



EMS

From Dedication to Excellence

MANSOFT

HELPING CLIENTS LEVERAGE INFORMATION TECHNOLOGY INVESTMENTS

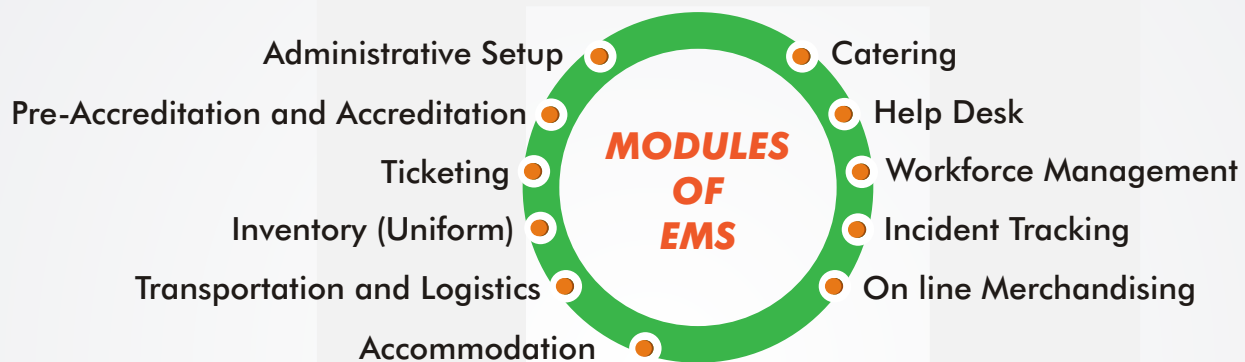
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Event Management System (EMS)



An Event Management System is a comprehensive solution for managing an event end to end. It's an integrated, powerful and easy to use application designed to improve event processes by organizing, tracking and managing events in detail. The event in this context includes games, exhibitions, online events and other such programs. This system is designed to automate all the functions ranging from Event schedule, Accreditation/Registration, Venue management, VIP Protocol management, Ticketing, Merchandise sales, Logistics, Results (in the case of games events) to Transportation, Accommodation and Participant's services, etc. The application facilitates the use of Windows and web based interfaces.



EMS SALIENT FEATURES

- Event calendar and Venue maps
- Capture & approve participant information
- Arrange transportation, Accommodation services and Diet preferences
- Order & book equipments, uniforms for participants
- Capture arrival / departure details
- Online and OTC ticketing services
- Inventory and Logistic Management
- Online calendar & Training reservations
- Allocate facilities based upon Protocol
- Workforce Management
- Report printing from any location
- SMS, Email alerts
- Badge design
- Helpdesk, Incident tracking and MIS reporting
- SOA on Microsoft platform - WPF, WCF & Silver Light
- Multi-lingual & Multi-entity



ADMINISTRATIVE SETUP

The Administrative setup module is a comprehensive solution which captures and manages all backend operations. The following is the setup list to be carried out under this module:

- Organization Setup
- Event Calendar Setup
- Venue Setup
- Registration setup
- Currency Setup
- Merchant ID setup
- Financial Transaction setup
- Pricing Scheme Setup (Discount)
- User Management
- Workflow Management
- Ad-Space Setup
- Technical Equipment Setup
- Access Protocol Setup

PRE-ACCREDITATION

Pre-accreditation module captures all the possible details of individuals who would be participating in the event. It's used via an Intranet application and system users can insert the data of people to accredit, also participants can register themselves via internet to get accredited. This is usually done by creating administrative profiles and user/password access is given by the administrator.



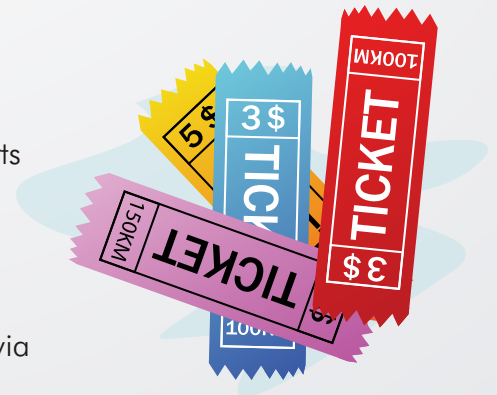
ACCREDITATION



Accreditation is the process of recognizing all individuals who will be participating in administering, performing, or conducting the Events. Accreditation system manages the personal information of all categories of participants. It also handles the process of issuing Accreditation badges that are used as an official identification card to verify participant's identity, security level and their accessible zones. The participants are typically Athletes, Referees, Judge, Administration Staff, Committee Official, Reporter, VIP, Commentator, Boards or Teams.

TICKETING

Ticketing module is based on general ticketing business strategy, minimum cost for maximum effect. It handles all ticketing modules like ticket types, ticket plans, ticket printing, ticket pricing and discounts. This module supports different types of booking such as online ticket booking, over the counter ticket booking and booking through agents and distributors etc. It assigns seats with identity numbers and sets seat properties according to the seat specification and allocation rules provided by the ticket application service via internet.



INVENTORY AND UNIFORM MODULE



This module is used to track inventory and equipments during the event at a given venue as well as to keep track of uniforms & uniform kit stock, sizes, models and so on, assigned to participants, volunteers and workforce management. This module manages the requirements of administrator, pertaining to equipments required for smooth functioning and also interfaces with the accreditations module. The main information about number of participants and staff comes from this module.

LOGISTICS

Logistic system manages the personal transportation services provided to all the event participants including athletes, officials, VIPs, reporters and referees. The system offers effective and efficient management of vehicle information and allocation. System is well connected with other modules of the system namely, Accreditation, Accommodation, Work Force Management etc.

Arrival & Departure is used to have control on the arrival and departure dates of all the event participants. This is critical to organize the transportation. Along with this, it also manages effective and efficient forward and reverse flow of various equipments at a particular venue and its tracking during the event.



ACCOMMODATION



In order to avoid any inconvenience to the participants, a module is proposed to take care of their accommodation during the event period. This module deals with the accommodation information for participants, such as room allocation, availability of type of room, etc. The module is seamlessly coupled with other modules such as Accreditation Module, Arrival and Departure, Transportation and Catering Management.

CATERING

This Module will essentially manage the meal preferences of participants by country, religion etc. This module integrates with other modules to gather the information on requirement of the food based on choice namely, nationality, region, participants' medical/physical requirement, food allergies etc. This information will be used to support meal preferences and planning of a proper menu.

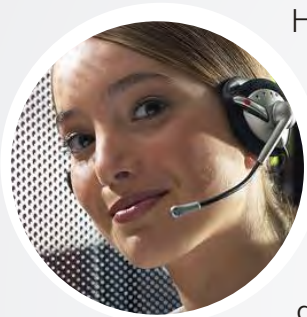


WORKFORCE & VOLUNTEER MANAGEMENT



This module covers the management of volunteers and workforce personal profile, screening process and allocation. It manages the staff during the pre-event and event time and assigns the staff to the different tasks. The administrator will be able to query for specific profiles and the system will provide the best candidates for each of the positions, information of the contact details and contacts the staff and sends them news, communications. The module also captures the training needs and task calendar of the volunteers & staff and publishes the schedule. Candidate recruitment, selection, online vacancy and application post are also managed under this module.

HELP DESK



Help desk module are developed to provide support to the participants for the event. This module is designed in such a manner that it can be managed by a single user or multiple users. The help desk module is capable of capturing service request. The participants can face problems in booking tickets, booking accommodation, arranging for transport etc. The system allows the help desk personnel to capture this in a service request and take appropriate action. Depending on the access rights provided to the users, they can actually perform certain activities on behalf of the users.

INCIDENT TRACKING

The incident tracking module will capture and track any incidents during the event. The incidents will be captured by the user and will be grouped under categories.

MERCHANDISING

This module manages the sale of merchandise during the event either online or at the stores in the venues. The Merchandise Module offers the following functions:

- Optimization of process storing as part of a multi-channel strategy.
- Integration with central administration system for using functions such as shift planning and replenishment control.
- Linking POS systems to EMS using interfaces to a single system with a user-friendly interface
- Quick access to data for all the processes in all the stores
- Also manage following other processes:
 - > Local Promotion Management
 - > Goods Receipt Posting
 - > RFID Enabling
 - > Stock Adjustments
 - > Damage Control
 - > Returns to Vendor
 - > Inter-Store Transfers
 - > Vendor Management
 - > Replenishment Management
 - > SKU Maintenance

TICKETING ON MOBILE

The Ticketing on mobile module help individuals to book, pay for and obtain tickets from any location and at any time using mobile phones. Can be bifurcated into two functions:

- Ticketing through SMS
 - > Booking confirmation
 - > Ticket availability
 - > Event information
- Ticket booking via WAP, GPRS



EMS SECURITY



- EMS operates on Service Oriented Architecture (SOA)
- SOA implementation in Event Management System is done using Windows Communication Foundation primarily called as "WCF".
- WCF is a new development environment to build distributed application
- One of the most important features of WCF is interoperability with Microsoft platforms as well as software applications written in other languages on various operating systems

WHY EMS ?

- Avoid data duplicity by maintaining multiple application for events into EMS
- The link between EMS subsystems maximizes work efficiency while comprehensively managing event management stages from planning to implementation
- During the event, the information needs of the organizing committees, press and administration are enormous
- Data is required in the shortest possible time frame, so it is practically impossible to manage and disseminate it manually
- Systematic and automated work process for the general administrative work
- Efficient work management powered by the interface between subsystems
- Comprehensive service management
- Real-time interface with the Event Information System (EIS-Event Portal) subsystems
- Web-based application
- User friendly system
- Advanced international standing by hosting high technology events
- Can be integrated with the event resulting system



INTERFACES TO OTHERS SYSTEM

- Finance & Accounting
- Point of sale (POS)
- RFID
- Bar Code
- Webcam

OBJECTIVE OF ARCHITECTURE

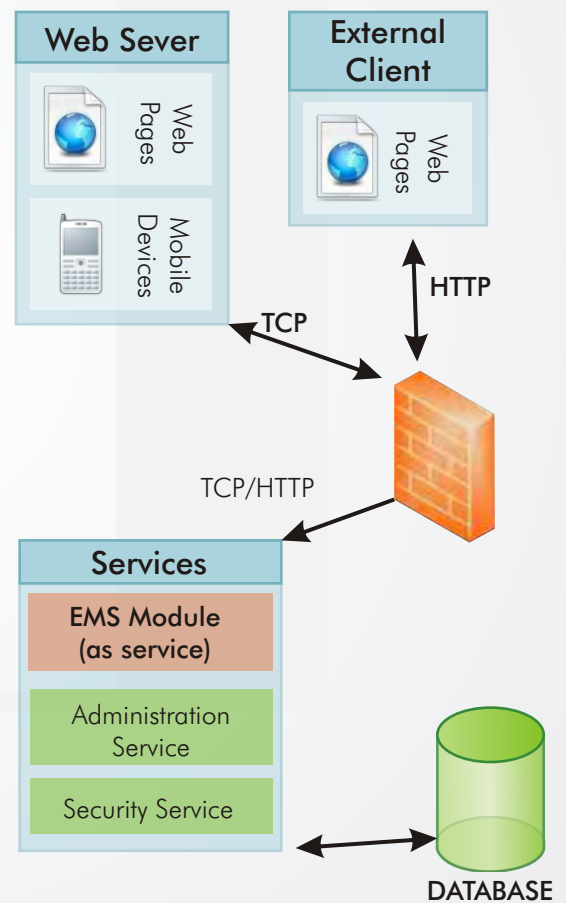
Primary goal of application architecture is to make application: -

- Service Oriented: It means application business logic could be run independently from user interface. Any external third party can build their own user interface or they can consume the services of EMS system
- Modular: EMS application is a modular application. Every module will be independent of another module
- Robust and Fail safe: Application is designed with scaling-out and fail safe strategy. EMS would support large number of concurrent users and is capable enough to deploy over the clustered server environment
- Mobile and Smart Devices Ready: EMS application UI support mobile devices and smart devices. However this functionality is limited

Service Oriented view is the logical view that shows how the various components shown in layered architecture forms service oriented architecture.

All or one module will form a service interface through which EMS web application or external client communicate. EMS web application communicate with Service Layer over the TCP protocol because of fast access in intranet and LAN environment.

Service Oriented view



About ManSoft

ManSoft Systems has been set-up by industry professionals to deliver value-added business solutions to industry. ManSoft is committed to creating a completely professional organization that is set up to deliver business solutions at the highest class of service anywhere in the world.

ManSoft's proposition

- End-to-End Business focused solutions that leverage Information Technology
- Experienced team members—no learning at client's cost
- Unique methodologies that helps client obtain value from their investments in IT
- Team with multi-lingual capabilities
- Complete knowledge-transfer to client teams

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