). Below this are fields for Email (daniel@gmail.com) and Date of Birth (12/08/1978). At the bottom, there are fields for Calling code and Phone number, with two sets of fields for different contact points: (+44) 7946 0018 and (+44) 7845 0245.

TICKETING

Frictionless for audiences. Powerful for teams.

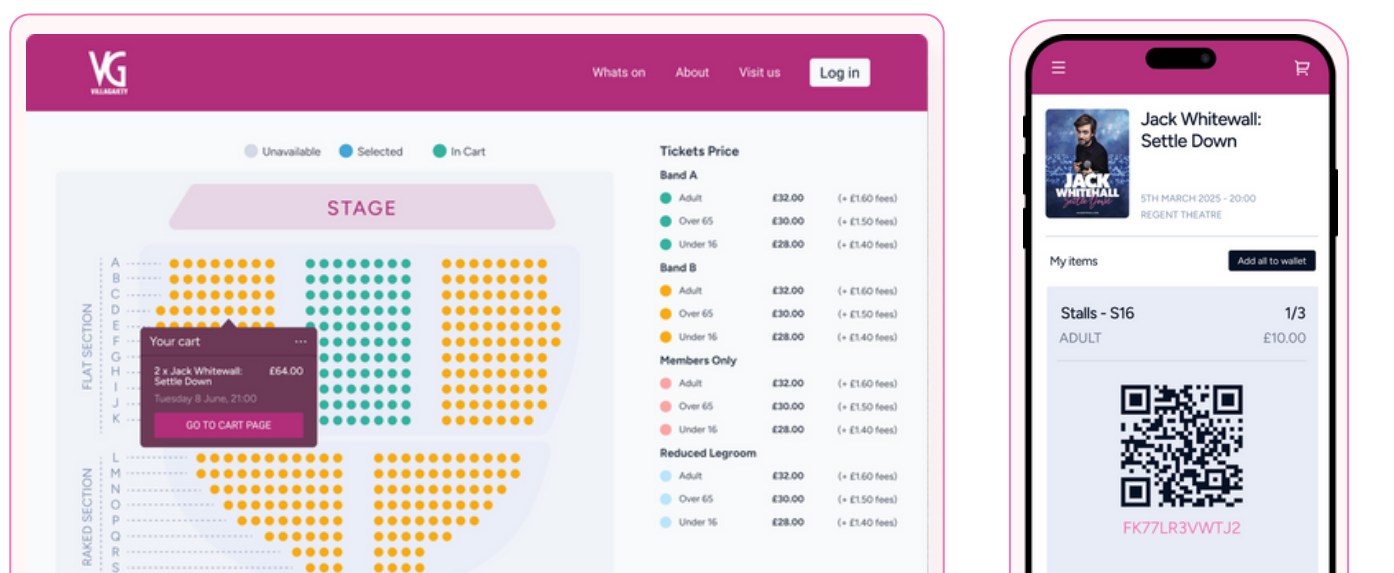
Deliver seamless, on-brand booking journeys that convert more browsers into buyers, while giving your team full control behind the scenes.

Whether you're running complex reserved seating or timed-entry events, Ticketsolve ensures every step is simple, accessible, and designed to drive results. From mobile-first design to integrated upsells and automated queues during peak on-sales, our ticketing tools help you welcome every audience, and exceed their expectations.

With advanced customisation, real-time performance insights, and full WCAG 2.2 AA accessibility, our platform doesn't just sell tickets. It builds trust, supports revenue growth, and helps you deliver a smoother experience from first click to final curtain.

OUR KEY TICKETING FEATURES

- Mobile-First, Responsive Booking Journeys
- WCAG 2.2 AA Accessibility
- Branded Checkout with Custom Fonts & Colours
- Timed Entry Support
- Digital Tickets
- Custom Ticket Types
- Built-In Upsells (Drinks, Merch, Donations)
- Virtual Queuing for High-Demand On-Sales
- Waiting Lists for Returned Tickets
- Commission & Allocation Handling
- Customisable Ticket Design
- Conversion Tracking & Analytics
- 99.98% Uptime



Sales, support, and ticketing: streamlined

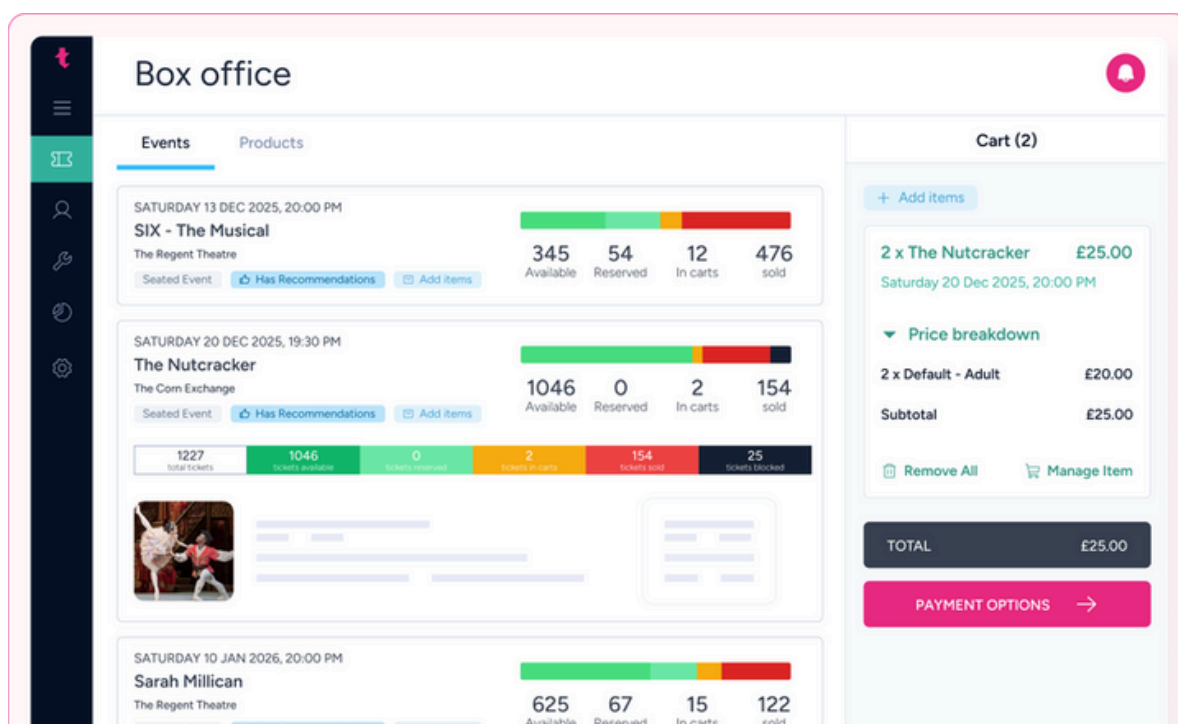
Ticketsolve is purpose-built to simplify your box office operations while boosting ticket sales and elevating the customer experience. Our intuitive tools help your team deliver fast, confident service, whether it's a busy on-sale or a last-minute walk-up.

Manage memberships, friends schemes, subscriptions, and patron programmes with ease. Set up discounts, offers, and priority booking windows in minutes, keeping your loyal audiences engaged and valued.

Our fully responsive platform delivers a seamless booking journey across mobile, tablet, and desktop, with a conversion rate that's 4x higher than the industry average. And with real-time offer tracking and performance insights built in, your team stays on top of what's working, maximising ROI and ensuring every event hits its target.

SOME OF OUR BOX OFFICE FEATURES

- Simple Event Set-Up
- Event Templates & Cloning
- Build Your Own Seating Plan
- Multiple Ticket Allocations
- Agent Sales
- Dynamic Promotions
- API/XML Access
- Audience Agency Integration
- Clear View Integration
- Purple Seven Integration
- Scanning
- Audit Trail
- Reporting
- Bespoke Report Writer
- Fully Customisable



FUNDRAISING

Designed for everyday giving. Built for strategic growth.

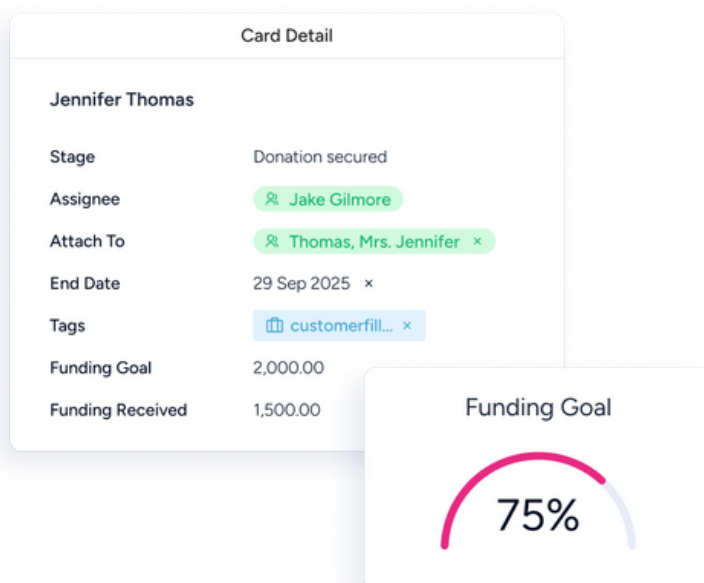
From a quick donation at checkout to managing multi-year partnerships, Ticketsolve empowers fundraising teams to work smarter, combining powerful tools with the insight needed to build real, lasting relationships.

Our platform supports the full fundraising lifecycle, embedded across your entire operation. Campaigns, Gift Aid, renewals, acknowledgements, and major giving pipelines, everything lives in one place. That means less admin, more clarity, and better outcomes.

Designed for scale, Ticketsolve makes it simple to manage audience giving while supporting high-value fundraising strategies. With structured pipelines, full donor histories, and smart segmentation, you'll always know where to focus, what's working, and how to deepen support across every type of donor.

OUR KEY FUNDRAISING TOOLS

- Integrated Donation Prompts
- Gift Aid Capture & Audit Trails
- Strategic Pipelines for Major Giving & Appeals
- Corporate Sponsorship Management
- Friends, Patron & Membership Schemes
- Grant, Trust & Foundation Tracking
- Capital Campaign Oversight
- Real-Time Income Dashboards
- Donor Tagging & Smart Segmentation
- Full Supporter Histories & Notes
- Automated Acknowledgements & Renewals
- Insight-Led Stewardship Tools



LEICESTER SQ THEATRE

1 2 **Donate** 3 4 5

I'd like to donate:

£0	£2
£5	£10
£15	£20

£ Your amount

☐ I prefer not to donate.

[Back](#) [Continue](#)

REPORTING

See your data differently and act on it instantly

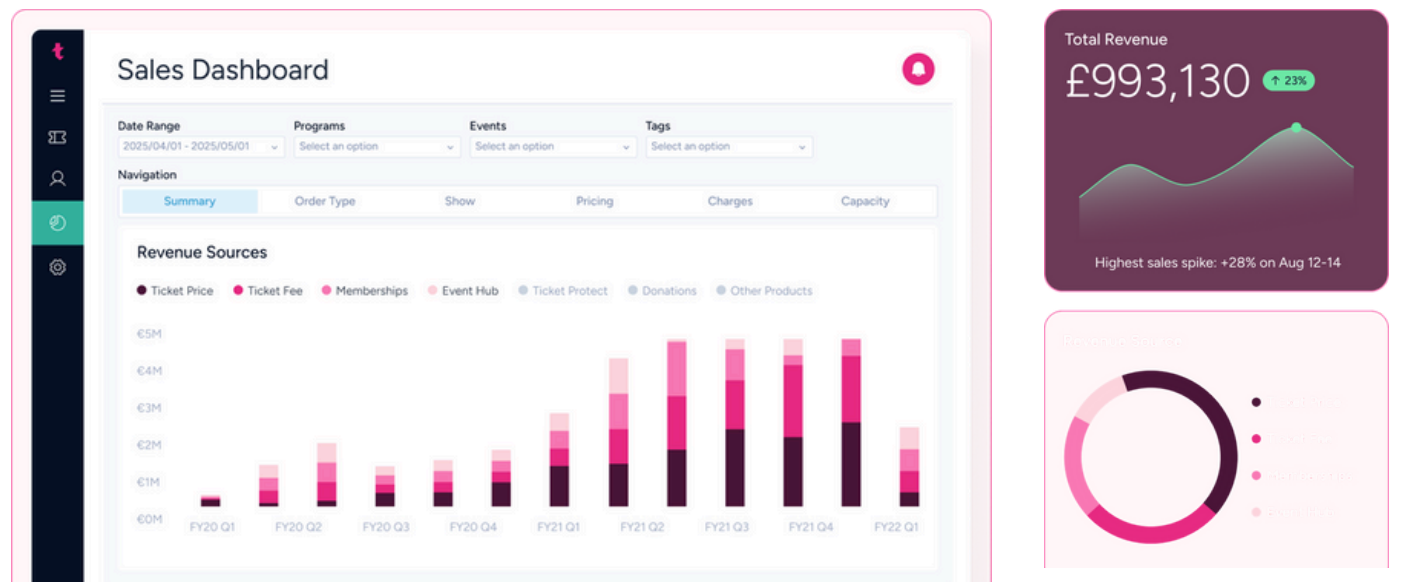
Ticketsolve's reporting tools are designed to put the right insights in front of the right people, when it matters most. Whether you're tracking sales performance, forecasting income, or measuring campaign impact, our platform turns complex data into confident, actionable decisions.

With a full suite of real-time reports, covering finance, marketing, fundraising, and operations, every team has the tools they need to monitor performance and respond quickly. No spreadsheets. No delays. Just clear, up-to-date information you can trust.

Our client-driven reporting engine goes beyond surface-level stats. Build bespoke reports, track KPIs over time, and dive deep into audience behaviour. Whether you're managing a single venue or comparing results across multiple sites, Ticketsolve gives you one source of truth, accessible, accurate, and easy to use.

REPORTING HIGHLIGHTS

- Real-Time Sales & Financial Dashboards
- Campaign Performance Reporting
- Marketing ROI & Audience Behaviour Insights
- Bespoke Report Builder for Custom Analysis
- Forecasting Tools & Historical Comparisons
- Multi-Venue Reporting & Filtering
- Integration with Analytics Platforms
- Suggested Actions Based on Live Data
- Accessible Visual Dashboards
- Automated Alerts
- Project-Level Reporting



MARKETING

Drive impact, grow audiences, and prove your results

Reach the right people, at the right time, with marketing tools designed for the cultural sector. Ticketsolve empowers your team to plan campaigns with purpose, engage audiences more effectively, and make every message count.

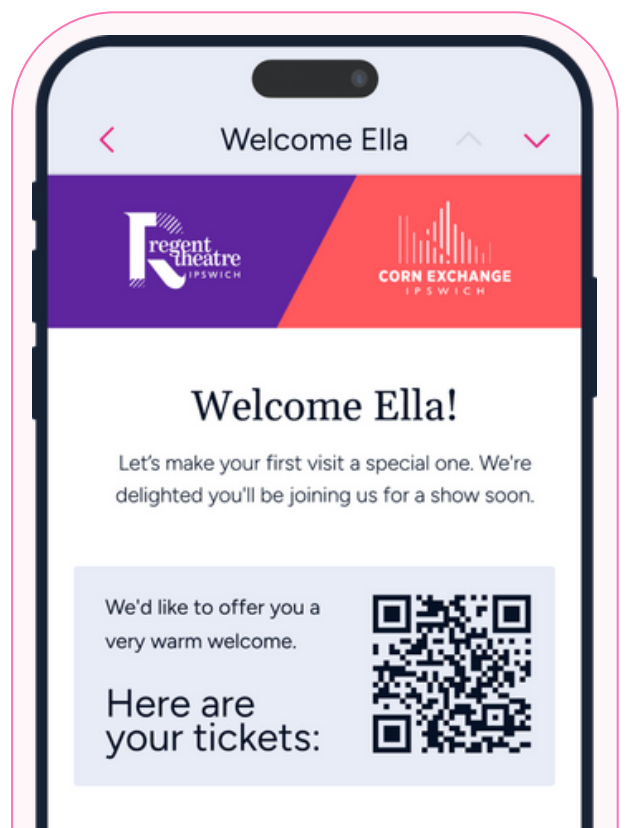
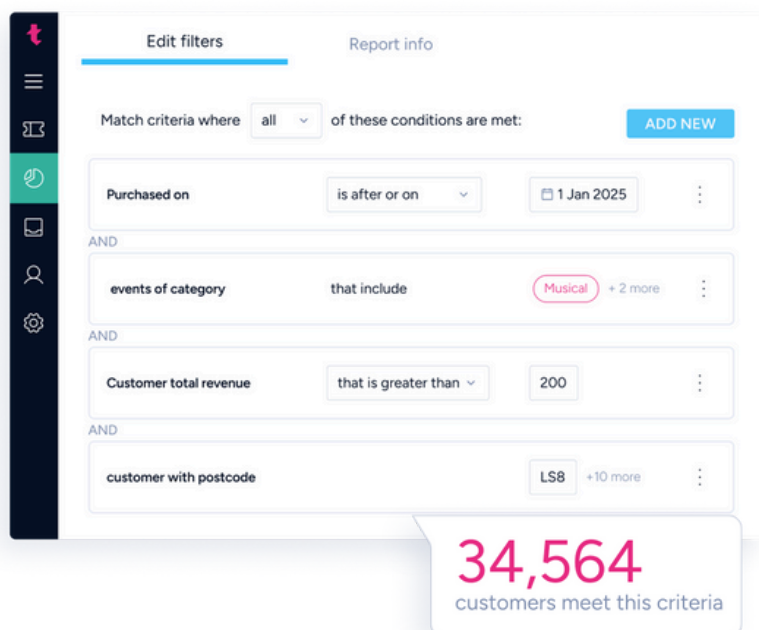
Segment audiences by behaviour, automate personalised journeys, and run targeted campaigns across email, SMS, and social, all without leaving the platform. From early bird offers to upsells and renewals, you'll have the tools to boost engagement and drive ROI at every touchpoint.

Marketing impact shouldn't be a mystery. With real-time campaign tracking, integrated ROI reporting, and insights surfaced automatically, you'll always know what's working, where to improve, and how to back your success with data.

Whether you're a solo marketer or part of a busy team, Ticketsolve helps you work smarter, turning audience insight into action.

KEY MARKETING TOOLS

- Customer Segmentation & Smart Lists
- Built-In Campaign Management
- Mailchimp Integration & Automation
- Google Analytics & Google Tag Manager Support
- Audience Tagging Based on Behaviour
- Campaign Performance & ROI Reporting
- Conversion Tracking & Pixels
- Automated Pre- & Post-Event Emails
- Upselling & Cross-Selling Tools
- Discounts, Offers & Promotions
- Priority Booking & Exclusive Access
- Membership & Donation Upsells
- Merchandise & Add-On Management
- Social Channel Integration (Facebook, X/Twitter)
- Fully Responsive Front-End Design



TICKETSOLVE PAY

Integrated payments, built for the arts

TS Pay takes the complexity out of payments by bringing everything in-house, no third-party gateways, no separate reconciliation, no delays.

Designed specifically for the arts and cultural sector, TS Pay gives you full control over your income, with faster settlements, real-time dashboards, and recurring payments that support memberships, subscriptions, and donations.

Whether your team is managing box office transactions or tracking financial performance, TS Pay simplifies the process, streamlining finance workflows and improving visibility across your organisation

KEY FEATURES

- Integrated card payments with no external merchant accounts
- Daily settlements and real-time revenue tracking
- Recurring payments for memberships, donations, and subscriptions
- Supports Apple Pay and Google Pay out of the box
- Transparent, predictable pricing
- Reconciliation built directly into Ticketsolve

TICKETSOLVE PROTECT

Confidence for your customers. Revenue for your organisation.

TS Protect is a built-in ticket protection add-on that helps reduce booking hesitation, especially for higher-value or early purchases. Customers gain peace of mind knowing their booking is covered, while your organisation benefits from a new income stream with zero extra admin.

KEY FEATURES

- Optional ticket protection offered at checkout
- Automatically priced based on order value
- Fully managed claims process via Protect Group
- No additional setup or admin for your team
- Increases conversion and builds trust
- Adds a new revenue stream at no cost

Seamlessly integrated into the booking journey, TS Protect is powered by Protect Group, who handle the entire claims process. That means happier customers, reduced friction, and no strain on your team.

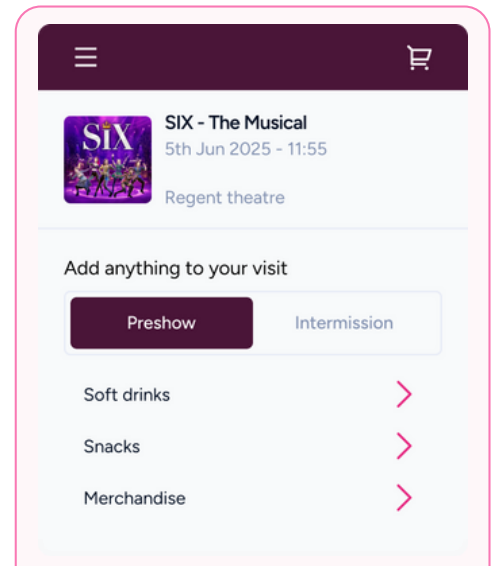


EVENT HUB

Shape the full experience, from booking to showtime

Event Hub gives you complete control over the audience journey. Send digital tickets, event details, and FAQs ahead of time, so your guests arrive informed and ready. It also opens up smart, timely upsell opportunities, like drinks, merchandise, or parking: right when customers are most likely to buy.

Because Event Hub lives inside Ticketsolve, your team can manage communications, products, and logistics from one place, reducing friction for customers and easing the pressure on box office and front-of-house teams.



KEY FEATURES

- Share tickets, arrival info, and FAQs
- Sell add-ons like drinks or merch by event
- Send updates via email or SMS
- Increase pre-show revenue without pushy upsells
- Ease operational pressure with informed audiences
- Fully integrated into the Ticketsolve workflow

TICKETSOLVE PROJECTS

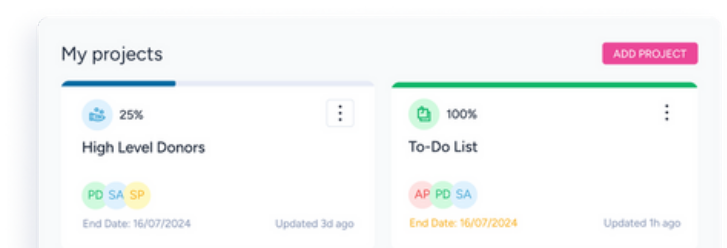
From planning to delivery, keep every team on track

Projects is your connected workspace within Ticketsolve, helping you manage marketing campaigns, fundraising pipelines, group bookings, and operational workflows, all in one visual dashboard. Built specifically for cultural teams, Projects removes silos and makes responsibilities clear.

KEY FEATURES

- Kanban-style project boards for visibility and clarity
- Task assignment, due dates, and ownership tracking
- Link to events, customers, and campaigns
- Custom boards for marketing, fundraising, bookings, and more
- Supports team collaboration and cross-departmental planning

Assign tasks, track progress, and link your work directly to events, customers, or revenue goals. Whether you're launching a capital campaign or coordinating a cross-team initiative, Projects helps you stay aligned, hit deadlines, and work smarter together.



FIND OUT MORE

Service & Support

Because when you thrive, we do too. At Ticketsolve, support isn't an add-on, it's part of the partnership. From day one, our team is here to make sure you feel confident, capable, and in control, every step of the way.

FAST ANSWERS. REAL PEOPLE. NO FUSS.

Customer Support

Our support team understands the pressures of live events and busy venues, because we've been there too. That's why we're on hand 24/7, ready to jump in when you need us. No scripts, no runaround, just experienced professionals who know the system and your world.

We're proud to maintain 99.98% uptime and a customer satisfaction rating of 100%, but we don't stop there. We actively monitor the platform, respond fast, and keep everything running smoothly behind the scenes.

Whether it's a quick fix or a deep dive, we're here via phone, email, or our Help Centre. You'll also find clear, up-to-date resources in our knowledge base to help you solve issues on your own terms.

SPEEDY, RELIABLE SUPPORT

- Median first reply time: 17 minutes
 - Median time to first resolution: 0.7 hours
 - Median time to full resolution: 0.9 hours
 - Average ticket response: under 1 hour
 - Phone support availability: 99%
 - Email support availability: 99%
 - Help Centre availability: 99%
 - Client satisfaction score: 100%
- (based on 99 responses over 1 month)



Ticketsolve support is without compare. I think that even companies that don't actually have tickets to sell, should sign up with you for the utter joy of it.

Thom Stanbury
GENERAL MANAGER

watermans

A SMOOTH START, TAILORED TO YOU

Customer Onboarding

Switching systems can feel like a big leap, but with Ticketsolve, you're never doing it alone. Our onboarding team works closely with you to shape the platform around your organisation's specific needs, drawing on over 17 years of experience and more than 400 successful onboardings.

The standard onboarding journey takes around 12 weeks and is built to minimise disruption while maximising readiness. From setup to training to go-live and beyond, we make sure your team feels confident, informed, and supported at every step.

Our approach is collaborative and client-focused, because no two organisations are the same, and your system should reflect that.

WHAT ONBOARDING INCLUDES

- Tailored training for everyone who needs it
- Support designing your box office setup and workflows
- Tool integration to connect your existing ecosystem
- Full data migration managed by us with minimal downtime
- Post-launch support from our team and the wider Ticketsolve community



We've had the pleasure of working closely with Ticketsolve's dedicated onboardings team, led by Darren. Their experience shone through at every stage of the process, from a bespoke front-end design to a comprehensive integration of our key tools and systems. Darren's team delivered a seamless transition, complete with thorough team training and data migration that left us fully equipped to make the most of Ticketsolve's capabilities.

Trish Thomas
HEAD OF DIGITAL INNOVATION

**LONDON
MUSEUM**

YOUR GOALS, OUR FOCUS

Customer Success

At Ticketsolve, success is a shared journey. Our Customer Success team is here to make sure you're getting the most out of the platform, not just day to day, but long term. From strategic planning to hands-on support, we're your partners in growth.

We work closely with you to understand your organisation's goals, uncover opportunities, and help shape how you use Ticketsolve to get there. That means more than just advice, we bring sector insight, training, and a whole lot of data to back up every decision.

Whether you're launching a new initiative, refining your campaigns, or exploring new revenue streams, our Customer Success team is your sounding board, guide, and collaborator, all in one.

HOW WE SUPPORT YOUR SUCCESS

- Tailored platform guidance to help you achieve your specific goals
- Insights from 400+ organisations across the sector
- Best practice recommendations grounded in data
- Training and strategic planning to support team development
- Ongoing check-ins to track progress and adapt as you grow
- A long-term partner who's always just a call or email away

We've gained invaluable insights into our audiences with Ticketsolve and have been able to increase our cross-selling opportunities. We are absolutely thrilled with our choice of ticketing partner. From their level of attention to customers, the added benefits of their teams and resources, as well as never having to go through an issue alone: Ticketsolve is a one-stop solution to all our Ticketing and Marketing needs.

Joanna Rigg
PROGRAMMING DIRECTOR



PRACTICAL INSIGHT. REAL-WORLD EXAMPLES. BUILT FOR THE SECTOR

Resources

We don't just build software, we share what we've learned. Ticketsolve's resource library is packed with case studies, guides, webinars, whitepapers, podcasts, and sector insights, created to support not only our customers, but the wider cultural community.

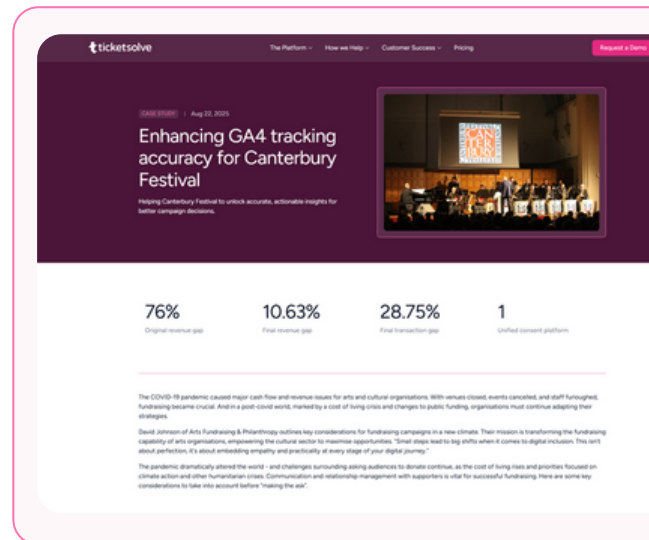
All customers have full access to our Help Centre and learning materials, including regularly updated support articles and platform walkthroughs. We also host Ticketsolve Academy sessions every month, covering arts sector trends, platform best practices, and practical advice from peers. Can't make it live? Every session is available on demand, so you can learn at your own pace.

STRONGER TOGETHER

Our Community

Over the past 17+ years, the Ticketsolve community has grown into something we're incredibly proud of. Today, more than 400 organisations, from theatres and cinemas to museums, festivals, and heritage sites, trust Ticketsolve to power their ticketing, CRM, marketing, and fundraising.

And while that number continues to grow, our approach stays personal. Our support and customer success teams stay closely connected with every organisation we work with, and we actively bring our community together to share knowledge, solve challenges, and inspire one another. When you join Ticketsolve, you're not just choosing a platform, you're joining a network of peers who understand your world and are here to grow with you.



PRICING

Fully Transparent Pricing

A transparent single charge: we build your pricing plans to fit your organisation so that all teams can get the most out of Ticketsolve and our added benefits without worrying about hidden costs and fees.

Coming from all corners of the arts, culture, and heritage world, no two Ticketsolve customers are quite alike.

Everyone has their own needs, goals, and unique ways of doing things – and we want to make sure your experience with Ticketsolve works for you. With no neat categories dividing up our customers, it means our pricing plans are both realistic and workable for your organisation.

Constantly Evolving Platform

We never stand still and neither does the product you're using.

- Continuous weekly improvements and enhancements
- New features rolled out automatically
- No upgrade fees or downtime
- Backed by a fast-moving, rapidly growing development team

You're always on the latest, most powerful version of Ticketsolve, without lifting a finger.

INCLUDED IN YOUR CONTRACT

Access to the Entire Ticketsolve Platform

A cloud-based system that scales with you.

One simple licence gives you:

- Unlimited users
- Unlimited events
- Unlimited customers
- Access to the full system
- The flexibility to add optional extras like Event Hub or Postcode Lookup whenever you need them

You're never boxed in. You start with everything you need, and you add extras only if and when they make sense for your organisation

No Upfront Costs

We know how tight budgets are and the need to protect your cash flows. This is why there are no upfront costs when going live with Ticketsolve. We only start charging you once you start selling tickets. We invoice you a month in arrears which helps your cash flow as we only charge you for the tickets you sell and the invoices will increase and decrease to match your ticket sales.

ONBOARDING

Making the Move to Ticketsolve

Embrace the simplicity of switching to Ticketsolve, where we handle the heavy lifting for you. With over 400 successful migrations under our belt, we're well-versed in streamlining the process and minimising downtime. Our commitment is to deliver a smooth, seamless implementation experience for your organisation, offering unparalleled support and guidance every step of the way.

WHAT TO EXPECT

Personalised Consultation

We kick off the journey with a meeting tailored to your organisation's needs and goals, ensuring a comprehensive understanding of our solution.

Custom Implementation Plan

Our expert team designs an implementation roadmap, factoring in any unique requirements or challenges you may face.

We're All About Collaboration

As we all know, a successful project is built on buy-in and collaboration with all parties involved. This is why we use a tool called Basecamp that allows each member of the project to see what we have done and what we need to do. This means that you know exactly how the project is performing and all project information is held in one central location.

Seamless Data Migration

We'll facilitate a smooth data transfer, ensuring customer information, ticket sales, and more are seamlessly moved across from your current system.

We Keep Disruption to a Minimum

Moving to a new box office system will obviously cause some disruption to the organisation. However our objective is to minimise this disruption during the handover. Usually we ask for the box office to be closed for one day so that we can complete the final migration and train all box office staff. You can also take sales on your old system up until midnight on the night before go-live, this ensures that there is minimal impact on your ticket sales.

Training & Support

We have experts on hand to guide you across every aspect of a successful box office including marketing, fundraising, audience development, business development and box office sales. We provide your team with full training at your workplace, covering themes such as:

- Basic navigation and functionality of the system
- Selling tickets, creating and managing customers, and taking payments
- Tailored event creation for different needs
- Reporting and marketing tools
- Advanced features and customization options
- Best practices and tips for maximising the system's capabilities
- Hands-on workshops and opportunities for Q&A

Our goal is to empower your team with the knowledge and skills they need to fully utilise the system and achieve your organisational goals.

CONTINUED EXCELLENCE

Beyond initial implementation, our team remains dedicated to providing ongoing support, updates, and improvements, ensuring Ticketsolve remains the perfect fit for your organisation's evolving needs. What can you expect after you go live with Ticketsolve? Take a look below:

Ongoing Support

We offer 24/7 support free of charge to all of our customers. Our team is easily accessible by phone, email, or submitting tickets via our Help Centre.

We're committed to being there for you when you need it, and our Support Stats showcase level of service you can expect from us:

- Average response time for support tickets: less than 1 hour
- First reply time median - 17 mins
- Email support availability: 99%
- Help Centre availability: 99%
- Satisfaction rate among clients: 100% (based on 99 responses over the last month)

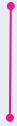
Customer Success

Customer Success is another strand of support offered to all members of the Ticketsolve Community. Our dedicated team is on hand to help you get the most out of the system.

Where customer support is reactive in nature, on hand to help you through any obstacles in your path, Customer Success is proactive, making meaningful changes to provide the best results in the long-term for your organisation's sustainability.

HOSTING & SECURITY

The best thing about using Ticketsolve is that as a SaaS solution, we take care of all the essential stuff at no extra cost. We host the service for you and manage the system security, data protection, database backups, high level demand, PCI compliance and much more. We've listed some of the essential need-to-knows below:



Hosting Service

All of your data and our data is stored securely in the cloud and we use Amazon Web Services (AWS) for this. We use AWS' Dublin Data Centre and it's fully compliant with all Data Protection legislation. We invest heavily in all aspects of security and PCI compliance to ensure that all data is protected from external threats. AWS is certified to ISO27001:2022 level for the enterprise-grade shared private cloud environment and managed services offering.



Data Security

All sensitive customer and payment information is passed over a secure TLS channel ensuring high levels of security and protection. The data within the datacenter itself is managed by AWS and includes 24/7/365 manned security, CCTV cameras operating in all areas of the building, all non AWS personnel are escorted continuously plus other operational procedures.



PCI Compliance

Ticketsolve Pay is built to meet the highest PCI DSS standards and uses Mangopay as its payment provider. MangoPay is fully PCI DSS compliant, audited, and certified at the highest level required for payment providers. Ticketsolve is also PCI compliant and audited as a service provider.



Backup & Disaster Recovery

As a hosted solution, Ticketsolve provides a comprehensive disaster recovery plan as part of our managed service.

If a disastrous interruption of service occurs we would transition the application to work on the Amazon Elastic Compute Cloud (Amazon EC2) platform. This is a web service that provides resizable compute capacity in the cloud. This service allows Ticketsolve to quickly restore the latest database backup and be live on a new platform in a matter of hours in the case of a disaster. Tests are carried out frequently to ensure that any disaster recovery execution will go as smoothly as possible. Currently our estimated time for restoration once instigated is between 60-120 minutes.



Monitoring & Resolutions

Ticketsolve is monitored automatically 24/7/365 to ensure the system is working correctly and efficiently. These monitoring systems actively watch all aspects of the platform and automatically notify us by email and text alert when there are any problems. The overall clustered infrastructure ensures that there is no single point of failure.

The client would have the ability to control automated recovery facilities, in the event of a 'routine' system failure. In the case of application server problems they are automatically taken out of the server list and alerts generated. In the case of database issues an alert is generated. If there is a serious issue with the main database the warm back up can be switched too in a matter of minutes.

SERVICE LEVELS

The Ticketsolve system is resilient, robust and reliable. As the system is hosted by us we can guarantee a 99.98% uptime as part of our service level agreement. Recent studies have proven Hosted solutions are out performing onsite solutions in terms of uptime and performance.

Ticketsolve separates itself due to its expertise in software development which utilises innovative agile processes. One of our biggest drivers is being able to keep our customers ahead of the curve. Unlike other box office solutions, we deploy fixes and new features every 2 to 3 weeks ensuring that the Ticketsolve system is constantly evolving. This deploy period takes place between 12am and 9am to ensure that the new deploy works correctly and will not affect any accounts.



Service Level Definitions

Ticketsolve categorises the severity level definitions on a scale of 1 (most severe) to 3 (general issues). Please see table below:

Severity Level	Definition
Level 1 High	Major impact no access to application and no work around solution.
Level 2 Medium	Minor impact due to application impaired and work around solution is available
Level 3 Low	Minimum or no impact to the application and includes general enquiry or request.

These issues relate to those items within the control of Ticketsolve including but not limited to Application, Server Infrastructure, Software and Services directly managed by Ticketsolve. For items outside the direct control of Ticketsolve, including internet connections, VPN, Dedicated Lines, Electricity networks, Firewalls, Routers, Payment processing, the onus is on the customer to resolve these issues.

Target Resolution Time

Resolution time is the elapsed time difference between when the case is received by Ticketsolve and when the case is closed (user acceptance). That does not include the time of any clock stop (e.g. Out of related time coverage window, waiting for 3rd party resolution or assistance, waiting for customer information, waiting for user approval).

The table below outlines Ticketsolve’s service level adherence to response and resolution time:

Severity Level	Service Level Criteria	Minimum % Adherence
Level 1 High	Response time and resolution time	95%
Level 2 Medium	Response time and resolution time	95%
Level 3 Low	Response time and resolution time	90%

Ticketsolve will work with its best efforts in resolving the issues at the earliest possible time. The timings outlined above are average resolution times. Ticketsolve works on a continuous upgrade cycle, where deploys are implemented on a regular basis. Certain non-critical (e.g. cosmetic) fixes may be deployed weekly. Ticketsolve’s on-call, on-demand service is provided out of the agreed service windows.

We stipulate a maximum response time of 3 hours to ensure we can adequately mobilise the necessary resources and personnel to address any issue effectively. This timeframe is a conservative estimate that provides us with the flexibility to manage various scenarios effectively. In practice, our team at Ticketsolve has a strong track record of responding much more swiftly. In fact, 88.9% of our queries are addressed within the first 30 minutes.

Support Call Line	Response Rate
Call duration average	6 minutes
Talk time average	6 minutes
Answer time average	27 s
Queue wait time average	15 s
On-hold time average	3 s

RECOMMENDATIONS

Technical Requirements

We understand that venues may have existing our preferred technology and hardware - we'll do our best to work around you, but have a few technical recommendations.

WHAT YOU'LL NEED

Internet Speed

We recommend that the box office terminals have their own dedicated internet connection with a minimum download speed of 1MB. We also recommend that 3G or 4G dongles are available in the event of the internet connection failing.

Operating System

Windows XP or later and Macs 2010 or later

Browser

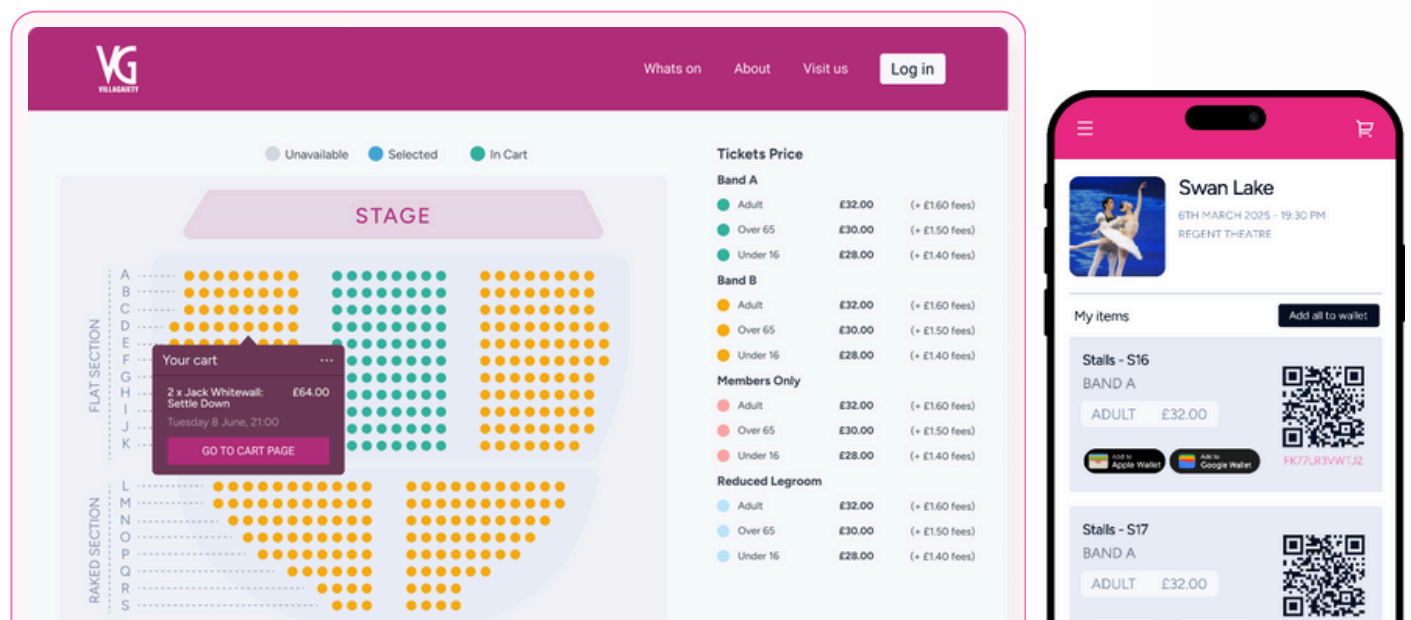
All computers that are attached to a ticket printer have to use Mozilla Firefox. Ticketsolve also works with many different browsers, Google Chrome is recommended.

Printer Compatibility

Ticketsolve integrates with many of the leading ticket printer suppliers. We will be happy to talk through options during the onboarding process.

Screen Resolution

Ticketsolve can be used on any screen resolution, however we recommend for ease of use that a minimum resolution of 1280x1024 (19" monitors) are used.



SYSTEM DEMONSTRATION

Interested? We're here to give you the grand tour!

Typically when a new customer is interested in Ticketsolve we always meet them face to face or online. This enables us to quickly understand the organisation and their needs. Following the demonstration we can also allow access to our test environment so that the you can login and test the system for yourself.

Want to know more?

If you'd like to know more about Ticketsolve or would like some reference sites, please get in touch with us on the below:

01865 987 667

talktickets@ticketsolve.com

www.ticketsolve.com

