

SJM Concerts Case Study

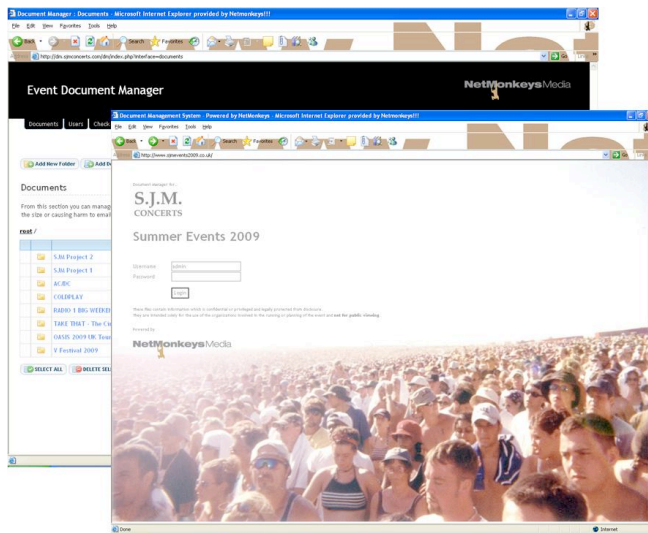
Major UK Event Management Company drastically reduces collaboration costs through document portal

Summary

SJM Concerts have promoted and managed major artists over the years including Oasis, Take That, Radiohead, Coldplay, Arctic Monkeys, Robbie Williams, The Killers etc.

In 1996, SJM initiated the "V" Festival. The award winning event has consistently been voted the best festival in end of year polls,

The company manages over 200 major events and tours every year. Each event requires co-ordination of many different disciplines (ticketing, marketing, production etc) and collaboration with upto 500 contacts from external companies and local authorities. Traditionally this has required large scale, manually intensive, distribution of documents.



Traditionally this has involved documents being sent by email or DVD, and storage of email receipts to provide proof of delivery. This has the additional drawback of causing a severe impact upon email servers in addition to the large administration of distributing the documents, logging receipts and dealing with requests to resend documents.



Solution Overview

Organization Profile

SJM Concerts have promoted and managed major artists over the years including Oasis, Take That, Radiohead, Coldplay, Arctic Monkeys, Robbie Williams, etc.

Business Situation

The company manages over 200 major events and tours every year. Each event requires co-ordination of many different disciplines (ticketing, marketing, production etc) and collaboration with upto 500 contacts from external companies and local authorities

Solution

SJM engaged NetMonkeys to deploy a collaborative portal solution to that documents could be distributed via a web based system.

Benefits

- Reduced costs of document distribution
- Better audit trail of which person accessed which version of a document
- Reduced risk of litigation or H&S issues



Due to the costs involved staging major events, and potential H&S issues, It is also important to SJM that they can prove which version of a document has been sent to each company.

As SJM's longstanding technology partner, NetMonkeys were engaged to configure and deploy a web based solution so that external companies, local authorities and internal departments could access documents themselves.

Solution

The web based portal means that each person or group is granted access to specific folders for each event. Whenever a new document, or new version of a document, is uploaded to the system alerts can be automatically sent to contractors subscribed to that folder.

Whenever a contractor accesses a document, the system records who accessed it and when.

Reports can be produced showing which documents have been accessed by a specific contractor, or which contractors have accessed a document.

In due course, the functionality can be extended so that:

- documents, once internally approved, are automatically published
- external contractors can upload the documents they produce

Benefits

- Dramatically reduced costs of document distribution
- Better audit trail of which person accessed which version of a document
- Reduced risk of litigation or H&S issues
- Less adverse impact upon email servers
- Platform for future benefits such as contractor upload of documents

About NetMonkeys

Netmonkeys' Information Management team provide a complete end-to-end service from planning through to implementation and support of Information Management platforms. Platforms that leverage your existing investments and incrementally add new "best practice" components in a robust framework that will revolutionise the way your staff work:

- vast information management experience
- Core team members with proven leadership in flagship UK projects
- A wealth of vital best practice expertise
- Reference sites and case studies

See www.netmonkeys.co.uk for more information