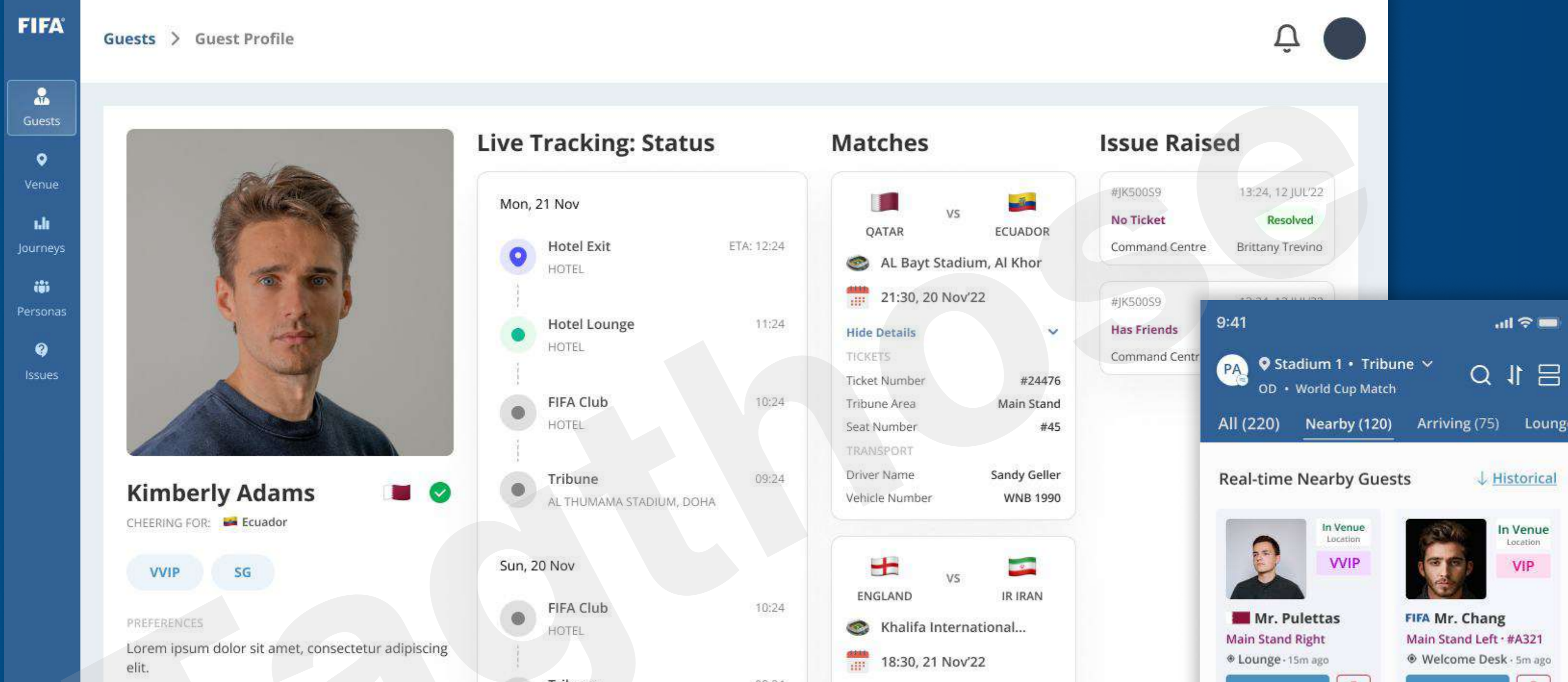




"Empower Your VIP Experience: Effortless Management for Exceptional Events"



Introducing FIFA

In the fast-paced world of international sports events, managing VIP attendees is a critical task that requires precision, efficiency, and exceptional organization. To address this need, we developed a bespoke VIP Guest Management App tailored specifically for FIFA events.

Understanding the Problem

FIFA events attract a multitude of VIP attendees, including dignitaries, sponsors, and celebrities, each with unique needs and expectations. Managing VIP guests at large-scale events like FIFA tournaments involves complex logistics and coordination.

Our Users

FIFA events attract a multitude of VIP attendees, including dignitaries, sponsors, and celebrities, each with unique needs and expectations. Managing VIP guests at large-scale events like FIFA tournaments involves complex logistics and coordination.

Ms. Faye Anderson



Event Coordinator
Experience: 10+ years
Age: 35 years

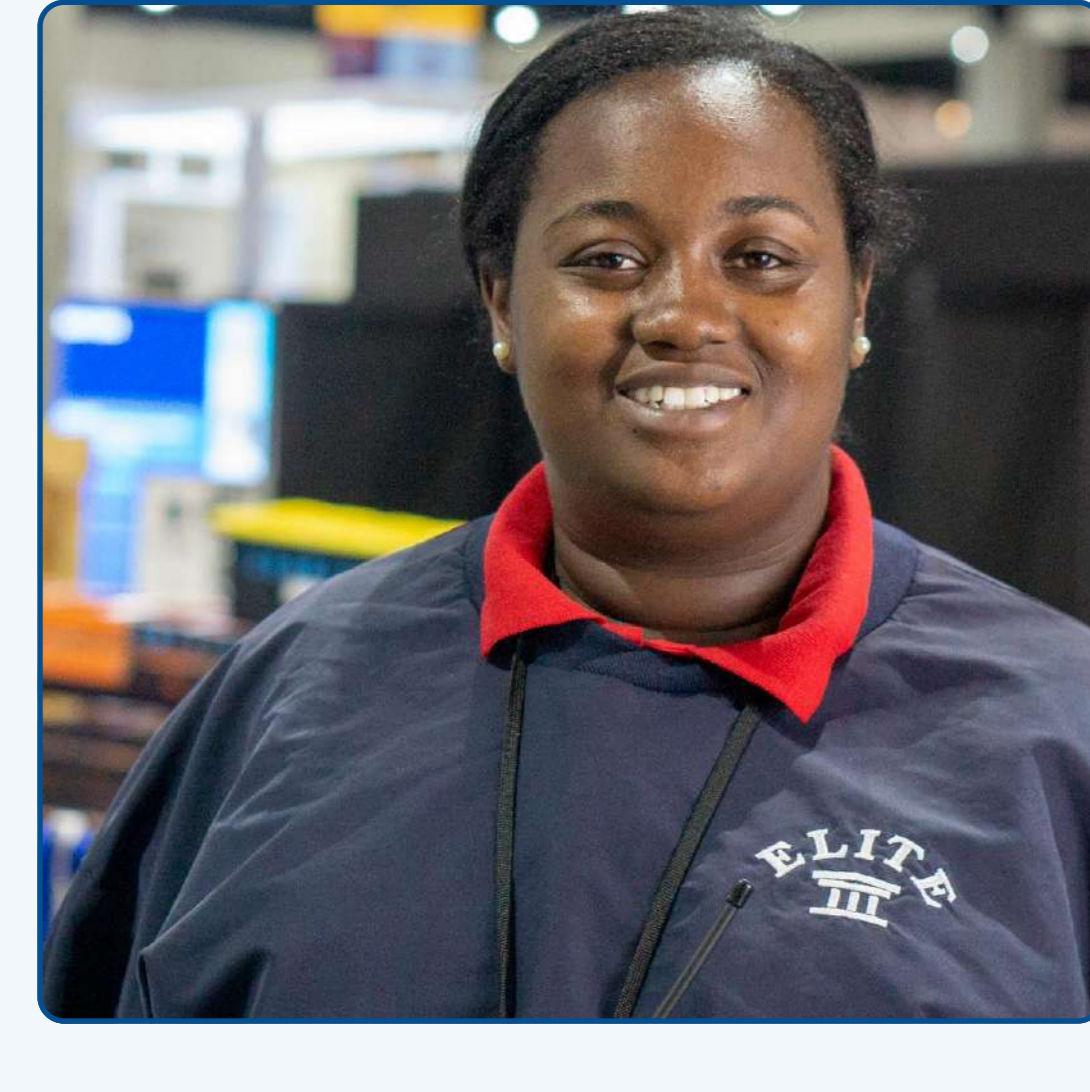
Goals (Prioritized)

- 1. Ensure smooth execution of FIFA tournaments for VIP guests.
2. Streamline event management processes to minimize manual tasks.
3. Enhance the overall VIP guest experience through personalized service.
4. Implement efficient communication channels for real-time updates.
5. Optimize resource allocation to maximize event success.

Frustrations

- 1. Time-consuming manual management of VIP guest requests.
2. Inadequate communication tools for updating staff members in real-time.
3. Balancing multiple tasks and responsibilities during peak event periods.
4. Unexpected changes in VIP guest preferences or requirements.
5. Limited access to relevant data and insights for decision-making.

Event Management Staff



Event Coordinator
Experience: 10+ years
Age: 35 years

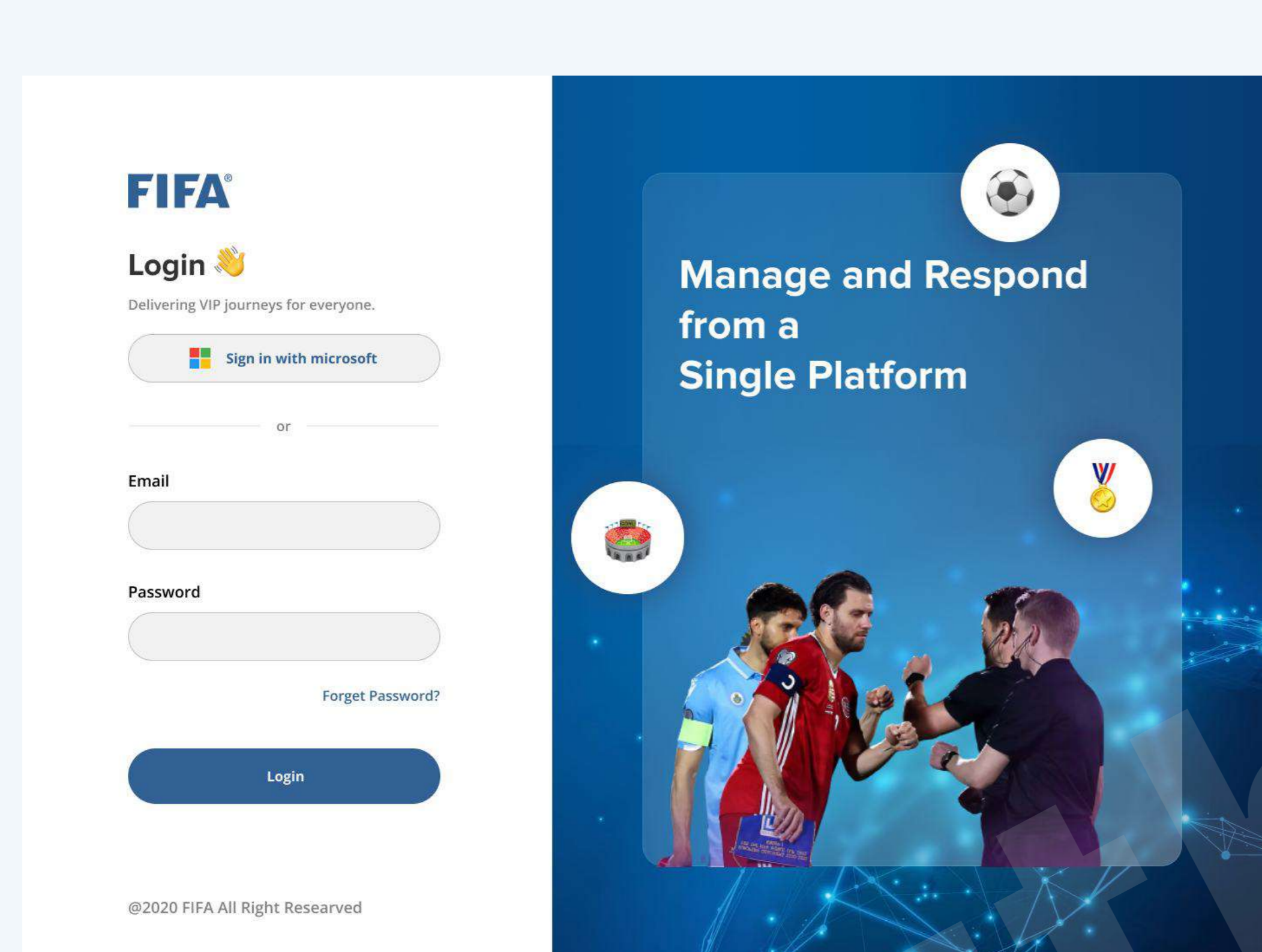
Goals (Prioritized)

- 1. Provide exceptional service to VIP guests, exceeding their expectations.
2. Execute assigned tasks efficiently to contribute to event success.
3. Ensure VIP guest satisfaction by addressing their needs promptly.
4. Adapt quickly to changing circumstances or guest requests.
5. Contribute innovative ideas for improving event operations.

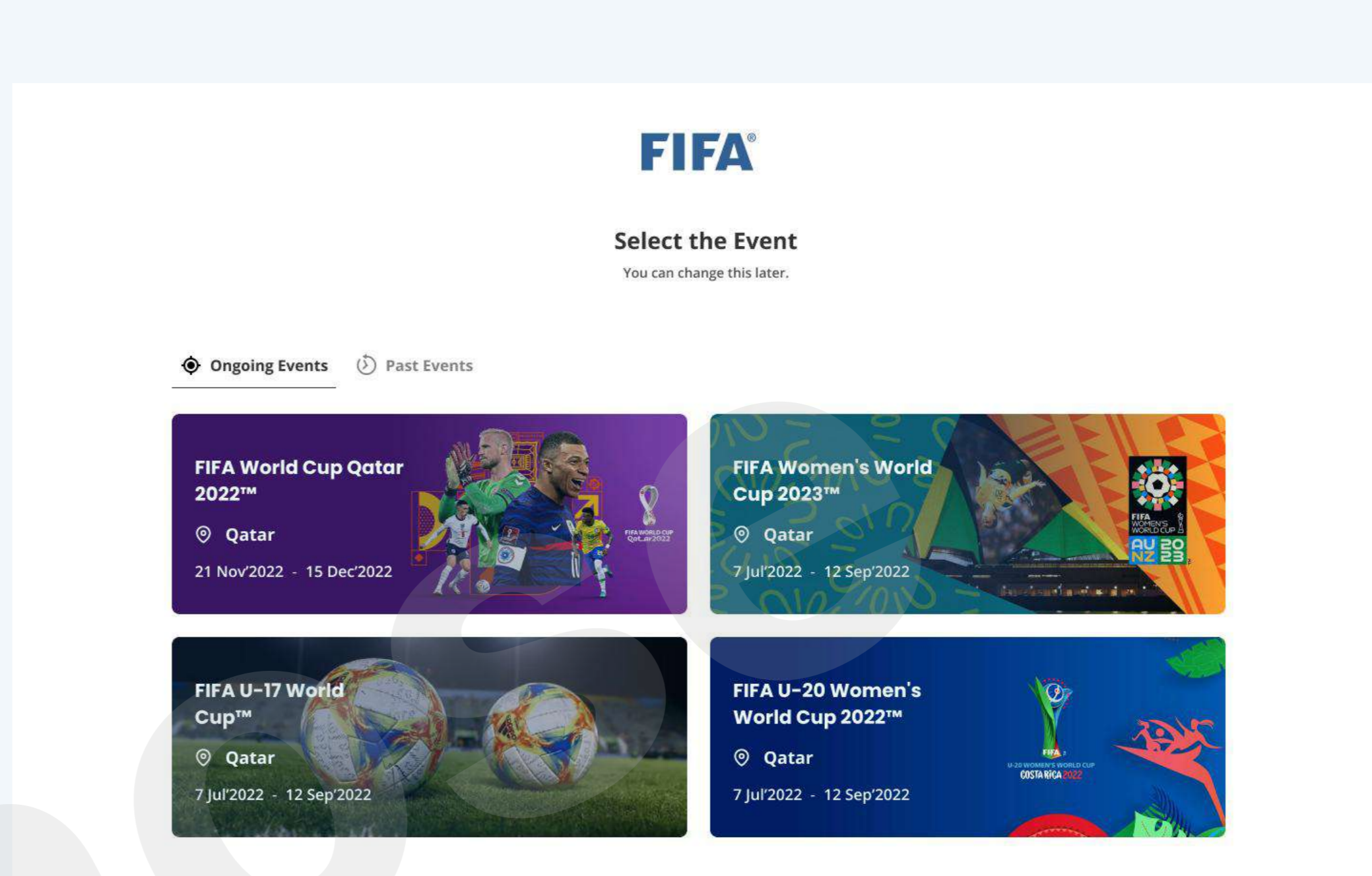
Frustrations

- 1. Unclear communication or instructions from event managers.
2. Limited resources or support for resolving guest inquiries or issues.
3. Long hours and demanding work schedules during event periods.
4. Inefficient systems or processes hindering task completion.
5. Managing sudden changes to guests schedule or requirements.

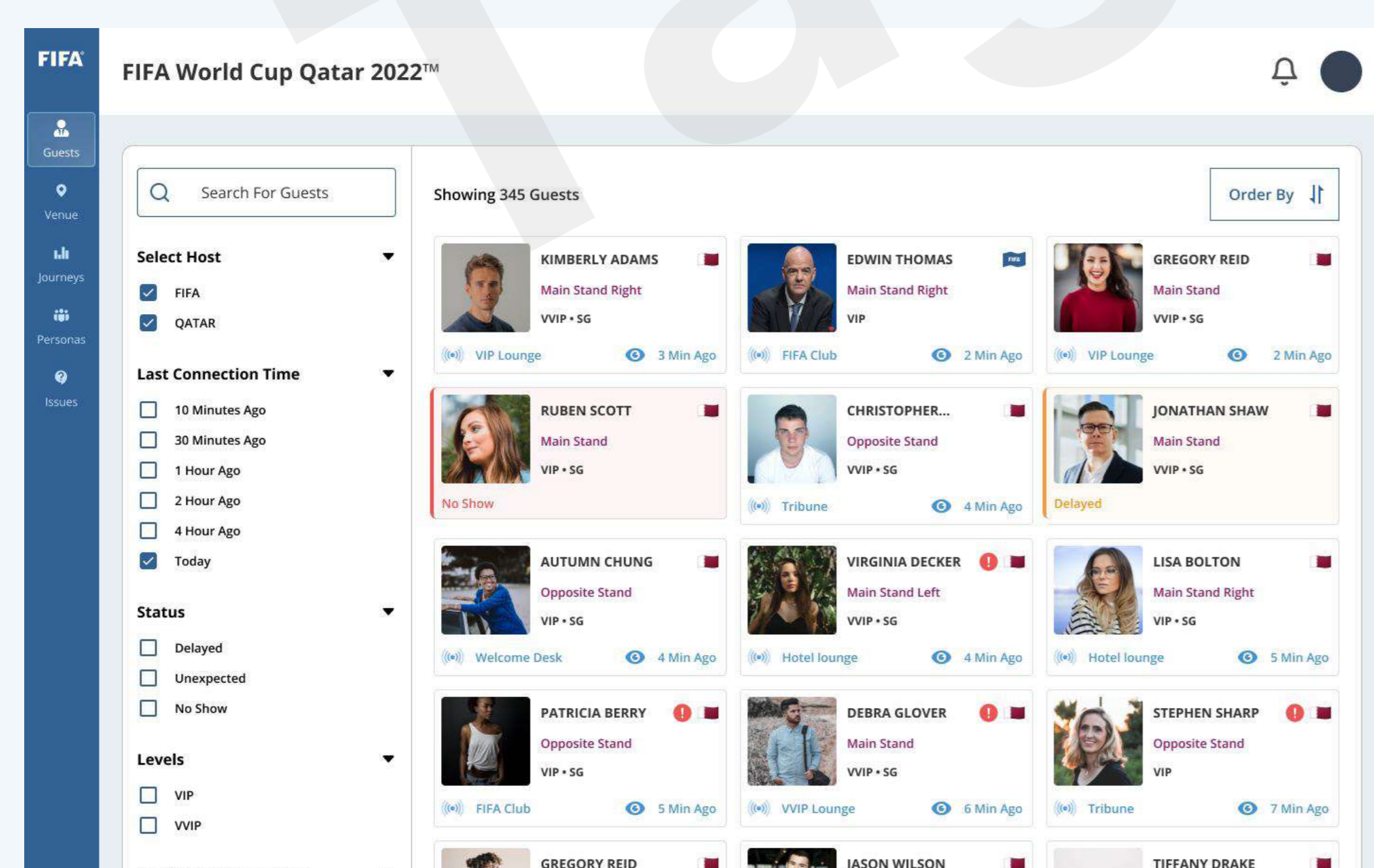
The Product- Guest Management App



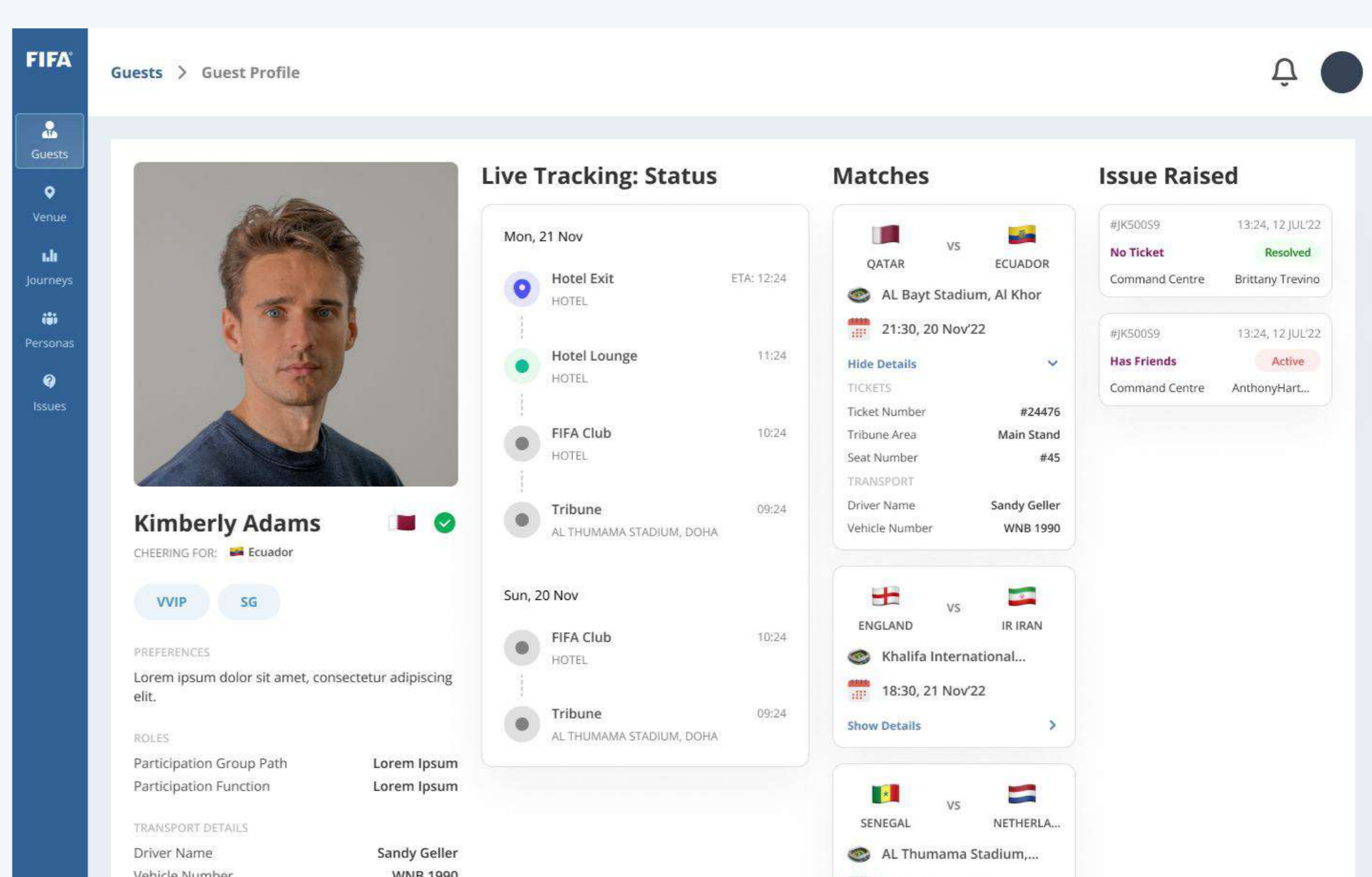
SignUp/ Login
Simplify the VIP management process by having a system to improve communication among all staff members and organizers.



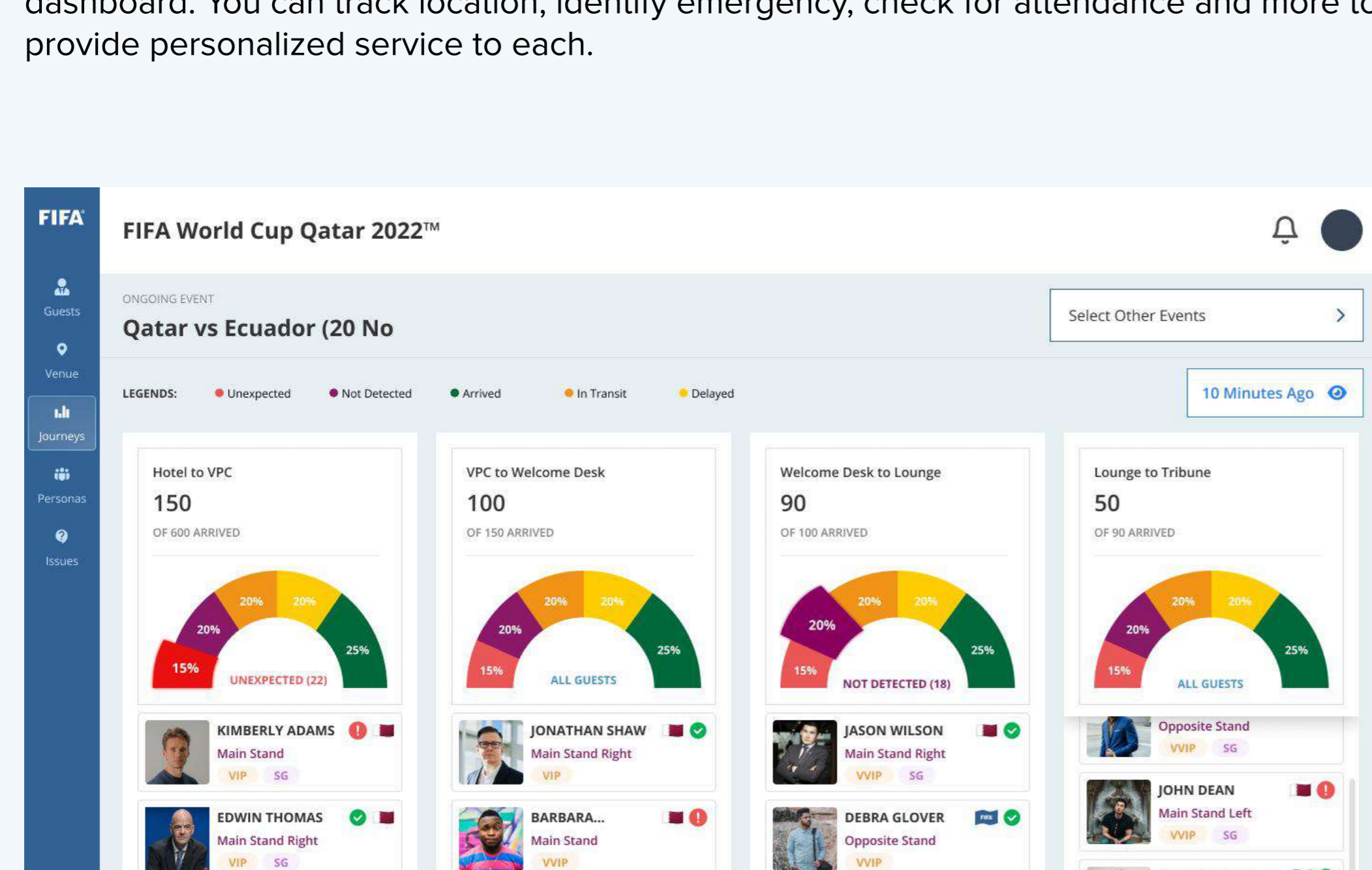
Selecting Event
Considering there are multiple events, you can select which event's VIP logistics you want to handle.



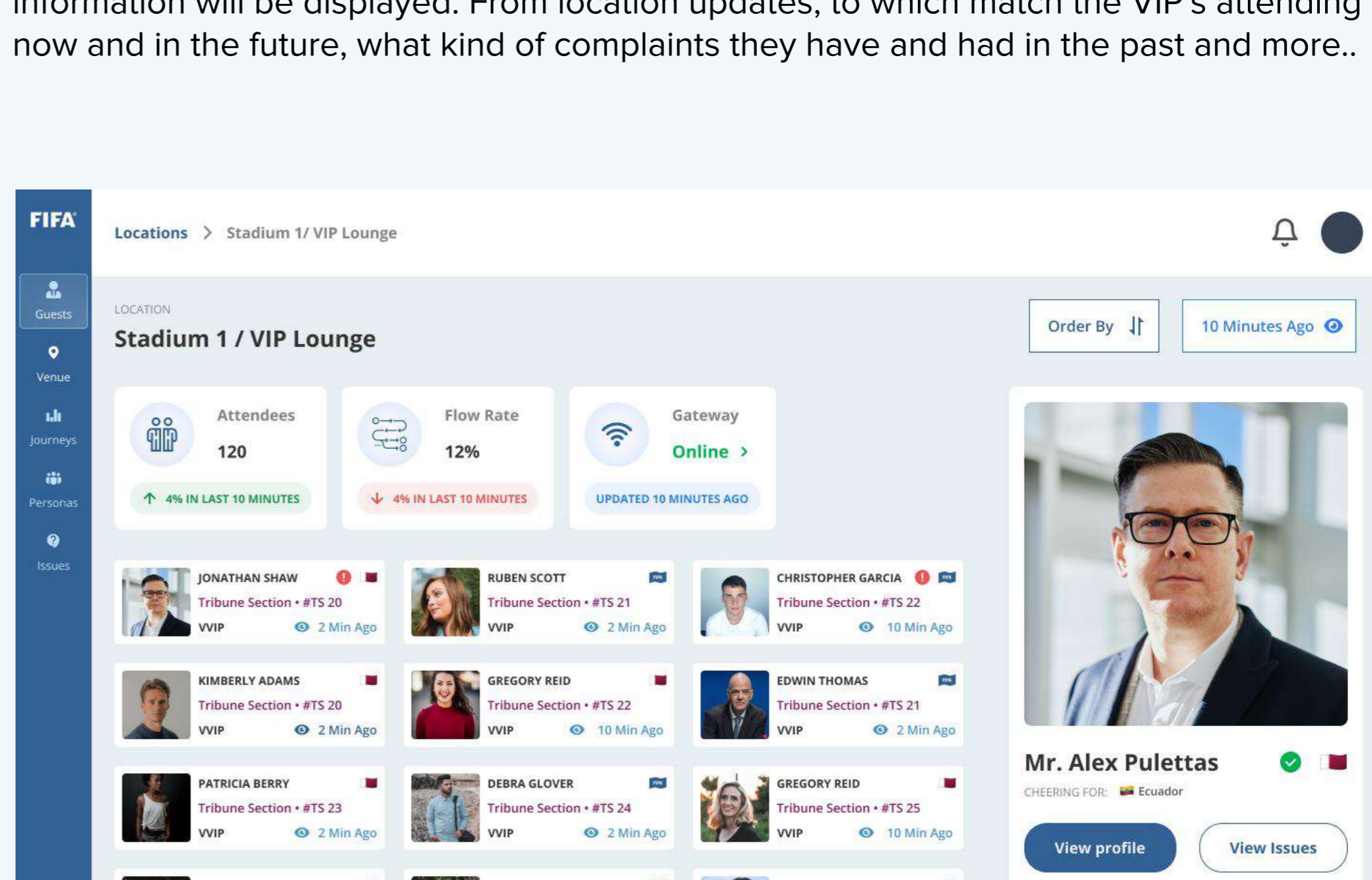
VIP Dashboard
Keep track of all VIP's status and needs at the event by simply going through the dashboard. You can track location, identify emergency, check for attendance and more to provide personalized service to each.



Guest Profile
For more details on a particular guest, simply open their profile and all relevant information will be displayed. From location updates, to which match the VIP's attending now and in the future, what kind of complaints they have and had in the past and more..



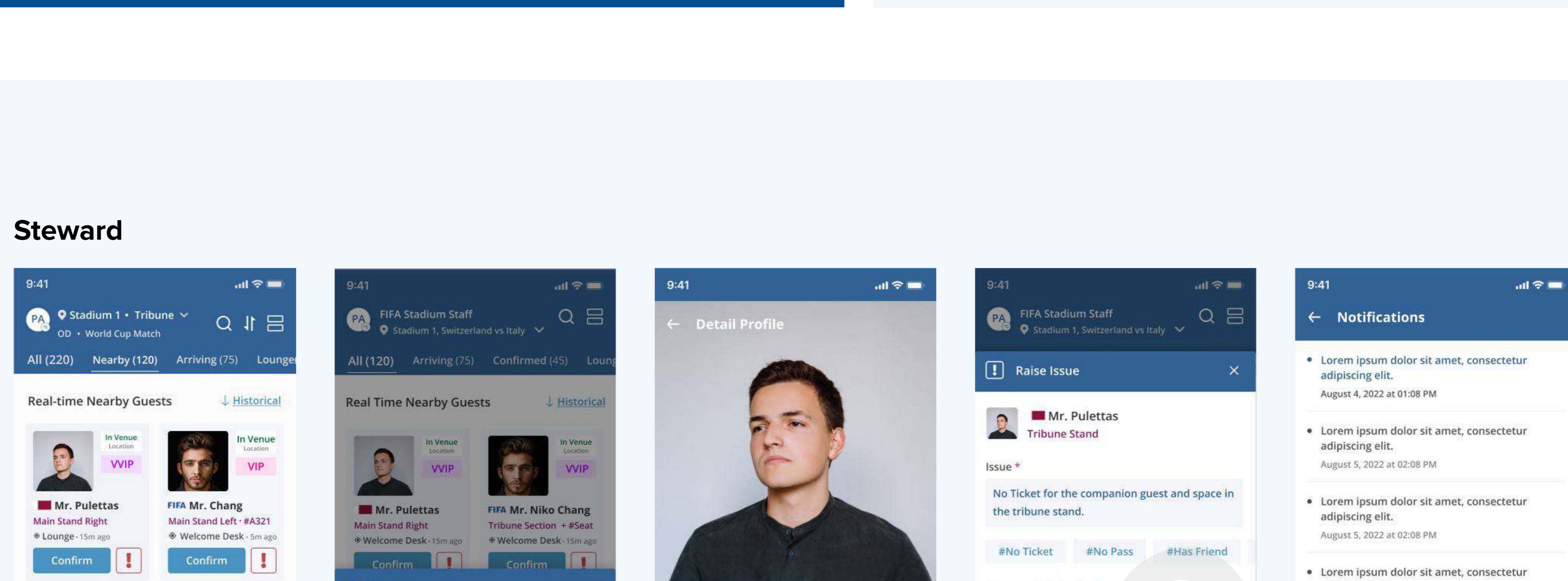
Insights
Manage journals of all VIP's who are scheduled to arrive. Check all guests expected, unexpected, and other categories to know how to deal with each one. Have a seamless experience for the guest from hotel entry to event end.



Guest based on Location
Keep a track of all VIP's based on their locations in the event. Plan logistics so that everyone is catered asap by placing staff at relevant positions

The Product- Guest Management App

Steward



Guest Listing
Get updates based on their status seamlessly on all devices

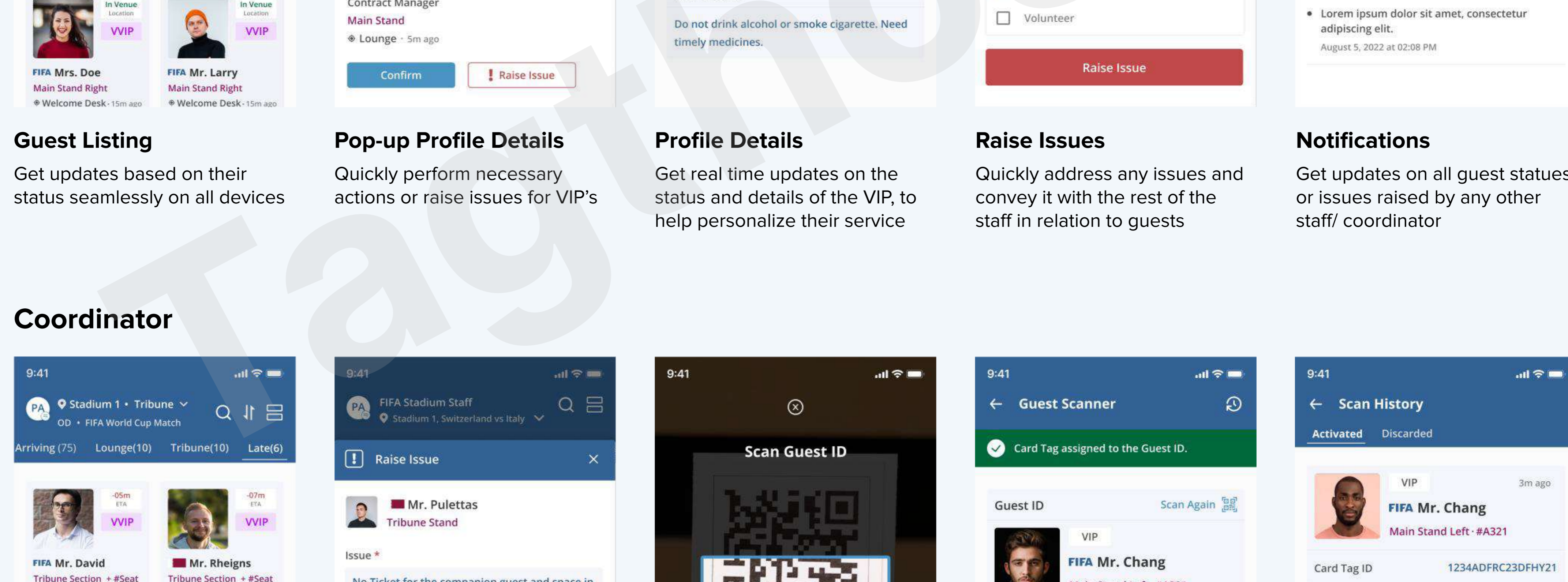
Pop-up Profile Details
Quickly perform necessary actions or raise issues for VIP's

Profile Details
Get real time updates on the status and details of the VIP, to help personalize their service

Raise Issues
Quickly address any issues and convey it with the rest of the staff in relation to guests

Notifications
Get updates on all guest status or issues raised by any other staff/ coordinator

Coordinator



Guest Listing
See a similar screen with details of status of guests, who is coming and more..

Raise Issues
Quickly address any issues and convey it with the rest of the staff in relation to guests

Scanning ID
Manage and control guest status and details of the VIP, to help personalize their ID quickly

Assign a Tag
Assign a unique tag to each guest to keep track of and personalize their experience

Scan History
Check all guest tag history to find anyone relevant