



## Improving Event Ticketing Experience of Various Fields by Implementing Unitech Mobile Ticketing Technologies



### Industry

Hospitality

### Application

Ticket Management

### Product

PA768 / PA760

### Benefit

- Powerful 1D/2D barcode scanning performance
- Mobility and portable design that just fits in the palm of the staff's hand
- Durable with IP67 waterproof and 1.5/1.8 meters drop protection
- Speedy Wireless connectivity for seamless workflow

### Case Description

Our clients include event organizers from various fields, to name a few, there are sport event, concert and theatre organizers, and they are facing upcoming grand events. The number of attendees is predictably tremendous based on previous experiences. To process the high volumes of attendees, they need a platform to detect barcodes on tickets in a digital way to make entry process more smoothly.

### The reason to choose Unitech Mobile Computers

In order for the event to go smoothly without unexpected mess, these event organizers need quick and paperless ticket management that matches two main goals --- efficiency and accuracy. For this, the event organizers needed a barcode solution that could help them handle the tremendous number of spectators.

### Challenge

These event organizers were faced with several challenges due to a lack of digitization.

- **Unauthorized entries:** Previously, the event organizers use traditional paper tickets that were easy to duplicate. Some cases found in the previous event were unauthorized spectators and audiences entering the event, and it was not easy for the staff to judge if the tickets are valid or invalid.
- **Slow manual ticketing process:** Paper-printed entry tickets and checking the ticket validations with manual efforts cause long queues for passing the entrance.

### Superior Barcode Capturing Ability for Check-in Service and Prevents Ticket Fraud

After utilizing the Unitech mobile ticketing solution, these event organizers decide to upgrade their ticketing system, transforming traditional paper tickets into tickets with barcode and built-in RFID tags. By setting up a sensor gate and digitalizing attendees' tickets, validation can be done in a glimpse through scanning, thus improving customer experience. Frontline workers can also add UHF gun grip to the mobile computer, or use NFC to perform fast pass. If there is a detection fraud, they can confirm the ticket with Unitech mobile computers. In addition, featuring a built-in barcode engine in one mobile device, Unitech mobile computers have been used to serve stadiums for check-in service and allow the event organizers to control accessing admission easily. In sum, Unitech mobile ticketing solution became the force of productivity and efficiency due to its versatile barcode performance. Not only does it speeds up the check-in process, but also helps to prevent ticket fraud, making it much easier to track the attendee list.

### Seamless WLAN Connectivity

Since Unitech mobile computers deliver uninterrupted wireless connectivity, staff can scan the tickets and instantly connect to the backend system to find out the vacant seats for the event.

### Reliable Protection of Accidental drops

Accidental drops? No worries, fortunately, Unitech mobile computer is reliable. It enhances the industrial durable protection with features including IP67 dustproof, waterproof, and 1.5 meters' resistance to fall protection (1.8 meters with boot case).

