

# AUDIENCE RESPONSE SYSTEMS

In order for a service provider to supply any type of service to a client, the service provider in question needs to know all the facts pertaining to that particular event. Furthermore, both the service provider and the client should also be aware of what is expected from each other, their respective roles, and the roles of other parties / service providers, who will collectively contribute to the overall success of the event.

## SOME QUESTIONS FOR A POTENTIAL SERVICE PROVIDER

- Is it better to use a Radio Frequency(RF) ARS system than an Infrared(IR) ARS System?
- What is the difference between using a wired vs wireless ARS system?
- How quickly do the answers from the delegates show on screen?
- Is a smartcard required when sharing keypads between delegates?
- Do your keypads have built-in microphones for use during Q&A sessions?
- Are the keypads covered by insurance during traveling to the venue as well at the event itself?
- Do the keypads have a security alarm to ensure that delegates cannot accidentally take them home?
- How long does it take to set up and de-rig (break down) an ARS system?
- Do you provide your own AV connection equipment that connects to the AV System??
- Can there be a signal interference with the ARS system and the AV equipment?
- Do the questions run in PowerPoint?
- Do you provide your own laptops to run the ARS system from?
- Do you provide your own operator to program the questions, set up the system, do a dress rehearsal with the client and operate the system on the day of the event?
- Can video clips and sound be played in the presentation in-between the questions?
- Can you ask "on-the-fly" questions during the presentation?
- Can your system provide the following type of questions: Selecting an option; Ranking in order of preference; Entering a number; Demographic profiling; Before & After comparisons; Texting of words/sentences?
- Is there the option of having delegates identified or kept anonymous when answering questions?
- How many delegates can take part in an interactive presentation?
- Can the results immediately be exported into an Excel or Access Database for further analysis?
- How can I be sure that all the votes have been collected?
- Is it possible to hide answers to sensitive questions like speaker evaluations?
- Can I do additional branding, like displaying our company logo on the keypad's LCD screen?

## INFORMATION TO PROVIDE TO A POTENTIAL SERVICE PROVIDER

- What type of event is it, and what are your key objectives (event back ground)?
- What is the event date?
- How many people will be attending the event?
- When is the set-up date and rehearsal date (Day and Time)?
- Who will be the MC / Facilitator for the Audience Response Session?
- What is the venue name, address and the contact person at the venue?
- What type of seating arrangement are you using? (i.e cinema, class room, round tables etc)
- Which room(s) will be used at the venue (Names)?
- Are there any break-up rooms?
- Who is the technical crew responsible for the sound & lighting (contact name and numbers)?
- When will the technical crew be finished setting up?
- Who is responsible for the content/ questions?
- Are there any pre-production meetings that need to be attended?
- Who will be signing off the quote and when?

### Be Informed

Services Chapter: Nigel Walker: Tel: +27 12 667 2074; E-mail: nigel@doctech.co.za

National Secretariat: Kasturi Naidu: Tel: +27 31 360 1282; E-mail: sec@saaci.co.za

## AUDIENCE RESPONSE SYSTEMS

### PROUD SAACI MEMBERS PROVIDING A RANGE OF AUDIENCE RESPONSE SYSTEMS

Although a Member is listed under a specific Branch, in the absence of Members in specific geographic areas, you are encouraged to contact service providers from other Branches who are likely to provide a National-based service.

#### Eastern Cape Branch

#### Kwa-Zulu Natal Branch

#### NTB Branch

Audience Alive

Mr Gert Vermaak

Tel: +27 12 345 5161

Cell: 082 878 5501

E-mail: gert@audiencealive.co.za

Conference Communications

Mr Martin Macphail

Tel: 0860 100416

Cell:

E-mail: martin@confcomm.co.za

#### Western Cape Branch

You are encouraged to view the SAACI web site ([www.saaci.co.za](http://www.saaci.co.za)) for up to-date information SAACI Members and the services that they can provide.

Members of the SAACI Service Provider Chapter pledge to act with professionalism and integrity in all dealings with clients and colleagues within the MICE Industry and throughout, to maintain the highest possible standards in the best interest of all concerned and to uphold the SAACI Articles of Association, the Service provider Code, and the By-laws.

SAACI cannot endorse or warrant the services or products of any of its members

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