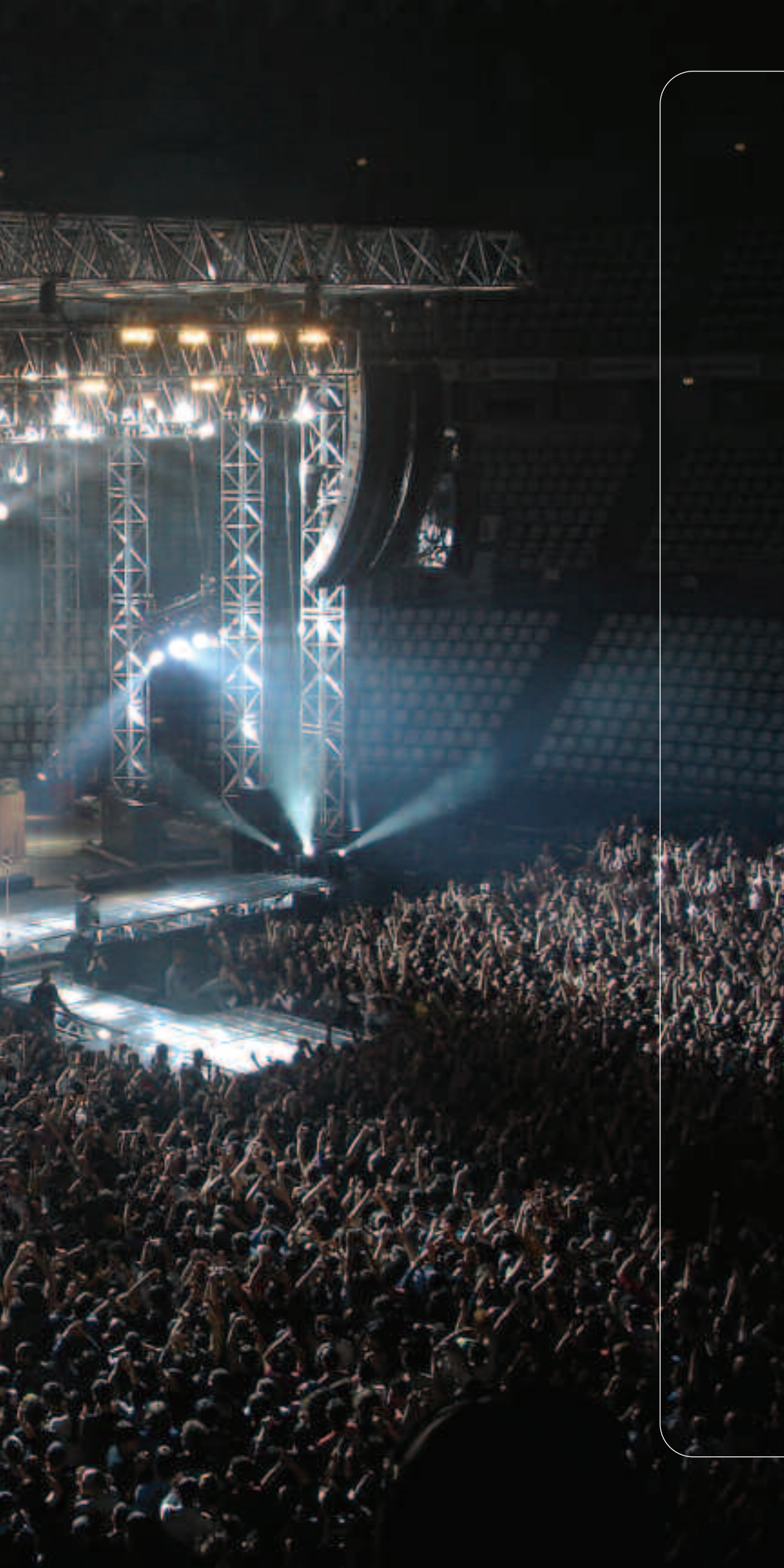


TicketsWest[™]



[ticketwest.com](https://www.ticketwest.com)



TicketsWest is your Total Ticketing Solution.

Since 1987, TicketsWest has been a leading provider of ticket distribution services. Today, we are uniquely positioned to provide the most complete and effective suite of ticketing services available.

- **Our experienced leadership team** can provide you with a strong technological, financial, marketing and administrative foundation.
- **Integrated and robust technology** can empower you to simplify ticket sales, control ticket inventories, leverage customer information and provide measurable returns.
- **Intuitive software** simplicity can accelerate your transactions and help avoid inaccuracies.
- **Professionally trained support representatives** can transact sales, answer questions and resolve problems for you and your patrons, 24-hours a day, seven days a week.

TicketsWest Meets Your Requirements

Whatever your sales volume or ticketing requirement, we can customize our services to meet your unique needs. Our ticketing system is flexible, dependable and convenient, making TicketsWest the ideal choice for any business environment.

Our Clients Include:

Arenas

College Athletics

Fairs

Festivals

Local Attractions

Museums

Non-profit Arts Organizations

Performing Arts Centers

Professional Sports

Presenters

Ski Resorts

Special Events

Theatres

Theme Parks

Universities



TicketsWest is Superior Customer Service.

For you, that means increasing ticket sales without the need for additional resources.

For your patrons, it means increasing satisfaction by providing a variety of purchasing options that are easy and convenient.

Our fully integrated and robust ticketing system provides for single, group and subscription ticketing as well as customer data capture and marketing analysis. A wide array of performance and sales reports are available for customization.

TicketsWest's extensive network of distribution channels gives your patrons a choice when purchasing tickets. From Internet to box office, outlet, or call center transactions, TicketsWest lets your customers purchase the tickets they want, when they want and with total ease.

Distribution

Regional Call Centers

TicketsWest provides charge-by-phone service 24-hours a day, seven days a week and can guarantee the phones will never be down! Call Centers offer centralized toll-free phone service with skill-based as well as language-based routing capabilities. Call Center Representatives are professionally trained and monitored with in-depth information about events and facilities at their fingertips.

We guarantee superior customer service for your patrons whether they are calling to purchase tickets or to access information. TicketsWest can also provide you with private label Call Center services that assure your brand recognition.

Internet

Internet sales are quickly becoming the preferred way for consumers to conveniently gather information and make purchases.

TicketsWest provides your customers automated 24/7 access to an electronic box office capable of handling high transaction volumes. Complete online event information, ticket sales and best available seat selection are available from any web-enabled computer. Patrons can view "hot" events, venue listings, event information, regional outlet listings and search for events in a variety of ways.

TicketsWest is Convenience.

Regional Outlets

TicketsWest's network of neighborhood outlets offer your patrons a multitude of convenient, high-traffic locations for real-time ticket purchases where "the best seat is always just down the street."

Box Office

With TicketsWest, your box office sales are fully integrated with other distribution channels. You determine the criteria for "best available" seating. Single ticket, group sales and subscriptions can be easily transacted. Sophisticated reporting and data capture give you access to all the information you need for managing ticket sales.

Season Tickets/ Subscriptions/Group Sales

Our total ticketing solution makes it easy to transact season tickets, subscription and group sales. With features like account entry, recall and modification, and flexible coding, the TicketsWest system is designed to work for you. Enter partial or total payments, recall seat assignments instantly and efficiently handle miscellaneous account entries such as memberships, parking and fundraising. We can help you reach potential customers by providing custom multi-part forms for renewal mailers, receipts, billings and acknowledgment. Your frequently used letters can be personalized for each customer.

TicketsWest provides your customers automated 24/7 access to an electronic box office capable of handling high transaction volumes.



A woman with long, curly hair is singing into a microphone on stage. She is wearing a dark, patterned top. The background is a warm, golden light, suggesting a stage setting. The right side of the image is a dark blue overlay containing text.

TicketsWest is your Strategic Business Partner.

A total ticketing solution is more than a computerized ticketing system — it is people who care and service that excels. Your TicketsWest Team will be there every step of the way to customize your applications, train your staff, answer your questions and respond to calls from you and your patrons.

Hardware and Software

Leave the hardware and software to us! It's our business to stay on top of developing technology so we can provide you with the latest software, hardware, and a complete package of data and sales management tools. Our software interfaces include BANNER (SCT), BLACKBAUD, SOFTIX and PACIOLAN.

Training

The TicketsWest ticketing system is so easy to use, your staff will be efficiently transacting sales within a matter of minutes. Our TicketsWest Team will work directly with you to customize your ticketing application and train your staff. Additional training is available as needed to support new development, enhancements and modifications.

Technical and Customer Support

TicketsWest is by your side 24-hours a day, seven days a week with software and hardware support. Our toll-free Help Desk is staffed 24/7 with professionally trained representatives ready to answer any question.

Contact Management

View patron contact information and demographics, transaction history and a complete record of all communications made in person, on the web, over the phone or by mail. Use this data to understand your customers, analyze sales and create lists for targeted sales campaigns.

Private Label

Your TicketsWest ticketing services can be customized with your name. Branded web pages provide your patrons with a seamless and transparent online transaction experience.



TicketsWest is Turn-Key Ticketing.

Reporting

TicketsWest lets you capture all the valuable information our ticketing system holds. We'll provide a complete reporting system or design your own custom report module for evaluating and managing sales.

Access Control and Digital Ticketing

Access control integrates software with barcoded tickets and scanner-equipped venue entry. Time and location of each scanned ticket is immediately available to supervisors and later in customized reports. Lost, stolen or cancelled tickets can be rejected at the gate. Ticket-takers receive an onscreen message if a ticket is invalid.

Marketing

Online promotions, personalized letters, custom renewal mailings and electronic event updates are just a few of the advanced marketing tools we can use to broadcast your message.

Security

The TicketsWest ticketing system is secure with password protected entry and firewall capability, making your data more secure with us than on servers located within most organizations' own facilities. Our configuration provides for strict backup procedures, redundant servers and databases, hacker prevention and the highest level of data encryption.

For information about how TicketsWest can make ticketing easy and profitable for you, contact:

TicketsWest[™]

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