

TicketReturn partners with Izenda – offers box office users cutting-edge solutions

They needed flexible solutions for their diverse client base – Izenda had the perfect platform



Company Profile

TicketReturn, LLC, is a leading provider of Box Office and Internet ticketing services, with innovative event marketing, access control, attendance reporting, accounting, and fund-raising features for sports and entertainment venues nationwide.

The Charlotte, NC-based company services more than 130 venues in 40 U.S. states and British Columbia, and issues more than 22 million tickets annually. Since it was founded in 2001, TicketReturn has also become the largest single provider of ballpark ticketing services in Minor League Baseball (MiLB), and is licensed by Major League Baseball Advanced Media to provide online ticketing to fans at www.milb.com affiliate websites.

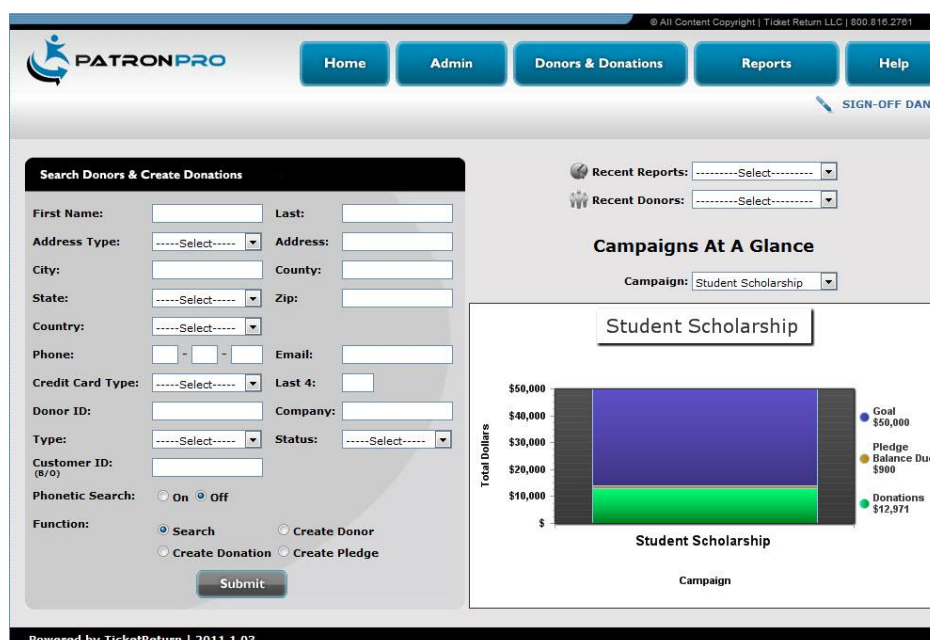
TicketReturn's diverse range of client venues includes theaters, casino showrooms, motorsports and horse racing facilities, university arenas, and sports stadiums – this wide variety reflects the scalability and ease of use of its products. The company also provides custom online student ticketing services for the Universities of Maryland, Virginia, West Virginia, South Carolina, as well as Georgia Tech, NC State, and University of Pittsburgh, to name a few.

TicketReturn is a pioneer in paperless Card Access Ticketing, which allows a single encoded card to serve as a season or partial-season ticket for any number of events. These cards come with online ticket management services such as ticket forwarding, exchange, donation, and resale.

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Business Situation

TicketReturn was looking for integration with a web-based ad-hoc reporting tool for their new Donor Management, Fundraising, and Priority Seating software module "PatronPro." PatronPro was developed to support specific features required by University Athletic Departments. PatronPro is a standalone module with backend integration into TicketReturn's other ticketing modules.

TicketReturn had the option of creating its own reporting interface, but decided it would be more efficient to look for a viable ASP.NET reporting tool if the solution existed.

TicketReturn clients using PatronPro have the option of site-based and/or hosted installations.

Technical Situation

TicketReturn needed to find an ASP.NET web-based, ad-hoc reporting tool that could be deployed in both a site-based and hosted installation. Specific requirements included the following:

- Ad-hoc report designer
- Charting tools
- Scheduled reporting

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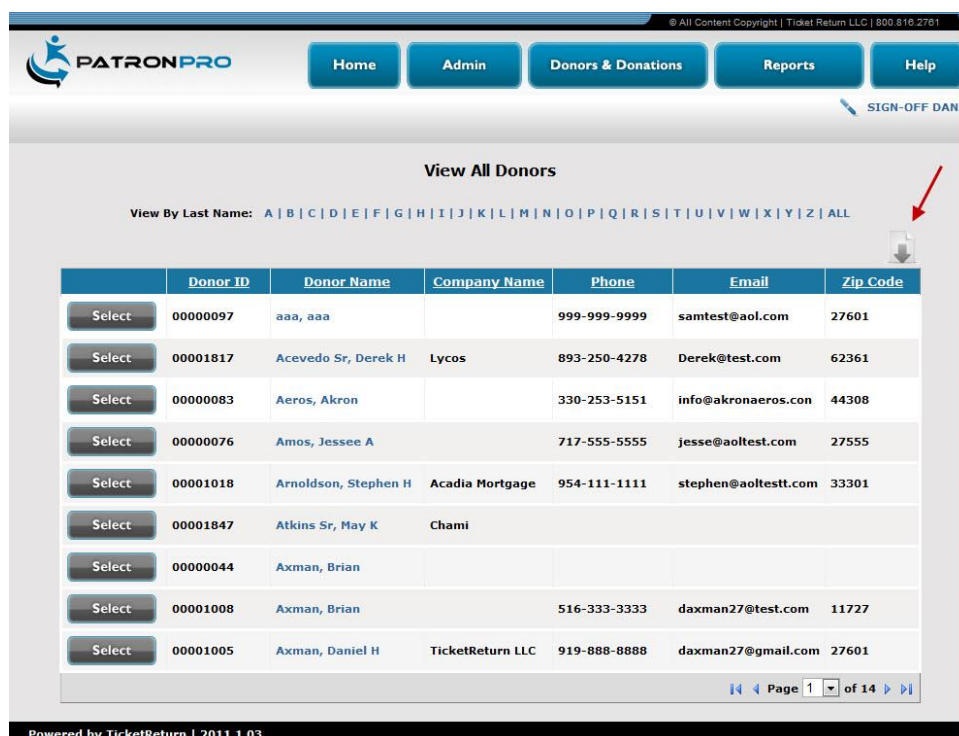
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- User permissions
- Exporting report flexibility
- Flexibility for a user to add/change filters or viewable fields for standard reports (minimize the need for new custom reports to be created)

Solution

TicketReturn integrated Izenda Reports into PatronPro applications, implementing the following solutions:

- Customized Report List Page
- Custom Report Scheduler
- Ability to create reports with visual aids (charts, gauges, etc.)
- Incorporated lyte box pop-ups to present users with filters that are applied when the reports is run (e.g., dates, users)
- Incorporated lyte box pop-ups in report designer, allowing users to select specific views with pre-joined tables



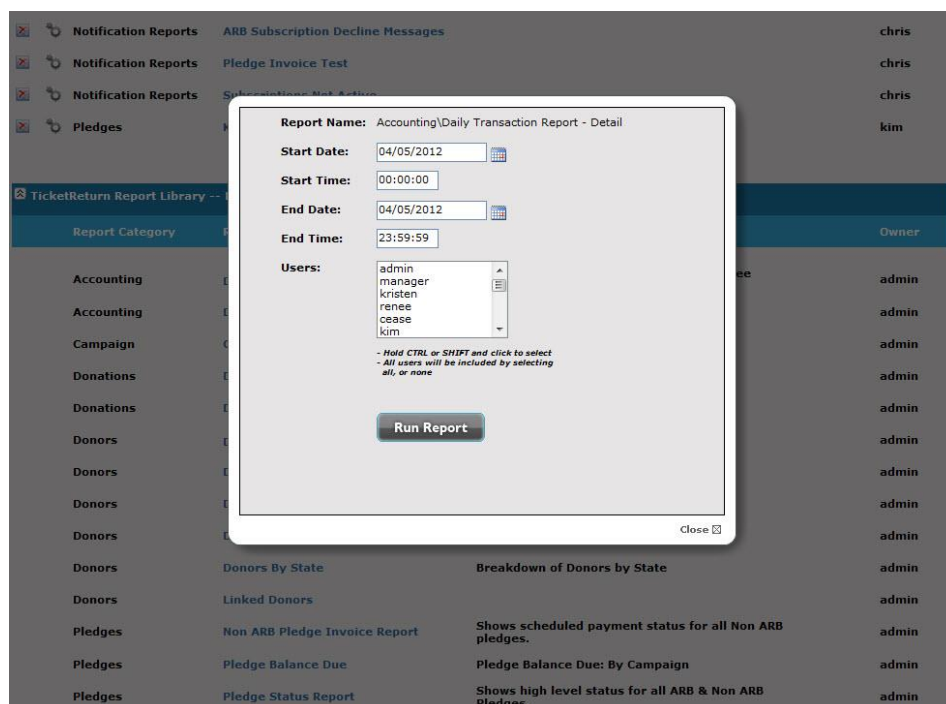
	Donor ID	Donor Name	Company Name	Phone	Email	Zip Code
Select	00000097	aaa, aaa		999-999-9999	samtest@aol.com	27601
Select	00001817	Acevedo Sr, Derek H	Lycos	893-250-4278	Derek@test.com	62361
Select	00000083	Aeros, Akron		330-253-5151	info@akronaeros.com	44308
Select	00000076	Amos, Jesse A		717-555-5555	jesse@aoltest.com	27555
Select	00001018	Arnoldson, Stephen H	Acadia Mortgage	954-111-1111	stephen@aoltestt.com	33301
Select	00001847	Atkins Sr, May K	Chami			
Select	00000044	Axman, Brian				
Select	00001008	Axman, Brian		516-333-3333	daxman27@test.com	11727
Select	00001005	Axman, Daniel H	TicketReturn LLC	919-888-8888	daxman27@gmail.com	27601

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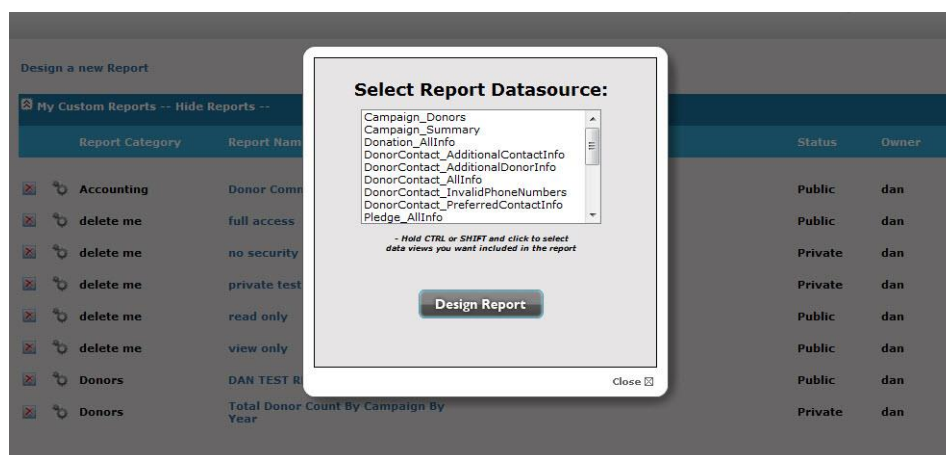
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The screenshot shows the 'TicketReturn Report Library' interface. A modal window titled 'Report Name: Accounting\Daily Transaction Report - Detail' is open. It contains the following fields:

- Start Date:** 04/05/2012
- Start Time:** 00:00:00
- End Date:** 04/05/2012
- End Time:** 23:59:59
- Users:** A list box containing 'admin', 'manager', 'kristen', 'renee', 'cease', and 'kim'. Below the list, it says: '- Hold CTRL or SHIFT and click to select. All users will be included by selecting all, or none.'

At the bottom of the modal is a 'Run Report' button. The background shows a table of reports with columns for 'Report Category', 'Report Name', and 'Owner'.



The screenshot shows the 'Design a new Report' interface. A modal window titled 'Select Report Datasource:' is open. It contains a list box with the following options:

- Campaign_Donors
- Campaign_Summary
- Donation_AllInfo
- DonorContact_AdditionalContactInfo
- DonorContact_AllInfo
- DonorContact_InvalidPhoneNumbers
- DonorContact_PreferedContactInfo
- Pledge_AllInfo

Below the list, it says: '- Hold CTRL or SHIFT and click to select data views you want included in the report'. At the bottom of the modal is a 'Design Report' button. The background shows a table of reports with columns for 'Report Category', 'Report Name', 'Status', and 'Owner'.

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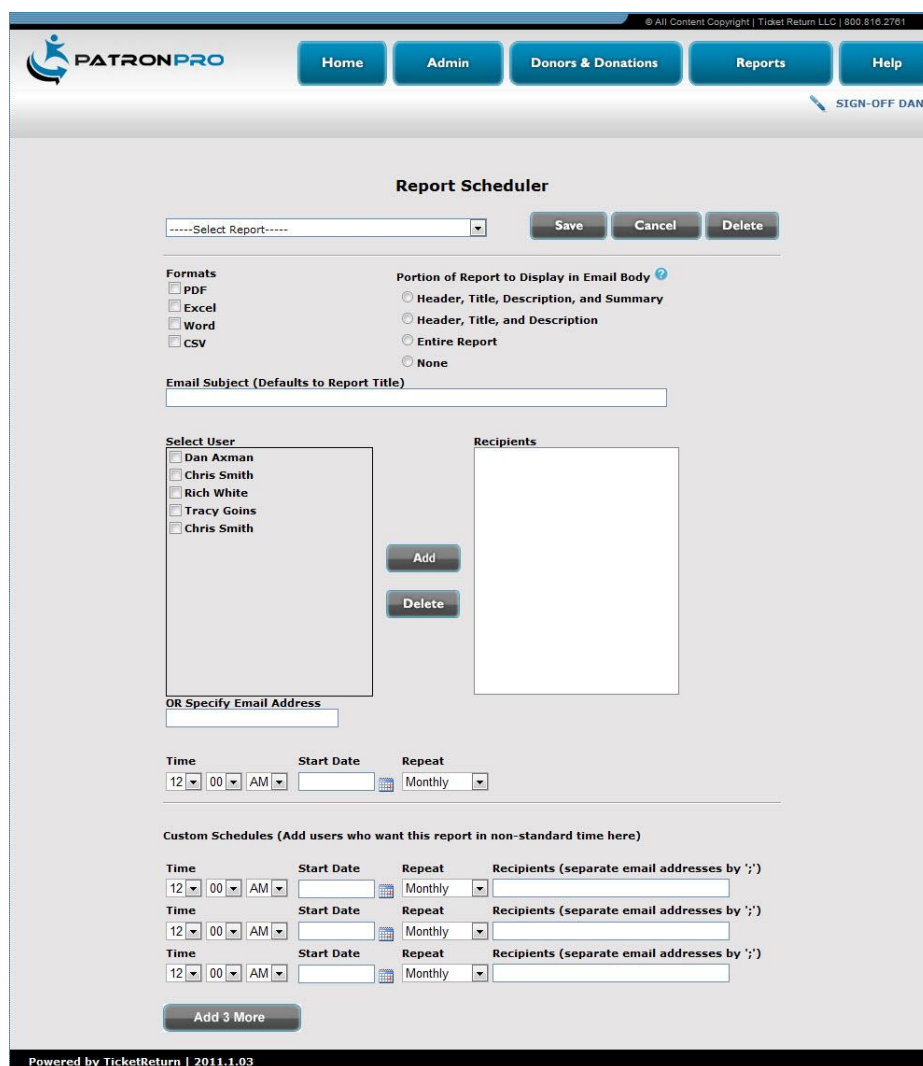
Benefits

This solution provides ample benefit to TicketReturn. Integrating Izenda reports resulted in the following:

- Significantly less development time for standard reports and an ad-hoc report builder
- The ability to deploy the reporting platform in both site-based and hosted implementations
- Access and use of visual aids, to better track results

There are many benefits to TicketReturn's end users as well, including:

- Ad-hoc reporting with state-of-the-art features— including scheduled reporting, charting, and exporting capabilities
- Users can create custom reports with just a few clicks
- Users can add to and change standard reports with ease



The screenshot shows the PATRONPRO web application interface. At the top, there is a navigation bar with links for Home, Admin, Donors & Donations, Reports, and Help. A user is signed off as DAN. The main content area is titled "Report Scheduler". It features a dropdown menu to "Select Report", with Save, Cancel, and Delete buttons. Below this, there are sections for "Formats" (PDF, Excel, Word, CSV) and "Portion of Report to Display in Email Body" (Header, Title, Description, and Summary; Header, Title, and Description; Entire Report; None). An "Email Subject" field is also present. A "Select User" section lists users: Dan Axman, Chris Smith, Rich White, Tracy Goins, and Chris Smith. A "Recipients" section is empty. There are "Add" and "Delete" buttons between these sections. Below, there is an "OR Specify Email Address" field. The "Time" section shows a dropdown for 12:00 AM and a "Repeat" dropdown for Monthly. A "Custom Schedules" section allows adding users who want the report in non-standard time, with fields for Time, Start Date, Repeat, and Recipients (separate email addresses by ';'). An "Add 3 More" button is at the bottom. The footer indicates "Powered by TicketReturn | 2011.1.03".

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Does your reporting need an upgrade? Contact Izenda today at 1-678-500-9136.