



# Robust Online Ticket Reservation System

For a NZ based event ticketing company that offers a distinctive experience with innovative technology

## PROJECT OVERVIEW

An event ticket-booking platform that offers the client complete control over the slot reservation function enhancing convenience to manage the booking process end-to-end. The platform provided an interactive and easy way to search and book tickets for the next gen customers . We developed a highly efficient and convenient ticketing option to accept reservations online and remotely manage bookings for activities, events, and tours.

 Capability <b>Product Engineering</b>	 Industry <b>Media &amp; Entertainment</b>	 Country <b>New Zealand</b>
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## KEY FEATURES

The comprehensive solution helped boost ticket sales for the client by providing real-time user information, efficient booking management and concurrent event handling capacity

### ▶ Secured booking process

Hassle-free ticket booking with secure features like one-time password, tokenization, secured payment, point-to-point encryption, and out-of-band authentication

### ▶ Comprehensive platform

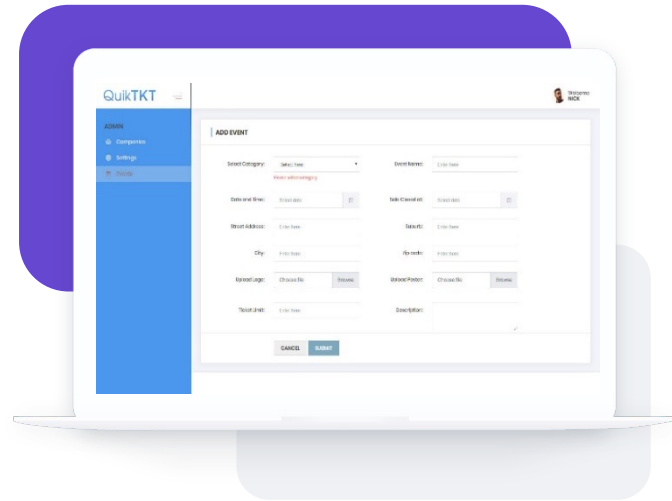
Single platform for scheduling, managing, and ticketing including offers, bookings, and calendars with systematic tracking

### ▶ Advanced Reporting

Inbuilt reporting and analytics offer a clear insight for parameters like average booking lead time, total bookings, avg. ticket value, ticket turnover, show/no-show, event-wise reports and more

### ▶ Channel management with integrations

Seamless integration with existing and popular third-party platforms to accept bookings, manage appointments and reduce hassle for the end customers



## CHALLENGES

- ▶ Management of massive bookings and multiple events specially during peak time
- ▶ The complexity of managing payment gateways, online verification, scanning and authenticity protocols
- ▶ Lack of managing concurrent events at single time
- ▶ Lack of attendee intelligence and measurement of ROI

## SOLUTION

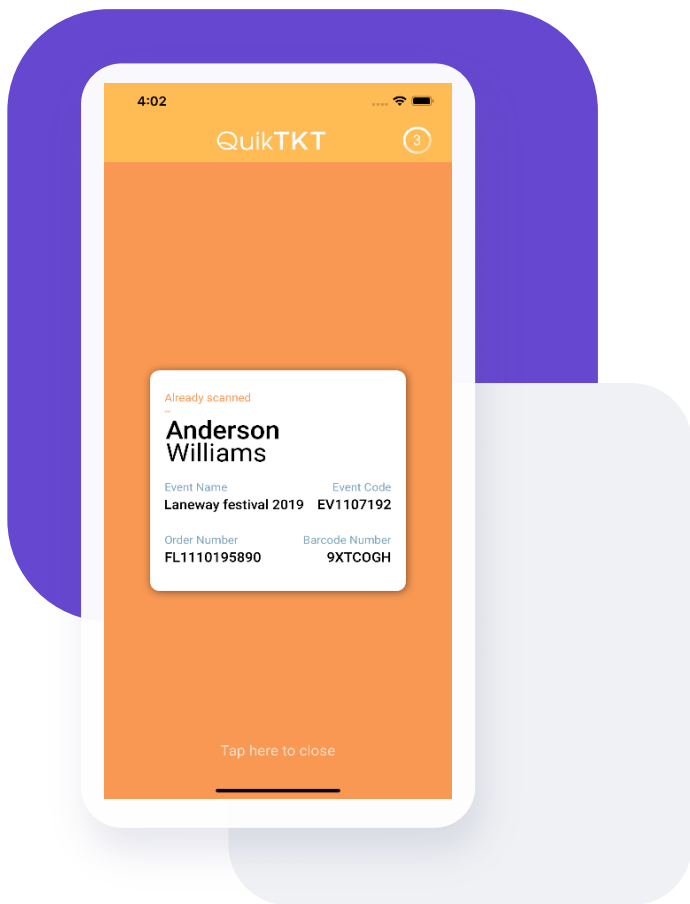
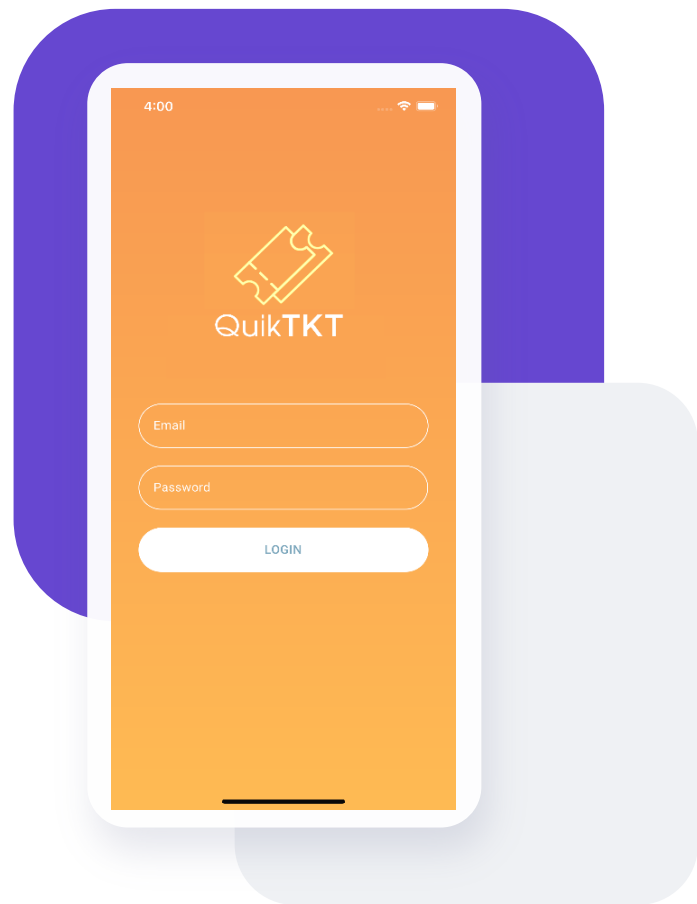
We developed a ticketing platform that helped managed online bookings for different types of event schedules with ticket sales, payments, and report generation.

### ▶ Customer-facing web and mobile application

- It enables users to check slot availability and purchase tickets online and can also generate private link for VIP tickets that can be sold outside of the “can be booked” tickets bucket
- Generation of gate tickets that can be printed out and sold on the gates on the day of the event using a thermal printer

### ▶ Administration module

- The web interface helps verify registered users and perform back-office initiatives, such as updating event schedules, assigning ticket quotas, generating reports and more



### ▶ Ticket scanning application

- Interacts with the original front-end ticketing platform and processes scanned details
- Information scanned by the hand-held devices from barcode or QR code viz. booking person details, event details, payment status, and more is processed in real-time

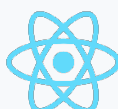
### ▶ Payment integration

- The system offered integration with payment enablers, with POCs on them, and offered to connect for full or EMI based payments on credit/debit cards

## TECHNOLOGIES & TOOLS



NodeJS



React



Laravel

## BENEFITS

10,000+

users booking across multiple events concurrently at any peak time

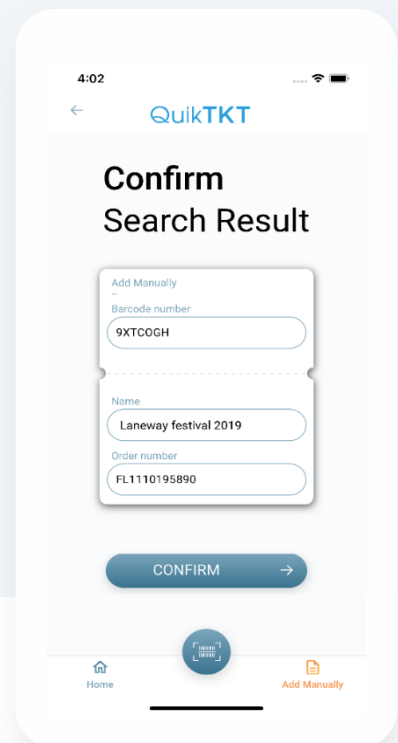
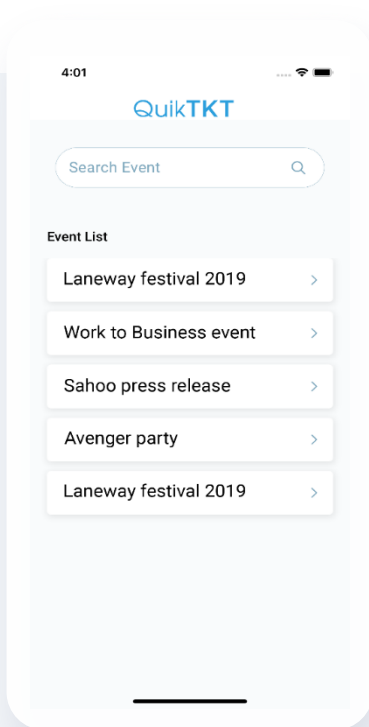
60%

increase in ticket bookings and confirmations with enhanced UI

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duplicate bookings and no overselling of tickets

## PROJECT SNAPSHOTS



## ABOUT RISHABH SOFTWARE

We are a global provider of enterprise-grade web, mobile, cloud, and analytics solutions. As a ISO 9001 and 27001 certified software development company, we have two decades of service excellence delivering 1000+ successful projects globally, including the USA, UK, Europe, Middle East, and Australia.

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