

# LIVEWIRE DIGITAL

## CASE STUDY | Ticketing Solutions



**THE POWER TO CONNECT**

Kiosk Solutions    Digital Signage    Mobile Apps    Remote Management

[www.LivewireDigital.com](http://www.LivewireDigital.com)

**877.595.4675**

### IMPLEMENTATION FEATURES

#### User Functionality

- ✓ Easy-to-use access to admission, ride and re-ride ticket purchases via touch screen kiosk terminals
- ✓ Ability to pay for tickets with credit/debit card or cash

#### Software Implementation

- ✓ Livewire Enterprise Software Suite
- ✓ Livewire Digital Signage Add-In
- ✓ Livewire Product Management Add-In
- ✓ Livewire Transaction Management Add-In
- ✓ Interface Development to Agilysys Showgate

#### Hardware Implementation

- ✓ Custom designed, industrial-grade kiosk
- ✓ Enclosure with additional internal security features to protect cash component
- ✓ Micro form-factor computer
- ✓ 17" LCD touchscreen
- ✓ Bill acceptor
- ✓ Cash dispenser
- ✓ Credit/debit card swipe reader
- ✓ Bar code scanner for re-ride purchases
- ✓ Printer for tickets and multi-part receipts

#### Client Benefits

- ✓ Attractive, user-friendly ticket sales solution for guests
- ✓ Cash dispensing feature makes it easy for guests to change large bills typically dispensed through casino ATMs
- ✓ Reduced labor costs
- ✓ Livewire's 24/7 remote monitoring, support and real-time report access

### The Client

This confidential client provides a unique mix of thrill rides, restaurants and nightlife in one Las Vegas venue.



### The Challenge

In an effort to reduce the cashier staff and expedite the customer experience, the client wanted to automate admission and ride ticket sales.

### The Solution

Livewire adapted its award-winning self-service touchscreen kiosk technology for the client.

Livewire's turnkey solution allows the client's customers to pay for admission and rides with cash or a credit/debit card. The kiosk dispenses change as necessary. In addition to printing tickets, the kiosk permits re-ride ticket purchases.

Of significant importance to the client was the ability for Livewire to work within their Agilysys Showgate system. Livewire worked with Agilysys to create a web service interface to the Showgate product.

With the success of Livewire's Agilysys interface, the client is planning enhancements to sell show and event tickets through Livewire's ticketing kiosks.

As an ancillary benefit, the client generates real-time reports regarding purchases, trends and other key driver data.

#### Livewire...

Software Solutions that give you the **POWER TO CONNECT.**

