EventBuilder Professional Services for High Volume Events

Use Case

EventBuilder for High Volume

A large global organization reaches their 4 distinct global target audiences through an average of 30 events per day.

EventBuilder's world-class professional services provide the following support:

- event production
- webcasts
- remote workshops
- weekly instructor-led presenter training
- custom development for software integrations
- monthly reporting
- personalized training recordings

"We have been using EventBuilder for our partner events and have great success with the software. The EventBuilder team is very responsive with excellent customer service. We always get a thorough answer the first time!"

Mike Iem, Senior Program Manager
Azure IoT Marketing and Events for Microsoft

Use Case

Problem

An enterprise level organization struggled with how to produce an average of 30 events per day for their global audience.

Not only where there time difference challenges, but they also had several events that ran concurrently.

With so many virtual events, the problems were clear:
1. **Staffing shortage** for concurrent planned events
2. Event producers struggled to **train presenters** on how to use the virtual events software
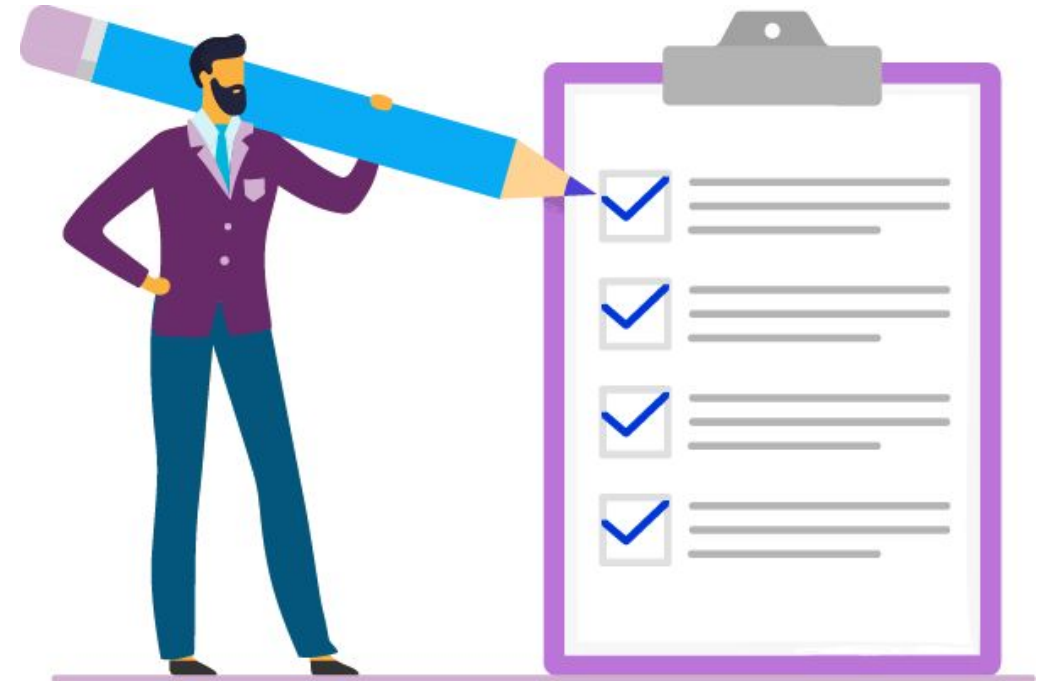3. Event-level **reporting**

Solution

EventBuilder professional services gave the event producers the team they needed to flawlessly manage 30 events per day.

EventBuilder first assigned a dedicated program manager who got to know the client inside and out, ensuring that the events aligned with their goals and strategy.

Identifying training needs, EventBuilder developed personalized **weekly presenter training**, **integrating EventBuilder's technology** with the customer's software and developed a process for full **event support.**

The Process

EventBuilder developed the following easy to use process for this customer's needs:

1. Customer submits a standardized order form to EventBuilder and events are created within 2 business days.

2. EventBuilder meets with event organizers and presenters to discuss presentation modality, best practices and any additional training as needed.

3. Event producers confirm event 2 weeks prior and provide day-of full technical support.

4. Post-event reports are delivered within 1 business day.