MatchMaker Resource Package
2019 – Event Management Systems
(Somalia)

Welcome!

Congratulations! You have been accepted into the MatchMaker program. We have created this resource package based on the application criteria you filled out on the Response Innovation Lab website and the interactions you had with the RIL MatchMaker in your country.

This resource package contains the top three organizations that we think offer the best solutions to your challenge. Within each of these summaries we will tell you about the organization, their key value to you, and how they meet your match criteria.

We will also share with you next steps and contact info at each of these organizations. We intend to sustain an added value relation with you, so we will keep in touch to support you and hear your thoughts and feedback.

Summary

LOCATION
Somalia

ORGANIZATION & WEBSITE
iRise | https://www.irise.com

SECTOR
Organizational Capacity

DEMOGRAPHIC
The main demographic of people benefitted by this solution will be attendances at the planned event. The estimated number of people is 4000.

HUMANITARIAN NEED
The challenge from iRise is not a typical RIL challenge as it is not directly a humanitarian need, but more of an organizational challenge caused by the context of Somalia, which leads to prohibitive printing costs and challenges with convening humanitarian (and other) actors.

PROBLEM DESCRIPTION
iRise are seeking lower and minimize the printing cost for the summit through using innovative and technology. The printing cost in Somalia is prohibitively expensive and we want to reduce through using and applying technology and innovation. In doing so, we want to launch the first technology enabled summit in Somalia through introducing mobile App on iOS and Android where participants can access and download the entire agenda at finger point. Secondly, we need to introduce online registration system that will enable participants to register beforehand and collect their badge at the entry of the Mogadishu Tech Summit.

CONTEXT
iRise hub host major tech summit every year. The aim of the summit is to bring together key actors from private and public sector for 3 days multi stakeholder discussion. The summit faces various challenges that include accessibility and reach out. They face a prohibitive cost for printing summit documents that includes agenda, brochure, badges and registration documents. This challenge hampers their accessibility to increase visibility, branding and distributing summit contents.

DESIRED SOLUTION CRIETERIA
The solution must improve the management, methods and processes for managing events. iRise is looking for a solution that is digital and works both online and on smartphones, and allows iRise to share agendas, information and documents related to the event without printing anything.

BUDGET & TIME
Budget: iRise hopes to have a budget of $10, 000 - $50,000

Implementation Timeline: Immediate

Overview

iRise's challenge statement was investigated by a collaborative effort of the Somali RIL, the Global RIL, George Washington University, and the Somali Disaster Resilience Institute (SDRI). This process utilized the broad networks and contacts within the Humanitarian Sector and Private Sector to source solutions that met the criteria and needs outlines in the challenge submitted by iRise.

Special attention was given to finding suitable solutions that are easy to use by the iRise team and that would represent a cost-effective solution.

Four solutions are presented in this solution package. A large variety of services exists, and if none of the presented solutions fits iRise's need, they are highly encouraged to explore the list conducted by Capterra, which can be found under the additional insights, and contains a comparison of a large number of event management services.

Eventbrite
One of the most well-known and user-friendly attendance services

Livebuzz
Award winning provider of Event Registration, Event Websites & Event Staffing

Let's Participate
All in one service with customizable solutions tailored to customers' needs

ThinkIT
In collaboration with clients thinkIT creates creative tailor-made digital experiences organization tools

One of the most well-known and user-friendly attendance services

Eventbrite

ABOUT THE ORGANIZATION
Eventbrite is a U.S. based event management and ticketing website. The service allows users to browse, create, and promote local events. The service charges a fee to event organizers in exchange for online ticketing services, unless the event is free.

KEY VALUE
Eventbrite is user-friendly and easy to get familiar with. The main function of the service in attendance management, and its allows the inviting organization to track participants, send emails to share documents, agendas etc. Furthermore, Eventbrite works well on smartphones and it is easy to combine Eventbrite with other services.

Key Information

The service allows users to browse, create, and promote local events. The service charges a fee to event organizers in exchange for online ticketing services, unless the event is free.

1. **SECTOR**
Event management

2. **INTERESCTIONS**
Attendance management

3. **FOUNDED**
2006

4. **KEY PEOPLE**
Contact can be made through the help page on their website

5. **LOCATION & WEBSITE**
https://www.eventbrite.com/

6. **RESULTS & IMPACT**
Reputable multipurpose event management system that is used in multiple countries.
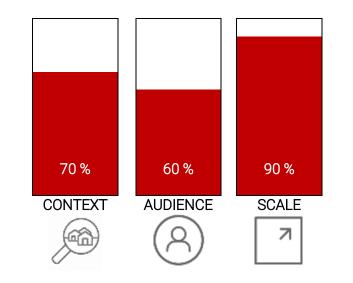
7. **KEY ACTIVITIES**
Browse, create, and promote local events.

8. **NEXT STEPS**
iRise is encouraged to have a look at the website and explore the opportunities in the services. An idea might be to test it for a small event or team meeting to see how it works.

OVERALL MATCH

CONTEXT	AUDIENCE	SCALE
70 %	60 %	90 %

IMPLEMENTATION

Difficulty:
Eventbrite is very user-friendly and well established. A lot of online guides and introductions on how to use the service is available online.

Time:
Ready to use.

Barriers:
The inviting organization needs to have basic computer skills, but guides is available online.

Cost:
Free to use for free events. A service fee is added to the price of the tickets if the inviting organization is charging a fee from the participants.

LiveBuzz is an award winning provider of Event Registration, Event Websites & Event Staffing

LiveBuzz

ABOUT THE ORGANIZATION
LiveBuzz is an award winning provider of Event Registration, Event Websites and Event Staffing for events across the globe. LiveBuzz makes the professional lives of Event Organizers and Event Marketing Managers better.

KEY VALUE
LiveBuzz designs services tailored to their customers and stress the fact that they solutions are fit for purpose. LiveBuzz can include following services to the service:

Event Services:
CRM, Digital Content, Digital Research, Directory Platforms, Floorplan Tool, Lead Generation, MatchMaking Services, Mobile App Platform, Room & Hall Plans, Website Platform

Visitor & Delegate Marketing:
Email Tools, Online Marketing, Registration & Ticketing, Visitor Marketing Tools

Key Information

Combination of software and 'hardware' to holistically manage events

1. **SECTOR**
Event management

2. **INTERESCTIONS**
Visitor and delegate marketing

3. **FOUNDED**
2010

4. **KEY PEOPLE**
Contact can be made through this site:
https://www.livebuzz.co.uk/contact

5. **LOCATION & WEBSITE**
111 Berkeley Road South, Earlsdon, Coventry, CV5 6EF, GB

https://www.livebuzz.co.uk/

6. **RESULTS & IMPACT**
Award winning service holistically supports events in the UK, but could provide partial solutions elsewhere.
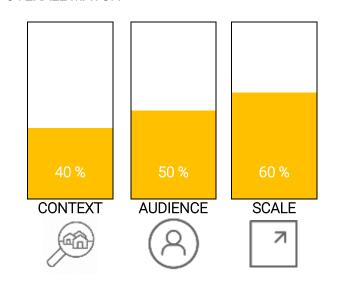
7. **KEY ACTIVITIES**
Event registration; event websites; event marketing; event staffing

8. **NEXT STEPS**
iRise can explore what LiveBuzz offers and contact the team for a proposed price.

OVERALL MATCH

CONTEXT	AUDIENCE	SCALE
40 %	50 %	60 %

IMPLEMENTATION

Difficulty:
Unknown. Support and guidance in the desires of development and use of the service is available through the LiveBuzz team.

Time:
Depends on what iRise would like LiveBuzz to develop.

Barriers:
Time might be a barrier as the solution needs to be developed. The positive side of this is that iRise will be sure to have all the desired services included be one provider and the design of the service will be highly influenced on the desires from iRise.

Cost:
Unknown as it depends on the agreement between iRise and LiveBuzz.

All in one service with customizable solutions tailored to customers' needs

Let's Participate

ABOUT THE ORGANIZATION
Let's Particippate is an Event Tracking Platform, an Online Ticketing App and Participation Platform is built to maximize your event sales and simplify your event day.

The Android App let's you scan tickets and nfc tags, while our mobile web app gives you to-the-second insights into your event.

KEY VALUE
iRise can either use the existing services or contact the team behind Let's Participate and customize the signup page, custom apps and tracking. In the service it is possible to promote the event on Social Medias, facilitate Gamification activities and create surveys and feedback through Let's participate.

Key Information

Online ticketing and event management platform

1. SECTOR
Event management

2. INTERESCTIONS
Ticketing

3. FOUNDED
2010

4. KEY PEOPLE
Official Contact: +254 (0) 708 173 467
info@totohealth.net

Direct contact to CEO: +254 (0) 720 606 167

5. LOCATION & WEBSITE
Contact and live chat is available on this site:

https://www.letsparticipate.com/contact-for-live-event-management-software/

6. RESULTS & IMPACT
Let's Participate is a fully featured Event Management Software designed to serve SMEs, Enterprises. Let's Participate provides end-to-end solutions designed for Web App. This online Event Management system offers Attendee Management, Volunteer Management, Sponsorship Management, Badge Management, Conferences/Conventions at one place.
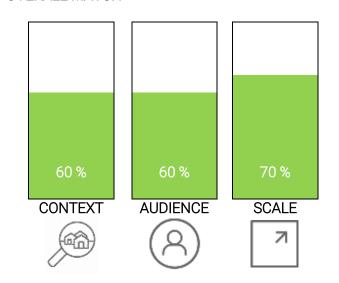
7. KEY ACTIVITIES
Event tracking platform; online ticketing app (android); event marketing

8. NEXT STEPS
iRise is encouraged to have a look at the website and explore the opportunities in the services. An idea might be to test it for a small event or team meeting to see how it works.

OVERALL MATCH

CONTEXT	AUDIENCE	SCALE
60 %	60 %	70 %

IMPLEMENTATION

Difficulty:
Let's Participate is user friendly and well established. A lot of online guides and introductions on how to use the service is available online.

Time:
Ready to use.

Barriers:
The inviting organization needs to have basic computer skills, but guides is available online.

Cost:
Free to use the basic services. For events of more than 100 attendances the cost is 1USD per participant for the basic service and 3USD for an advance service. This is still within the proposed budget of iRise. The price of customizing the service is unknown for RIL and iRise will have to contact Let's Participate to get this information.

In collaboration with clients thinkIT creates creative tailor-made digital experiences organization tools.

thinkIT

ABOUT THE ORGANIZATION

The team at thinkIT, a design thinking driven software company aimed at delivering eHealth and enterprise solutions to customers customized a system for the MTS team.

KEY VALUE

Managing the event registration and the signup process is a very tedious process for any event organizers but also raises the costs of printing resources for all the attendees. These are the same problems the team at iRise shared as some of the challenges they faced in their previous event.

The system has an administration dashboard, that gives the mandate and access to the MTS team to add speakers, startups, and agenda items to the application. The dashboard also helps the team view all the people that are registering for the event in real-time and can easily communicate with the participants.

The system also helps participant's signup for the MTS2019 in two ways;

a. Download the MTS App from either the Android Play Store or Apple App Store by searching *Mogadishu Tech Summit*, after downloading, create an account and then successfully login into the app. access the profile icon at the top on the right-hand side and then click generate QR code. The QR code generated will be scanned at the entrance of the conference to verify your identity and attendance.

b. The second option of registration is sending a text message to +14156492588 formatted as NAME-EMAIL-LOCATION-COMPANY e.g. John Doe-john@doe.com-Somalia-MTS.

Key Information

Customized event management and attendance tracking system developed custom for MTS 2018 and refined for MTS 2019

1. **SECTOR**
Software solutions

2. **INTERESCTIONS**
Event management; attendance tracking

3. **FOUNDED**
2013

4. **KEY PEOPLE**
Team Lead: Brian Gitta

5. **LOCATION & WEBSITE**
Semawatta Road Plot,120 Ntinda, Kampala Uganda

Phone: 256-704-319257

Email: info@thinkitlimited.com

Website: www.thinkitlimited.com

6. **RESULTS & IMPACT**
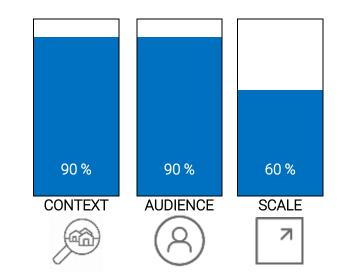thinkIT developed a customized solution for iRise's first MTS in 2018, and now this has been refined for MTS 2019

7. **KEY ACTIVITIES**
Event management; information deamination; attendance tracking

8. **NEXT STEPS**
SomRIL and its contacts could facilitate an introduction to thinkIT for further discussions.

OVERALL MATCH

CONTEXT	AUDIENCE	SCALE
90 %	90 %	60 %

IMPLEMENTATION

Difficulty:
Easy to customize and train usage and the iRise retains all the data produced by the system during the event.

Time:
Ready to use, but would require time for customization.

Barriers:
The inviting organization has to have computer skills and have a person to manage the data into the system.

Cost:
Free to use by the participants but required development and setup costs.

Additional Insights

The following additional insights were explored as part of RIL's research process. While these were not deemed to be strong matches with the challenge, they are nonetheless interesting aspects that iRise may like to explore in future or as complementary options.

Capterra
https://www.capterra.com/event-management-software/
Capterra have conducted a list of the best event services available. It is possible to select different filters so only solutions relevant to the client's needs appear. There is a built-in comparison mechanism which makes it easy to see the difference between two solutions.

Due Diligence

The solutions presented as part of this Resource Package are provided based on the criteria that the MatchMaker applicant submitted in their application to the Response Innovation Lab (RIL) MatchMaker online tool. Wherever possible the RIL has provided solutions which align to the challenge and requirement criteria provided by the requesting agency. The suggested solutions are by no means an exhaustive list but provide insight and research into the challenge.

Risks and Due Diligence
As with all humanitarian programming, risks exist and the need for comprehensive due diligence is required. Before implementing any program, it is the responsibility of the implementing agency to undertake robust due diligence processes.

Humanitarian operating environments are complex, local dynamics can be fluid and understanding the local context is paramount in such environments to ensuring that humanitarian standards are reached and quality programming is delivered. It is for the implementing agency to consider in detail the local context, carry out due diligence checks, engage with local communities for feedback and to manage risks associated with programming. And it is within this context that this MatchMaker Resource Package is provided.

Further Support

For further information and support please contact:

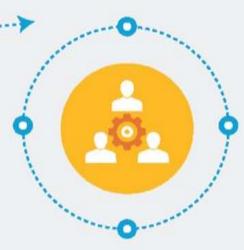Nishant Das, Somali Response Innovation Lab (SomRIL) Manager
Email: somalia@responseinnovationlab.com

SERVICES WE PROVIDE

1 CONVENE

- Discuss areas you want to improve, for better understanding and solutions
- Find innovations you can use in country
- Find innovators that you can work with in country
- Access innovation forums
- Join a community of innovators

2 MATCHMAKER SERVICE

- Refine your humanitarian challenge
- Search our networks for existing solutions, globally and locally
- Be paired with tested innovations that meet your challenge
- Get evaluation and implementation support

3 SUPPORT

- Access funding pathways
- Get referrals to global innovation networks
- Plan your financial model
- Get support with monitoring and evaluation of innovation projects, business models ethics, intellectual property and so much more.
- Test, pilot, and scale innovations