



INCIDENT MANAGEMENT

**ENSURE EFFECTIVE DELIVERY OF THE
MAJOR PROJECTS**

**DETAILS
MAKE PERFECTION,
AND PERFECTION
IS NOT A DETAIL**



A MAJOR EVENT LIFECYCLE CORE ELEMENTS THAT ENSURE SUCCESSFUL DELIVERY

DELIVERY
COMMUNICATION
DAILY RUN SHEET
INCIDENT MANAGEMENT

STRATEGIC APPROACH

CLIENT HIERARCHY
STAKEHOLDER MATRIX
ROLES&RESPONCIBILITY MATRIX

PLANNING DOCUMENTS

SITE BLOCK PLAN
OPERATING PLAN
POLICIES AND PROCEDURES

STAFF

ORGSTRUCTURE
LEVELS OF MANAGEMENT
TRAINING & READINESS

TOOLS AND EQUIPMENT

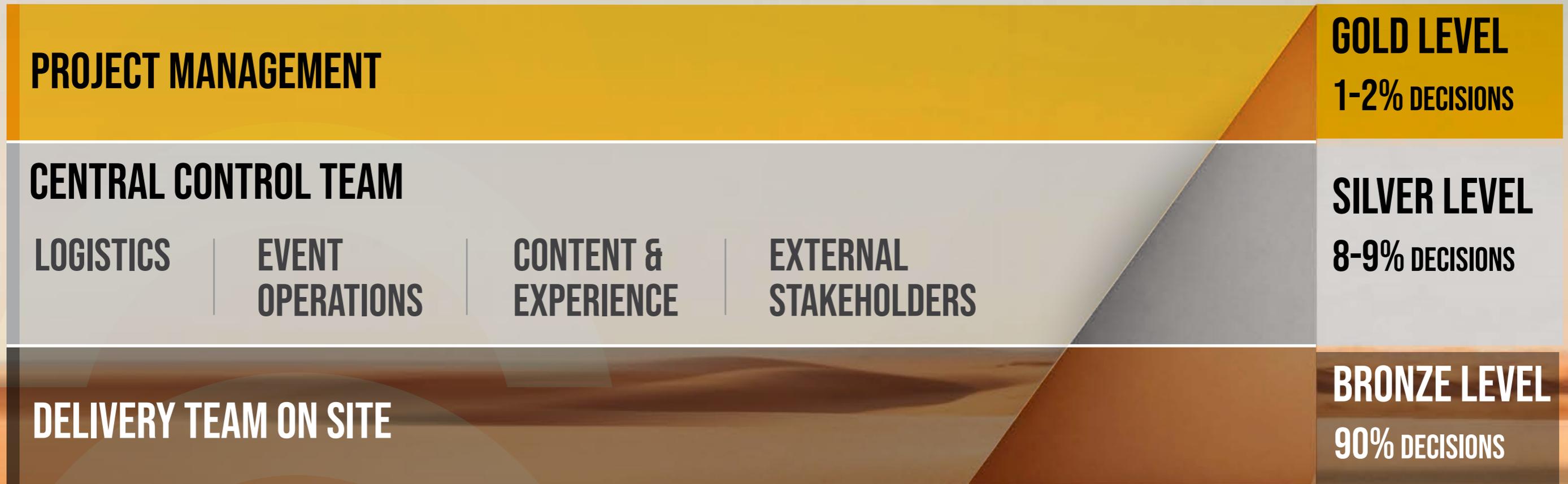
MEANS OF COMMUNICATION
SYSTEMS
AV AND TECHNOLOGY

*ILLUSTRATIVE, NOT-EXHAUSTIVE



INCIDENT MANAGEMENT
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CLEAR UNDERSTANDING OF THE ORGSTRUCTURE IS THE FIRST DRIVER OF EFFICIENCY



*ILLUSTRATIVE, NOT-EXHAUSTIVE

DETAILED PLANNING DOCUMENTS ENSURE ALIGNED OPERATIONS AND QUICK DECISION-MAKING AT EVENT TIME

SITE BLOCK PLAN

THE DOCUMENT THAT SHOWS ALL AREAS OF THE EVENT, ACCESS FLOWS FOR GUESTS AND PERSONNEL AND DEFINES KEY LOCATIONS OF THE EVENT

OPERATING PLAN

THE DOCUMENT THAT DEFINES ALL OPERATIONS IN DETAIL - INCLUDING THE SCOPE OF EACH STREAM, THE COORDINATION STRUCTURE, KEY DATES, TIMES, OPERATIONAL ELEMENTS

POLICIES AND PROCEDURES

DOCUMENTS THAT DEFINE THE RULES OF PLAY (SUCH AS SECURITY POLICY) STEP-BY-STEP DESCRIPTIONS OF ALL MULTI-STAKEHOLDER OPERATIONS AND ISSUE RESOLUTION

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TOOLS AND EQUIPMENT HELP DELIVER THE RESULTS AS PLANNED

MEANS OF COMMUNICATION

RADIOS, CHATS, TELEPHONES

SYSTEMS

ACCREDITATION, TICKETING, LOGISTICS MANAGEMENT
INCIDENT MANAGEMENT
CCTV AND EXPERIENCE METRICS

AV AND TECHNOLOGY

BARRIERS, SIGN STANDS, BARCODE READERS
SCREENS, AUDIO-VIDEO EQUIPMENT

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SUCCESSFUL EVENT DELIVERY IS BASED ON SITUATIONAL AWARENESS OF ALL LEVELS

DELIVERY OF THE OPERATIONAL PLAN

CONTROLLED THROUGH THE DAILY RUN SHEET

INTEGRATION OF THE TEAM

MANAGED THROUGH THE COMMUNICATION CONTROL

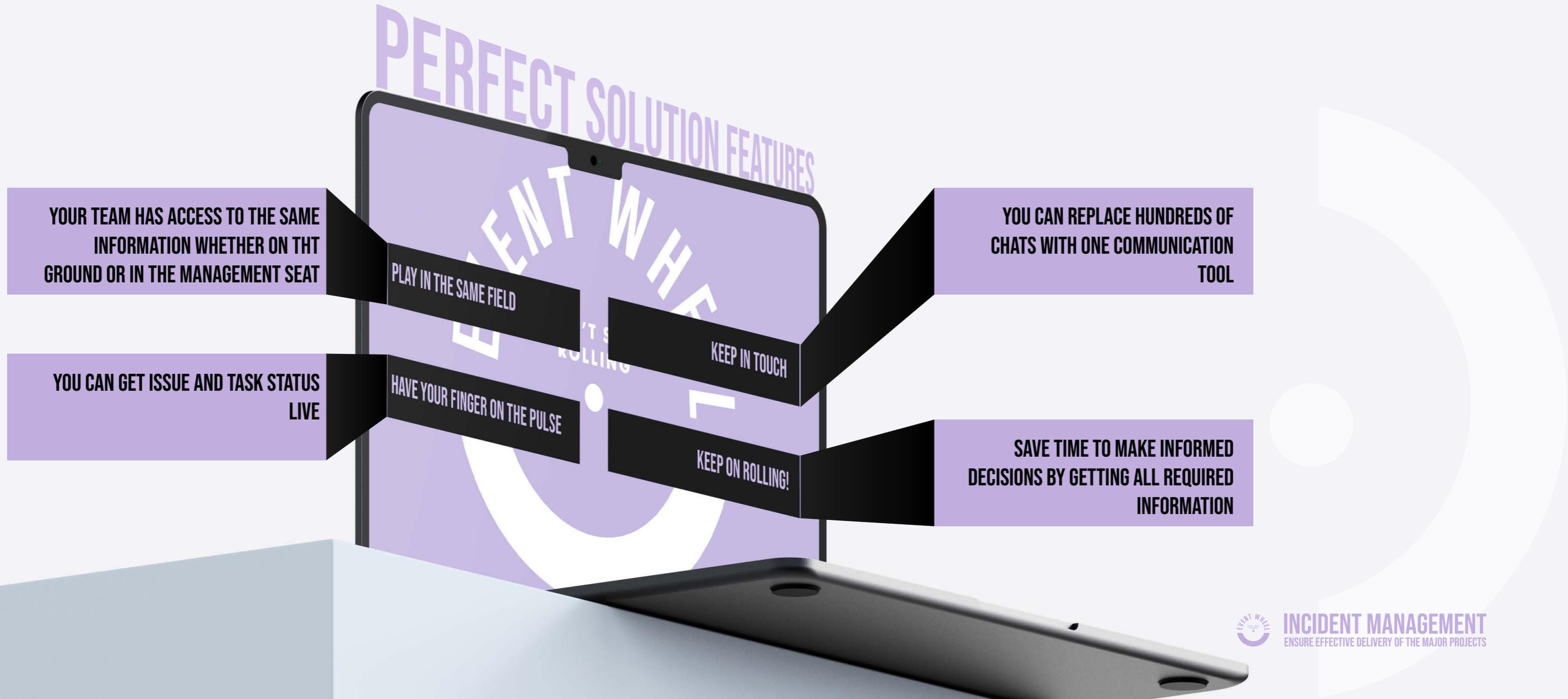
RESOLUTION OF UNFORESEEN SITUATIONS

MANAGED THROUGH THE INCIDENT MANAGEMENT SYSTEM



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EVENTWHEEL IMS IMPLEMENTATION SUPPORTS SUCCESSFUL EVENT DELIVERY



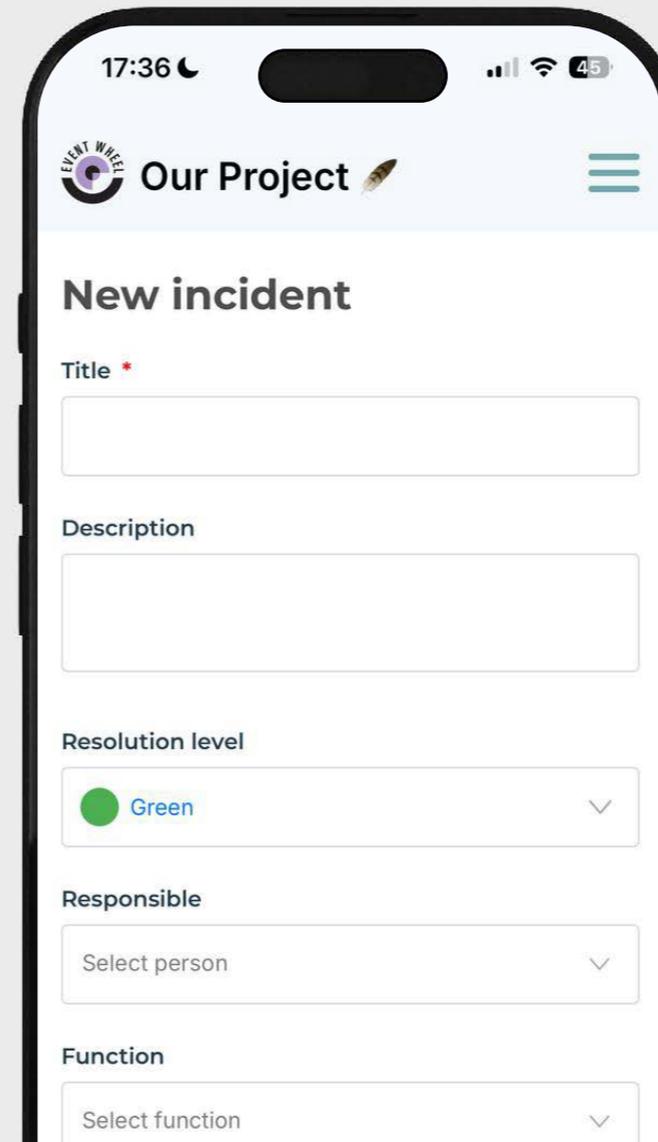
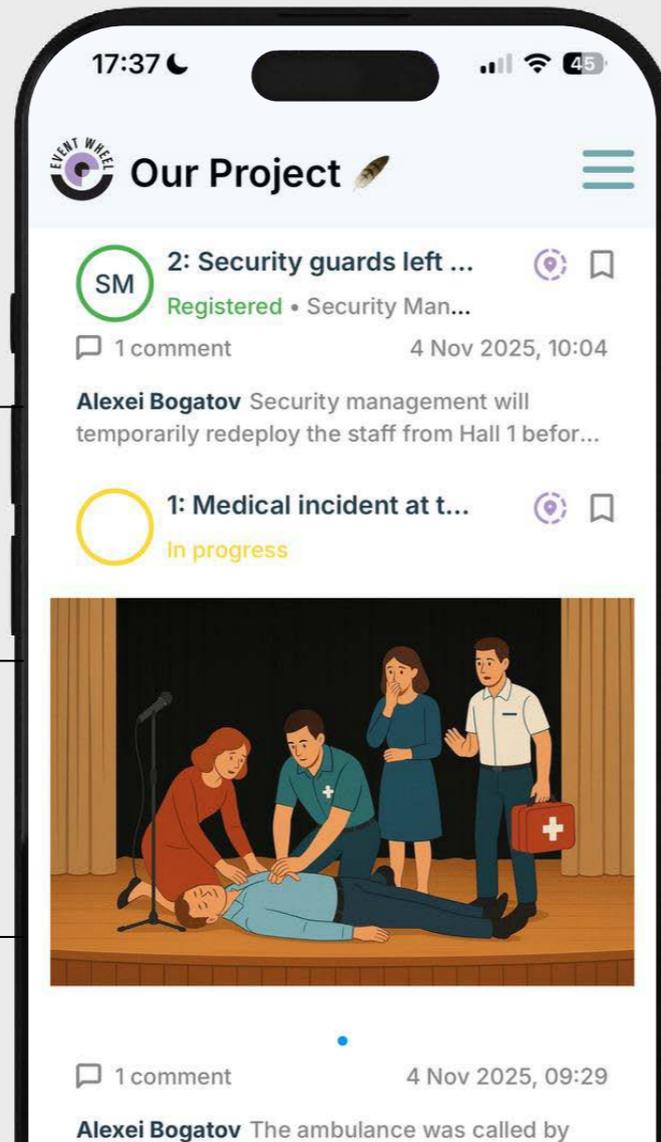
THE TEAM ON SITE CAN USE THE MOBILE VERSION OF THE SYSTEM

FUNCTIONALITY | MOBILE

INCIDENT LIST REVIEW ON
MOBILE-INSPIRED BY INSTAGRAM

VIEW ALL INCIDENTS REGISTERED
ON THE SYSTEM

APPLY FILTERS AND SAVE THEM TO
CUSTOMIZE THE LIST



SIMPLE WAY TO
REPORT INCIDENT

TO REGISTER AN INCIDENT OR A TASK JUST
PRESS THE BUTTON AT THE BOTTOM OF THE
SCREEN

TITLE AND DESCRIPTION ARE ENOUGH TO
ADD AN INCIDENT
(TAKE LESS THAN 1 MIN)

OPTIONAL FIELDS ARE A GUIDE TO PROVIDE
FULL DETAILS
(CAN BE COMPLETED BY THE OPERATOR)

THE DESKTOP VERSION OF THE IMS ALLOWS FOR INCIDENT TRACKING AND ANALYSIS

FUNCTIONALITY | DESKTOP

IMS MAP

DISPLAYS ALL THE PREDEFINED LOCATIONS AND THE ONES CAPTURED VIA MOBILE VERSION

FULL RANGE OF FILTERS
AVAILABLE
ONE-CLICK REPORT EXPORT IN
PDF AND EXCEL

DASHBOARD

VISUALLY APPEALING REPRESENTATION OF
STATICS FOR ANY SELECTIONS OF INCIDENTS

DYNAMIC INTERFACE: APPLY FILTERS, SWAP
CHARTS AND GRAAPHS, RESIZE AND ARRANGE
THEM THE WAY YOU LIKE

THE DESKTOP VERSION OF THE
IMS HAS ENHANCED
FUNCTIONALITY FOR INCIDENT
MANAGEMENT AND REPORTING

YOU CAN EXPORT ALL THE STATICS TO COMPLETE
YOUR REPORT



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LET'S TAKE A LOOK AT THE SYSTEM SCREENCAST

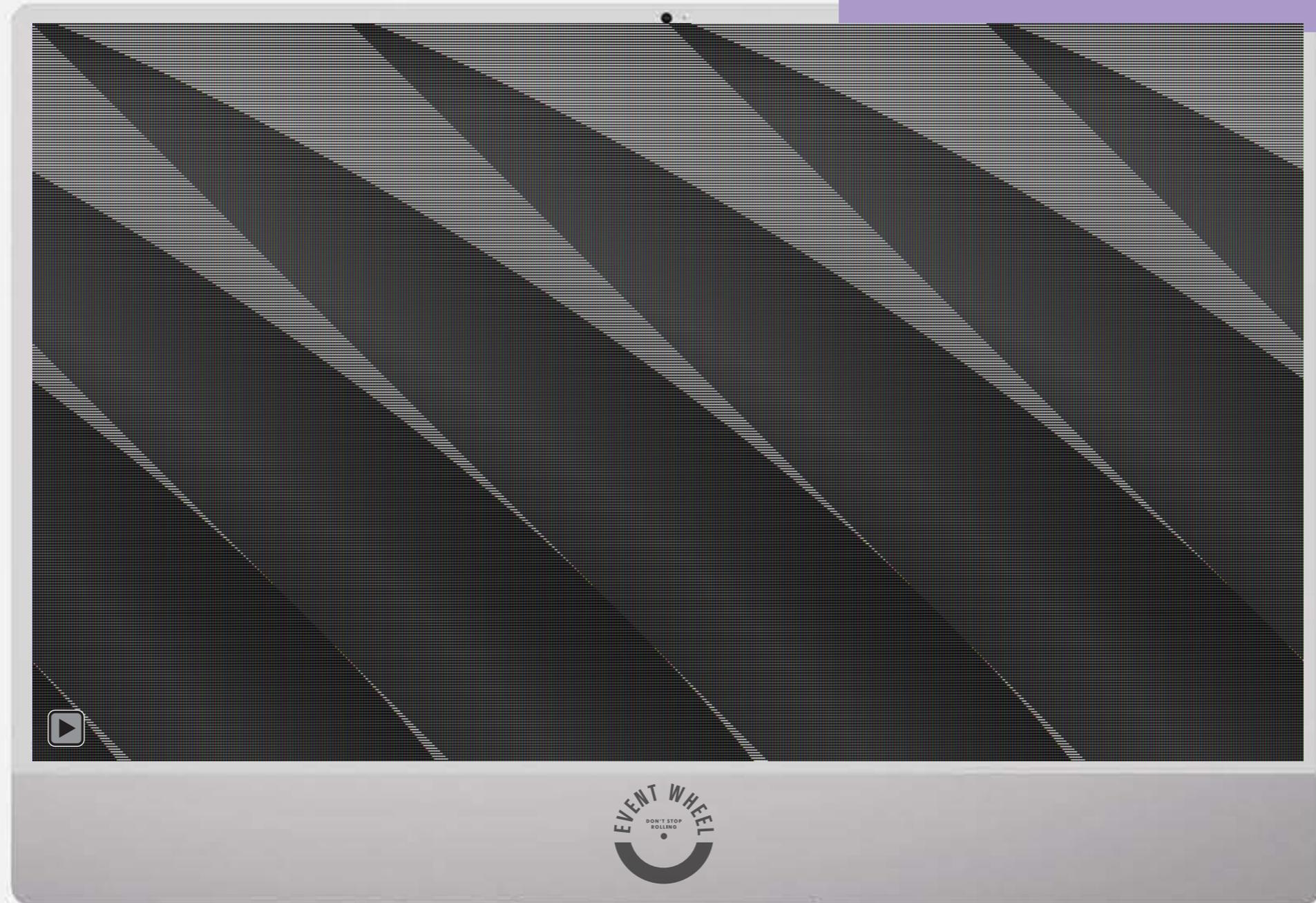
INCIDENT TRACKING



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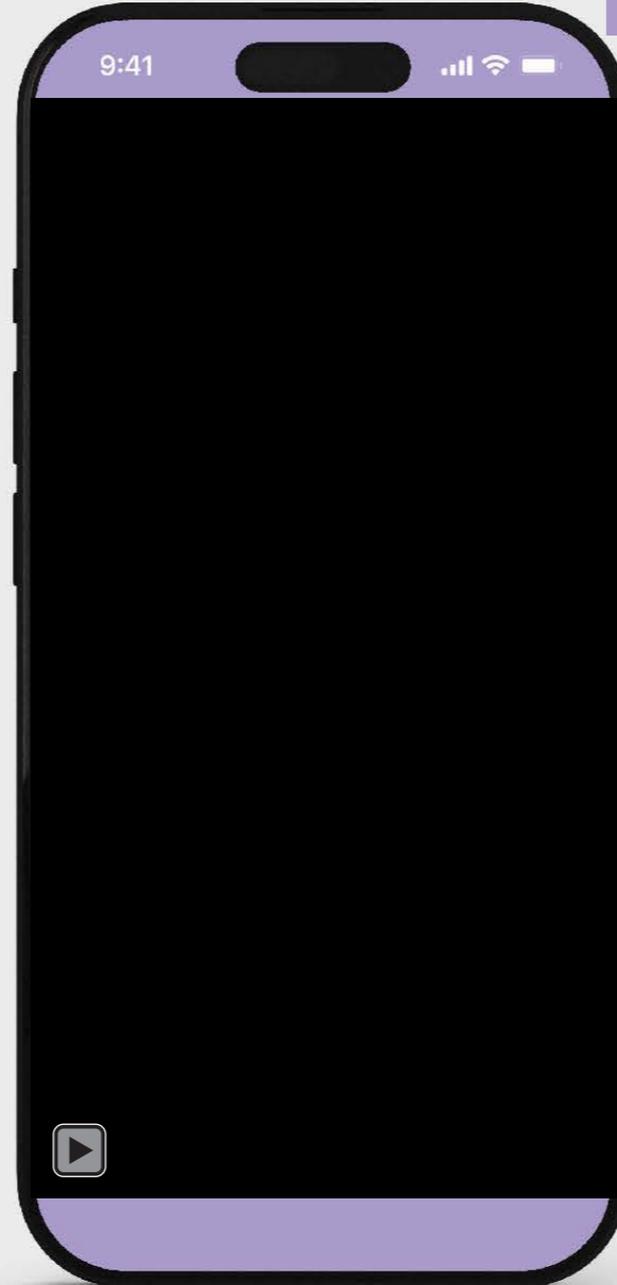
ADDITIONAL FUNCTIONALITY



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LET'S TAKE A LOOK AT THE SYSTEM SCREENCAST

MANAGE INCIDENTS ON THE GO



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EVENTWHEEL IMS HAS PROVED ITS EFFICIENCY ACROSS THE GLOBE

GERMANY

AZERBAIJAN

RUSSIA



USA

ITALY
FRANCE

SAUDI
ARABIA

AZERBAIJAN

UAE QATAR

UZBEKISTAN
KAZAKHSTAN



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WE ARE READY FOR THE NEW CHALLENGE

KEY MILESTONES IN PROJECT IMPLEMENTATION





**THANK YOU
FOR YOUR ATTENTION**