

EVENT FOCUSED SOFTWARE

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

- If you do not have an IT department can the consultant help in the scoping / needs determination process?
- What are the features of the software?
- Can the software be customized for your need, and if so, by anyone or a specialist?
- Is the software comprehensive or modular in structure?
- If the software is modular, what are the cost implications in buying separate modules?
- If modular, which components are core and which are optional extra's?
- Does the software have an on-line component?
- Does the software vendor have a 24/7 help desk?
- What training is provided, and at what cost?
- Is on-site support available?
- Can information in spreadsheets and other formats be imported and exported?
- Can the software address all your requirements? These could be RSVP and registrations, name badges, accommodation management, travel management, exhibitor management, abstract management, sponsorship management, on-line registrations etc.

INFORMATION TO PROVIDE TO A POTENTIAL SERVICE PROVIDER

- What is your current system or operational *modus operandi*?
- What are your goals and objectives in looking at new software?
- What tasks would you like to see automated (badge making, registration, online registration, mail merges, meeting specifications, surveys, database management of clients/members, email/fax automation, statistics, room diagramming, budgeting, exhibition management, housing, project management, scheduling, site selection, etc.)?
- What over-the-counter software are you currently using (Access, Excel, WordPerfect, Word, Pastel etc.)?
- What computer platform are you currently using (stand-alone PCs, Macs, network type, corporate intranet, browser-based solutions, etc.)?
- What operating system do you use (e.g. Windows, Linux)?
- Does your company have a database network or corporate intranet? If so, will you need to integrate your meetings into it?
- Do you have an in-house IT department? If so how helpful is your IT department in understanding your needs and integrating solutions?
- If you do not have an IT department can the consultant help in the process .
- Do you intend on using web-based solutions to help in this process?
- Do you wish to integrate the meeting management with the travel management?
- What is your budget?
- What is your timeframe for implementation?

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

EVENT FOCUSED SOFTWARE

PROUD SAACI MEMBERS PROVIDING A RANGE OF EVENT FOCUSED SOFTWARE

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**

Conference Computers Pty Ltd

Ms Lee Bakewell

Tel: +27 11 787 2822

Cell: 082 878 0100

E-mail: lee@confcomp.co.za

NFS Hospitality

Mr Sunil Menon

Tel: +27 11 394 9554

Cell: 082 887 7557

E-mail: sunil@nfs.co.za

Now Media Webcasting

Mrs Helen Squirrell

Tel: +27 11 327 4062

Cell:

Email: helens@nowmedia.co.za

RentNet

Mr Butch McGregor

Tel: +27 11 265 3111

Cell:

Email: butch@renttnet.co.za

Western Cape Branch

Amlink Technologies

Mr Chris Buckley

Tel: +27 21 762 7268

Cell:

E-mail: c.buckley@amlinkevents.com

You are encouraged to view the SAACI web site (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

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