VIVATICKET

ENDLESS EXPERIENCES

OVERVIEW

Vivaticket's Mission is to be the strategic partner of every event organizer, providing both technological solutions and related services, in order to enhance performance and results.

MARKETS

LEISURE
Theme and Water parks, Zoos, Aquariums, Observatories, etc.

CULTURE
Museums, Historical Palaces, Art Exhibition, etc.

OPERA AND THEATRE
Lyric, Drama, Musicals, Operas, Ballet, etc.

SPORT
F1, Soccer, Basketball, Tennis, Golf, Horse Racing, Resorts, etc.

TRADESHOW
Expos, Exhibition Centers, B2B Events, Fairs, Congresses, etc.

TRANSPORT
Marine, Railways, City cards, GPS based checkout, Barriers, etc.

LIVE ENTERTAINMENT
Concerts, Live Events, Live Music, Festival, etc.

BUSINESS AREAS

TICKETING AND ACCESS CONTROL
The most advanced ticketing and access control technology on the market is fully developed in-house. Our solution handles ticketing, access control, assigned seating, events management, cashless wallet, chart of account, contactless experience through face recognition.

VENUE MANAGEMENT
Our system handles the full customer experience, from the registration to the post-event survey: food and beverage, retail, resource management, parking, positioning systems, queue management, event management. All in one system.
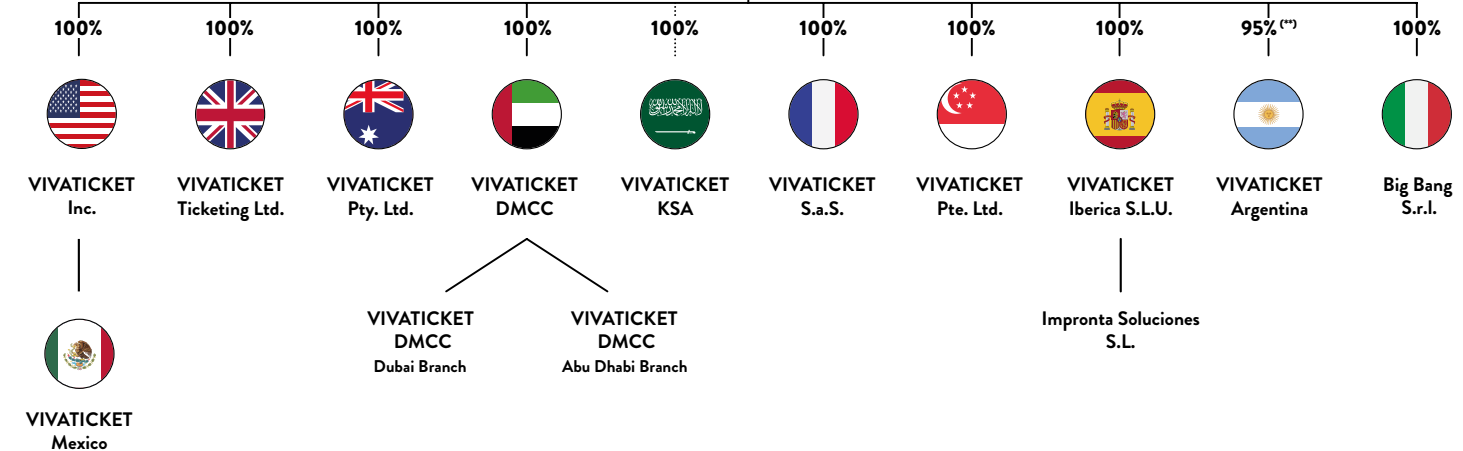
B2C SALES
Web sales, retail ticket distribution and marketing campaigns, leveraging our network of box offices, stores, web portals and OTA integrations

VIVATICKET S.p.A.

100%	100%	100%	100%	100%	100%	100%	100%	95% (**)	100%
VIVATICKET Inc.	VIVATICKET Ticketing Ltd.	VIVATICKET Pty. Ltd.	VIVATICKET DMCC	VIVATICKET KSA	VIVATICKET S.a.S.	VIVATICKET Pte. Ltd.	VIVATICKET Iberica S.L.U.	VIVATICKET Argentina	Big Bang S.r.l.

VIVATICKET Mexico

VIVATICKET DMCC Dubai Branch

VIVATICKET DMCC Abu Dhabi Branch

Impronta Soluciones S.L.

TRACK RECORDS

1999
Best Union Company S.p.A. was created from the merger of a company specializing in event management and ticketing with a software house. It is September 23rd.

2000
Jumpy, a Fininvest Group company, acquires 20% of Best Union through a capital increase operation.

2005
Pavarotti International, owned by Maestro Luciano Pavarotti, acquires 20% of the shares; Giorgio Seragnoli's King S.p.A. acquires 15% of the share capital.

2008
Best Union is the only company in its sector to list on the Italian Stock Exchange. During the same year acquires Team2015, company active in the management of reception services for exhibitors and visitors.

2009
OmniTicket Group, leading international company in access control and ticket distribution for the leisure, entertainment and culture markets, is fully acquired.

2010
Best Union acquires Ticketweb.it, active in the promotion, sales and booking of tickets. In the same year acquires Amit, a company operating in the ticketing and management of automated box offices.

2011
Best Union acquires Teleart, a company specialized in visitor experience and art exhibitions. It also acquires Charta, event management leading company.

2013
Best Union acquires Enta Ticketing Solution, a London-based company operating in the ticketing sector, with an important customer base in the theatre industry.

2014
Best Union acquires IREC, a company specialized in ticketing technologies and access control for the cultural and entertainment industries.

2016
Best Union acquires Enta Australasia, leading company in ticketing and CRM solutions. It also acquires the ticketing business unit of Zucchetti Regulus.

2017
Best Union acquires Bookingshow Ticketing, a company operating in the field of online ticketing and retail distribution.

2018
In June 2018, Best Union Company S.p.A. is delisted from the Italian Stock Exchange and takes on a new challenge, launching an important rebranding operation involving all the group's companies: Best Union becomes Vivaticket.

2019
Investcorp and the Vivaticket top management bought 100% of the shares of Vivaticket with the aim to become one of the largest ticketing company in the world.
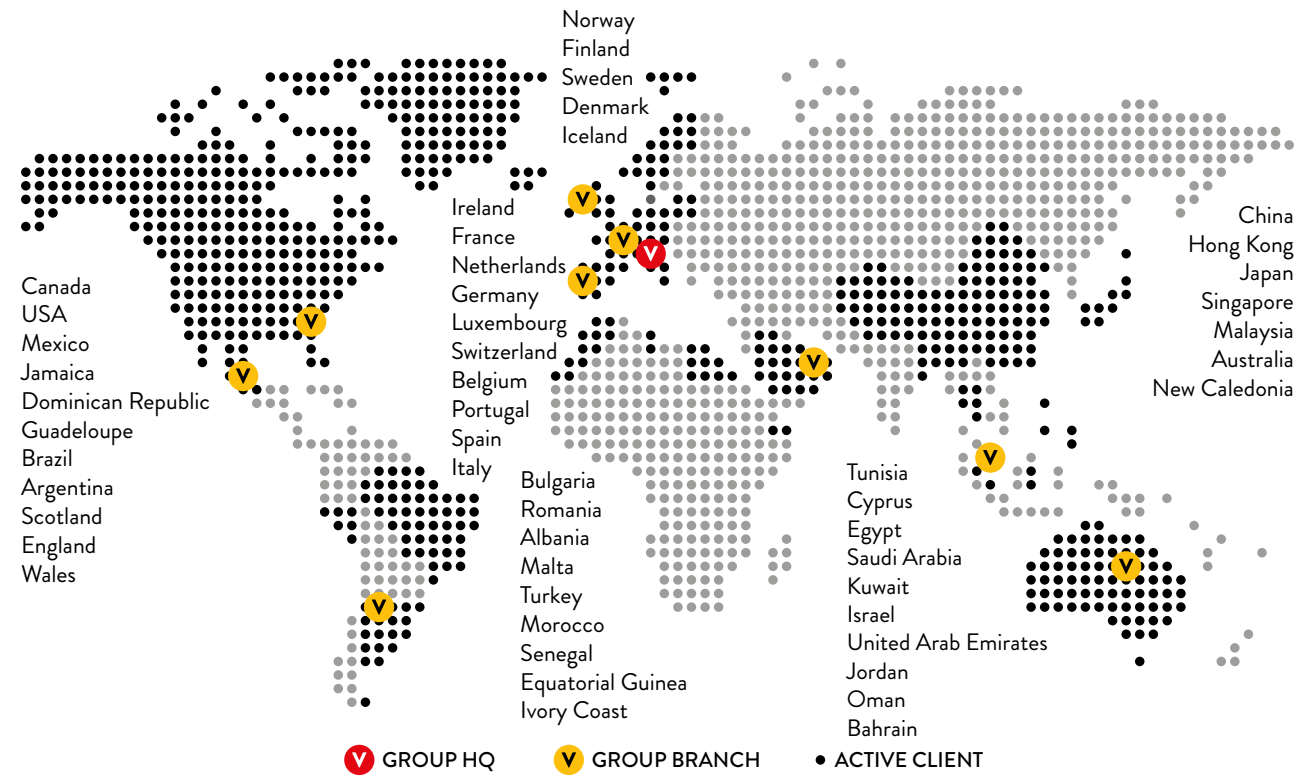
2021
Venues reopen and live events restart. However, Vivaticket has never stopped: important investments in resources and technology have made the offer more and more in line with the new clients' needs.

2023
Vivaticket acquires Impronta Soluciones SL, a Spanish ticketing supplier with a scalable ticketing solution for any kind of distribution channel and a powerful payment solution for any sector.

WORLDWIDE DEVELOPMENT

20 OFFICES
Headquarters in Bologna and bases in Abu Dhabi, Barcelona, Brisbane, Buenos Aires, Dubai, Foggia, London, Lugo, Madrid, Mexico City, Milan, Orlando, Paris, Poitiers, Rho, Rimini, Rome, Singapore and Sydney.

INSTALLATIONS IN 52 COUNTRIES

Norway
Finland
Sweden
Denmark
Iceland

Canada
USA
Mexico
Jamaica
Dominican Republic
Guadeloupe
Brazil
Argentina
Scotland
England
Wales

Ireland
France
Netherlands
Germany
Luxembourg
Switzerland
Belgium
Portugal
Spain
Italy

Bulgaria
Romania
Albania
Malta
Turkey
Morocco
Senegal
Equatorial Guinea
Ivory Coast

Tunisia
Cyprus
Egypt
Saudi Arabia
Kuwait
Israel
United Arab Emirates
Jordan
Oman
Bahrain

China
Hong Kong
Japan
Singapore
Malaysia
Australia
New Caledonia

V GROUP HQ **V** GROUP BRANCH • ACTIVE CLIENT

850mln
TICKETS SOLD PER YEAR

3.500
INSTALLATION

97%
CLIENT RETENTION

494
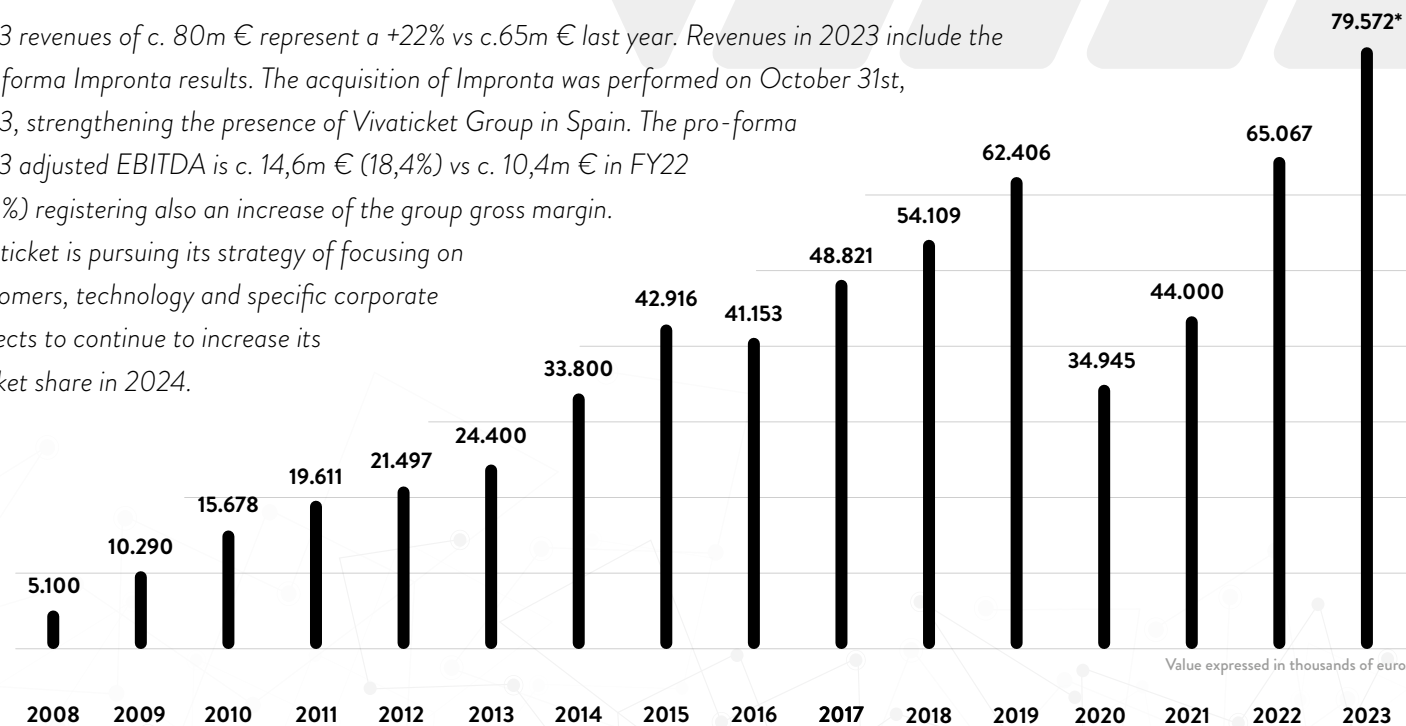EMPLOYEES WORLDWIDE

203
OPERATIONS TEAM MEMBERS

179
R&D - IT TEAM MEMBERS

VIVATICKET GROUP FINANCIALS
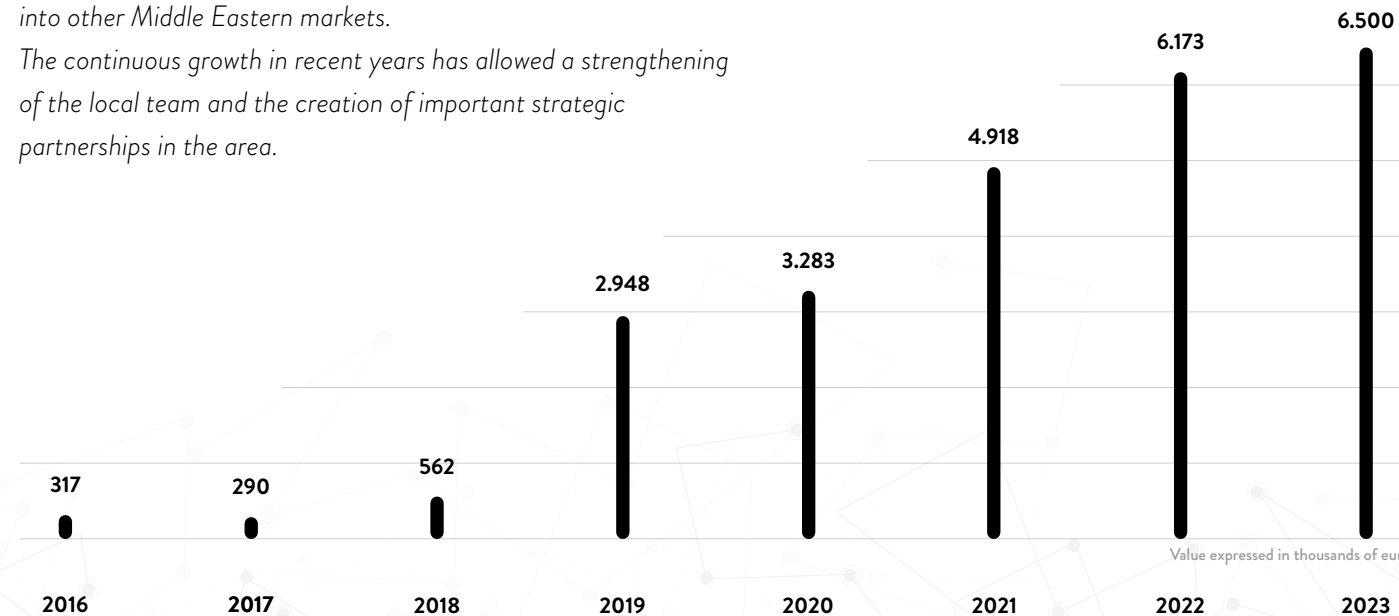
MIDDLE EAST FINANCIALS

FY23 revenues of c. 80m € represent a +22% vs c.65m € last year. Revenues in 2023 include the pro-forma Impronta results. The acquisition of Impronta was performed on October 31st, 2023, strengthening the presence of Vivaticket Group in Spain. The pro-forma FY23 adjusted EBITDA is c. 14,6m € (18,4%) vs c. 10,4m € in FY22 (16,1%) registering also an increase of the group gross margin. Vivaticket is pursuing its strategy of focusing on customers, technology and specific corporate projects to continue to increase its market share in 2024.

Year	Value
2008	5.100
2009	10.290
2010	15.678
2011	19.611
2012	21.497
2013	24.400
2014	33.800
2015	42.916
2016	41.153
2017	48.821
2018	54.109
2019	62.406
2020	34.945
2021	44.000
2022	65.067
2023	79.572*

Value expressed in thousands of euro

* It includes the full year pro-forma Impronta Group Revenues

source: internal processing January 2024

Vivaticket has continued its growth in the Middle East region, establishing itself as the leading B2B ticketing player in the United Arab Emirates and expanding into other Middle Eastern markets.
The continuous growth in recent years has allowed a strengthening of the local team and the creation of important strategic partnerships in the area.
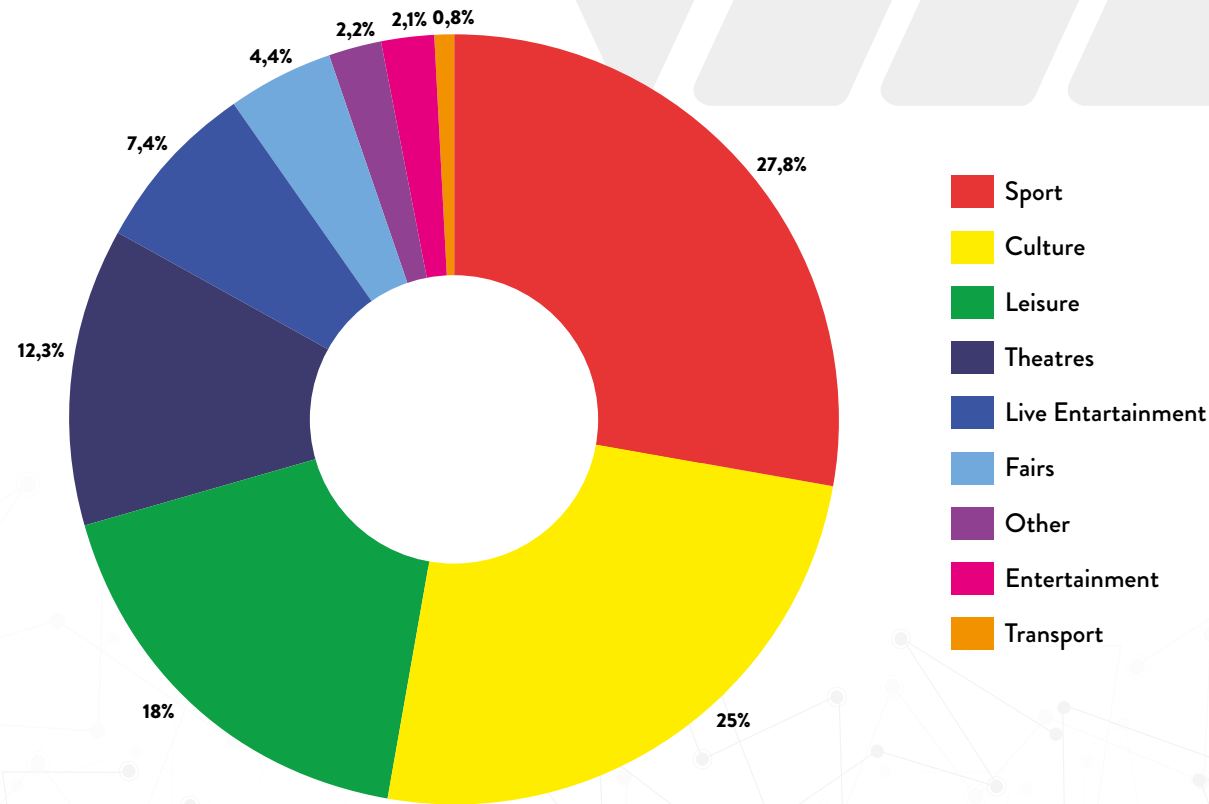
Year	Value
2016	317
2017	290
2018	562
2019	2.948
2020	3.283
2021	4.918
2022	6.173
2023	6.500

Value expressed in thousands of euro

source: internal processing January 2024

VIVATICKET GROUP REVENUES BY MARKET

MIDDLE EAST REVENUES BY MARKET

VIVATICKET GROUP REVENUES BY MARKET

- 27,8% Sport
- 25% Culture
- 18% Leisure
- 12,3% Theatres
- 7,4% Live Entartainment
- 4,4% Fairs
- 2,2% Other
- 2,1% Entertainment
- 0,8% Transport

Legend:
- Sport
- Culture
- Leisure
- Theatres
- Live Entartainment
- Fairs
- Other
- Entertainment
- Transport

source: internal processing January 2024

MIDDLE EAST REVENUES BY MARKET

- 60% Leisure
- 18% Sport
- 7% Culture
- 6% Transport
- 5% Other
- 2% Fairs
- 2% Entertainment

Legend:
- Leisure
- Sport
- Culture
- Transport
- Other
- Fairs
- Entertainment

source: internal processing January 2024

VIVATICKET

VIVATICKET
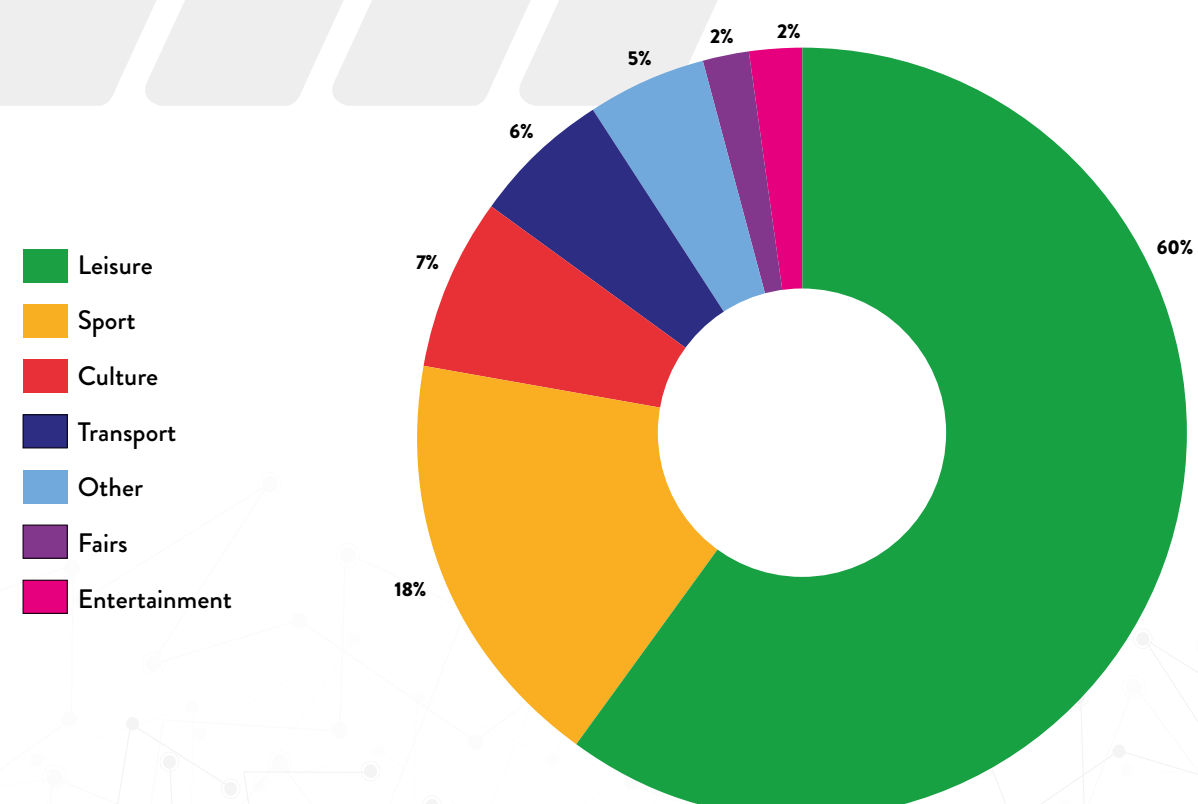
REFERENCES

LEISURE

FAMOUS AND ICONIC THEME AND WATER PARKS IN OVER 30 COUNTRIES

- **BAHA BAY AT BAHA MAR RESORT** – Bahamas
- **BIO PARC, VALENCIA, FUENGIROLA** - Gijón
- **CHATAUQUA INSTITUTION** - New York
- **COSTA EDUTAINEMENT (12 venues, among which Acquario di Genova** - Genoa, Aquafan - Riccione, Bioparco - Rome)
- **DUNN'S RIVER FALLS** - Ocho Rios
- **EURODISNEY** - Paris
- **GAMUDA LAND** - Malaysia
- **HERSCHEND FAMILY (7 venues among which Dollywood – Pigeon Forge and Silver Dollar City – Branson)**
- **IMG - WORLDS of ADVENTURE** - Dubai
- **JEKYLL ISLAND STATE PARK** – Georgia
- **MAJID AL FUTTAIM GROUP (5 venues among which Ski Dubai, Snow Oman and Snow Abu Dhabi)**
- **MERLIN GROUP (Gardaland** - Verona, Sealife – Jesolo)
- **MIRAL GROUP (7 venues among which Ferrai world, Yas Water World, Warner Bros.World Abu Dhabi e Seaworld Abu Dhabi)**

- **OCEAN PARK** - Hong Kong
- **PALM SPRINGS TRAMWAY** - Palm Springs
- **PARC ASTERIX (Compagnie des Alpes)** - Plailly
- **PARQUES REUNIDOS (master agreement for 18 venues, including Mirabilandia** - Ravenna, Marineland – Antibes and Slagharen - Netherland)
- **PAULTONS PARK** - Hampshire
- **SARAYA AQABA WATER PARK** - Al Aqaba
- **SETAS DE SEVILLA** - Sevilla
- **SINDIBAD** - Casablanca
- **SKYDECK CHICAGO** - Chicago
- **SKYFLY SOAR AMERICA** - Pigeon Forge
- **TENNESSEE AQUARIUM** - Chattanooga
- **THE WAVE** - Bristol
- **TOP OF THE ROCK** - New York
- **URBNSURF** - Melbourne
- **WATERWORLD** - Denver
- **ZOOS VICTORIA** - Melbourne

VIVATICKET

CULTURE

SOME OUT OF THE MOST RECOGNIZABLE MUSEUMS AND HISTORICAL VENUES IN THE WORLD

- ARC DE TRIONPHE - Paris
- ARMANI SILOS – Milan
- AUSTRALIAN NATIONAL MARITIME MUSEUM - Sydney
- CHAUTAUQUA INSTITUTION - New York
- DA VINCI'S LAST SUPPER - Milan
- DUBAI MUSEUM - Dubai
- EIFFEL TOWER - Paris
- FERRARI MUSEUMS - Maranello
- LA BIENNALE - Venice
- LOUIS VUITTON FONDATION - Paris
- MERCEDES BENZ FOUNDATION – Stuttgart
- MUSÉE D'ORSAY - Paris
- MUSÉE DU LOUVRE - Paris
- MUSÈE DU QUAI BRANLY - Paris

- MUSEO NAZIONALE SCIENZA E TECNOLOGIA – Milan
- MUSEI CIVICI MILANO
- MUSEI CIVICI ROMA
- MUSEI CIVICI NAPOLI
- MUSEI CIVICI VENEZIA
- NOTRE DAME - Paris
- QASR AL WATAN - Abu Dhabi
- ROYAL ONTARIO MUSEUM - Ontario
- SCUDERIE DEL QUIRINALE - Rome
- SIENA CULTURAL DISTRICT - Siena
- VICTORIA MUSEUMS - Melbourne

OPERA AND THEATRES

THE MAIN THEATRES THROUGHOUT THE WORLD

THEATRES

- ADELAIDE FESTIVAL CENTRE - Adelaide
- CAPITAL EVENTS AND VENUES BENDIGO (Two theatres) - Bendigo
- MAGGIO MUSICALE FIORENTINO - Florence
- QUEENSLAND PERFORMING ARTS CENTRE - Brisbane
- THEATRE ROYAL HAYMARKET - London
- STOCKHOLM CONCERT HALL - Stockholm
- SYDNEY PHILHARMONIA CHOIRS - Sydney

OPERA HOUSES

- ARENA - Verona
- ARGENTINA THEATRE - Roma
- BELLINI THEATRE - Catania
- BOLOGNA THEATRE – Bologna
- CAGLIARI OPERA HOUSE - Cagliari
- CARLO FELICE THEATRE - Genova
- DUSE THEATRE - Piacenza
- LA FENICE THEATRE - Venezia
- LA SCALA OPERA THEATRE - Milano
- LUCIANO PAVAROTTI THEATRE - Modena
- PETRUZZELLI THEATRE - Bari
- REGIO THEATRE - Torino
- SAN CARLO THEATRE - Napoli
- VERDI THEATRE – Trieste

SPORT

SOME OF THE MOST RECOGNIZABLE SPORTS TEAMS AND VENUES

- AC MILAN
- ACF FIORENTINA
- AS ROMA
- ATALANTA BC
- BOLOGNA FC
- CLUB ATLÉTICO DE MADRID
- DUBAI RACING CLUB
- FC BARCELONA
- FC INTER MILAN
- FIGC (Italian National football Federation)
- FIP (Italian Basketball Federation)

- GENOA CFC
- IMOCO VOLLEY
- LEGA SERIE A
- OLIMPIA MILANO BASKETBALL
- PERUGIA VOLLEY
- SS LAZIO
- US PALERMO
- VIRTUS BOLOGNA BASKETBALL

ITALIAN LEAGUES HIGHLIGHTS

- 15 SERIE A FOOTBALL TEAMS
- 35 SERIE B E C FOOTBALL TEAMS
- +40 TEAMS IN MINORS CHAMPIONSHIPS, WOMEN FOOTBALL E FUTSAL

- 35 LEGA BASKET SERIE A & LNP TEAMS
- +20 VOLLEYBALL TEAMS SERIE A (M & F)

WIDE EXPERIENCE IN SPORT EVENTS' MANAGEMENT

- ALPINE SKI WORLD CHAMPIONSHIP Cortina (2021)
- DUBAI WORLD CUP (HORSE RACING) Dubai (2022 and 2023)
- EUROPEAN ATHLETICS CHAMPIONSHIP - Roma (2024)
- FINA WORLD CHAMPIONSHIP Abu Dhabi (2021)
- FORMULA 1 ABU DHABI GRAND PRIX (2013 to 2016; 2020 to 2023)
- FORMULA 1 ITALIAN GRAND PRIX (2022) - Monza
- FORMULA 1 SINGAPORE GRAND PRIX (2008 to 2018)
- GOLF OPEN DE VIDANTA
- ROYAL ASCOT (2004 to 2023)
- RYDER CUP - Roma (2023)
- UEFA UNDER 21 CHAMPIONSHIP Italy and San Marino Republic (2019)
- WORLD DUCATI WEEK - Misano (2000 to 2023)

LIVE ENTERTAINMENT AND TRANSPORT

ARENAS, ART EXHIBITIONS, LIVE MUSIC AND EVENTS

- ABU DHABI ART - Abu Dhabi
- ADELAIDE FESTIVAL CENTRE - Adelaide
- ANDREA BOCELLI - Lajatico
- ETIHAD ARENA - Abu Dhabi
- GIRA DE ALEJADNRO SANZ - México
- GRAMMY LATINO 2023 - Sevilla
- GUNS & ROSES - México
- KISS – México
- LA BIENNALE - Venice
- PALACIO EUSKALDUNA - Bilbao
- PLAZA DE TOROS DE LAS VENTAS – Madrid
- VIAREGGIO CARNIVAL – Viareggio

RIDES, PANORAMIC VIEWS, CRUISES AND MUCH MORE

- BATEAUX MOUCHES - Paris
- THE PALM MONORAIL - Dubai
- JEBEL ALI PORT – Dubai
- RTA MARINE - Dubai

TRADESHOWS

THE MOST IMPORTANT ITALIAN TRADE CENTERS (FULL VENUE MANAGEMENT)

- BARI
- BOLOGNA
- BOLZANO
- CARRARA
- FIRENZE
- FORLI
- GENOA
- MILAN
- MODENA
- PADOVA
- RIMINI
- ROME
- TURIN
- UDINE
- VERONA
- VICENZA

SOME OF THE MOST IMPORTANT TRADESHOW EVENTS

- BOAT SHOW (INFORMA) - Miami
- CHILDREN BOOK FAIR - Bologna
- COSMOPROF WORLDWIDE – Bologna
- ECOMONDO - Bologna
- FIERACAVALLI - Verona
- MARMOMACC - Verona
- RIMINI WELLNESS - Rimini
- SALONE DEL GUSTO - Turin
- SALONE DEL LIBRO - Turin
- SIGEP - Rimini
- VICENZAORO - Vicenza
- VINITALY - Verona

PREVIOUS EXPOS

EXPO MILAN 2015

22 million tickets sold
750.000 tickets sold on website in 3 consecutive days
300.000 tickets sold in a single day
42 private label websites
51 authorized resellers
Over 5.000 B2B accounts
10 customized API integration
150 point of sale
272.000 accesses in one day
250 turnstiles

FLORIADE VENLO 2012

Ticketing platform
2,2 million tickets sold
25 Point of sale onsite
B2B and third party website integration
All server components provided
Access control system
21 Access point

EXPO HANNOVER 2000

Ticketing platform
18 million tickets sold

EXPO LISBONA 1998

Ticketing platform
11 million tickets sold

EXPO 2020
إكسبو

دبي الإمارات العربية المتحدة
DUBAI, UNITED ARAB EMIRATES

VIVATICKET SCOPE

- Ticketing system
- Access control with face recognition
- B2B web portal
- API engine to interface OTA and distributors
- API engine to support all the web application
- Queue management system (Smart queue)
- Ticketing operations

PROJECT HIGHLIGHTS

- 3 years and 5 months duration
- 900 man-days of SW development
- 12 customized API integration
- 24,1 million tickets sold
- 140 Point of Sale
- 400 Handhelds for access control and facial recognition
- 309.000 entries on peak day
- 54 country pavilions adopting the smart queue
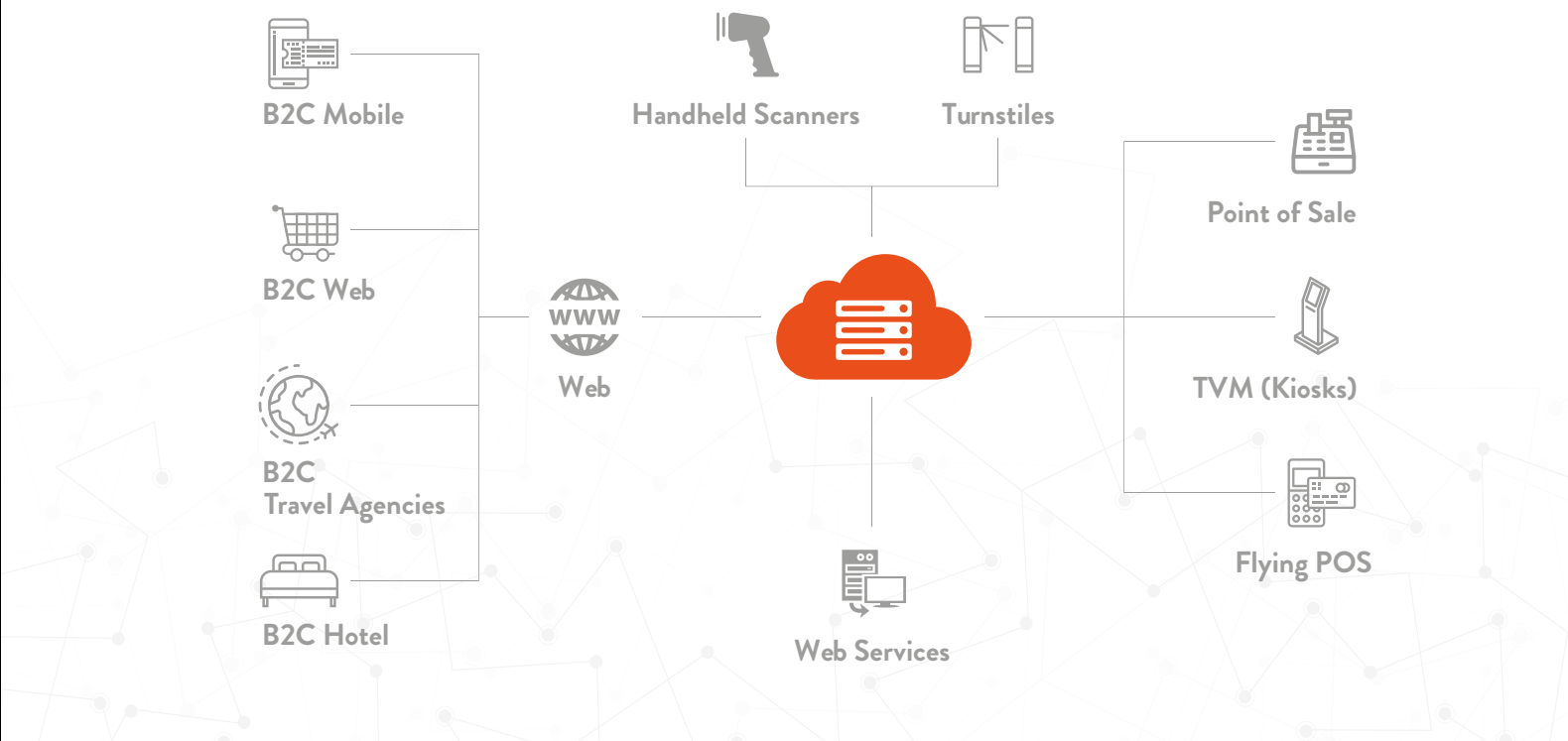- 1.200 Handhelds for smart queue

VIVATICKET

LOCAL REFERENCES

Saraya Aqaba
Jordan

Sheikh Abdullah Al Salem Cultural Center Salmiiya - *Kuwait*

The Scientific Centre - *Kuwait*

Snow Oman
Oman

JORDAN

KUWAIT

BAHRAIN

Hira Cultural District

SAUDI ARABIA

UAE

King Abdullah Sports City Arena

OMAN

Sharjah Safari

Little Explorers Mirdif

iFly

Dubai Museum

Al Shindagha Museum

Arte Museum

Etihad Museum

Dubai Ladies Club

The View at the Palm

Ski Dubai

RTA Marine

The Palm Monorail

SHARJAH

VIVATICKET Dubai

IMG Worlds of Adventure

Jebel Ali Port

Expo 2020 Dubai

Dubai Racing Club

DUBAI

Cultural Foundation
Manarat Al Saadyat
TeamLab Phenomena
Berklee Museum

SeaWorld

Qasr al Hosn

Snow AD

Yas Waterworld

Warner Bros. World

Qasr Al Watan

Ferrari World

Clymb

Al Qana National Acquarium

VIVATICKET Abu Dhabi

Etihad Arena

ABU DHABI

Al Ain Zoo

Yas Marina Circuit

TICKETING SYSTEM

Vivaticket designs and produces all its systems entirely in-house, leveraging years of experience in the leisure, culture, sports and entertainment sectors.

This experience, combined with an ongoing commitment to innovation and a desire to accept market challenges, has made its products a global benchmark for integrated ticketing and access control solutions.

Vivaticket offers powerful and versatile products that can perfectly adapt to the needs of the largest theme parks or trade centers, as well as meet the requirements of smaller venues or even individual attractions.

The system can be installed on both local and cloud servers, and offers a complete offline mode, ensuring continuity on both the sales and access control sides in case of connectivity issues. Vivaticket offers client/server solutions or SaaS solutions, according to the client needs.

TICKETING
ACCESS CONTROL
VENUE MANAGEMENT

B2C Mobile

Handheld Scanners

Turnstiles

Point of Sale

B2C Web

Web

TVM (Kiosks)

B2C
Travel Agencies

Flying POS

B2C Hotel

Web Services

TICKETING SYSTEM

WEB TOOLS

BtoC Website
BtoB Website
Private Label
Widget
Full Responsive

CMS
3D Map View
Customer Care
Multi Language
Gift Card and Coupon

CORE FUNCTIONS

Point of Sales
Access Control
Food & Beverage
Resource Management
Inventory Management
Queue Management
Retail and Merchandising
Accreditation
Offline Mode
Multi-Venue
Multi-Currency
Subscription Model

Dynamic Discount
Assigned Seating
Live Reporting
Cashless Wallet
Assisted Sales Process
Fast Track
Upsell & Cross- Sell
Family Entertainment
Surveys
CRM
Chart of Accounts

INTEGRATION

CRM
ERP
Active Directory
Single Sign-On
Social Media
BI
Parking
Lockers
Data Analytics

Customer Satisfaction
Bank Settlement
Hotel Room Charge
Photo System
Cash Managers
Courier
Chat Bot
NOL Card

DEVICES

Ticket Printers
Receipt Printers
External Display
Media Readers
Credit Card
Biometrics
Face Recognition

Kiosk
Flying POS
Emirates ID Reader
Passport Reader
Fun Fair Reader
Turnstiles
Handheld Scanners

WEB SOLUTIONS

Vivaticket builds in-house B2C and B2B websites that are fully integrated with the base system, in real time. A proprietary CMS can be used to manage content and translations.

All web pages are fully customizable with the customer's look&feel and in terms of graphics and functionality, to ensure a smoother user experience.

All the websites are responsive, multi-language and multi-currency; it is possible to manage online any kind of subscription, season pass, open ticket or voucher, and also integrate the sale of merchandising, food and beverage and any kind of additional service.

General admission, limited capacity, assigned seats and memberships can be sold, taking advantage of all the options present in the base system, including rolling discounts, vouchers, packages, money cards and suggestive upsells.

In addition, the B2B interface will allow you to manage business accounts, distributors, travel agents, partners; it will be possible to enable specific price lists, promotions, payment methods for each user and also to customize reports, directly accessible via the web, manage credit and related settlements, define incentive programs.

VIVATICKET

TICKETING SYSTEM

ACCESS CONTROL

INTEGRATIONS

All Vivaticket systems are strongly "web service oriented", optimized by design for integration with third party systems through one of the richest API libraries on the market.

The system is designed to allow for simplified integration with external business systems, offering the opportunity to expand sales networks through the interconnection of banks, supermarkets, travel agencies, tour operators and OTAs, as well as other external retail applications.
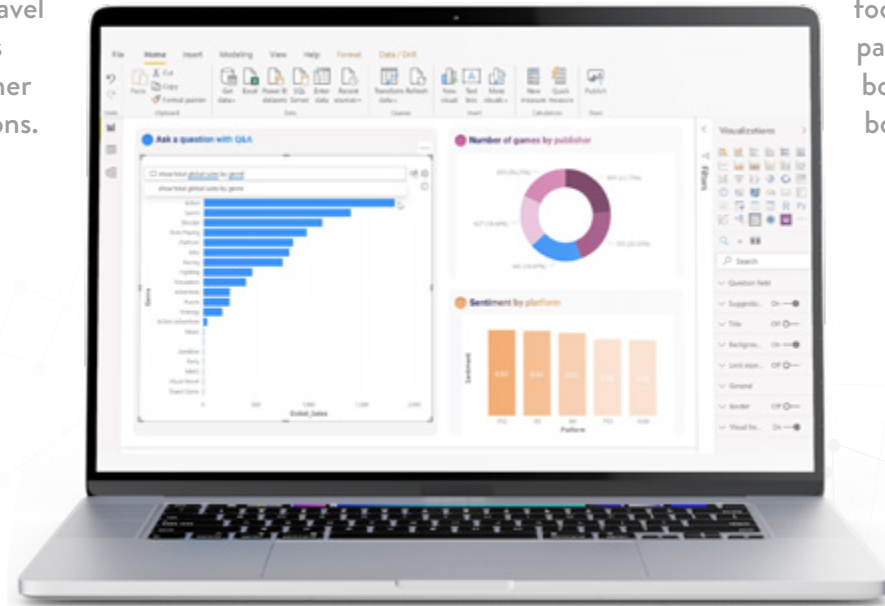
You can also integrate your own ecosystem of business management systems, from CRM to ERP, from BI software to IVR, from single sign-on systems to loyalty cards, from cash management systems to chat bots.

Finally, third parties can be integrated to guarantee a better user experience for your final customer: photo counters, lockers, dryers, stroller, towels, wheelchair, food & retail systems, parking systems, hotel booking systems, bookshops.

All systems are built to be integrated with the most common access control devices on the market:

- Full height or standard turnstiles
- Speed gates
- Handheld scanners
- Laser or image readers
- Android devices through the proprietary App Gatekeeper®

All types of media technology can be utilized: linear barcodes, QRcodes, magnetic stripes, contact or proximity RFID chips, UHF devices, NFC devices, biometric readers (fingerprint recognition, facial recognition).

The application offers a wide range of features:

- Entries and re-entries
- Multi-venue and multi-zone clearence
- Point cards
- Check in / Check out
- Time-slots
- Anti-Pass back
- Photo or biometric recognition
- Light signals according to ticket type
- Group tickets
- Family tickets
- Dynamic access control validity
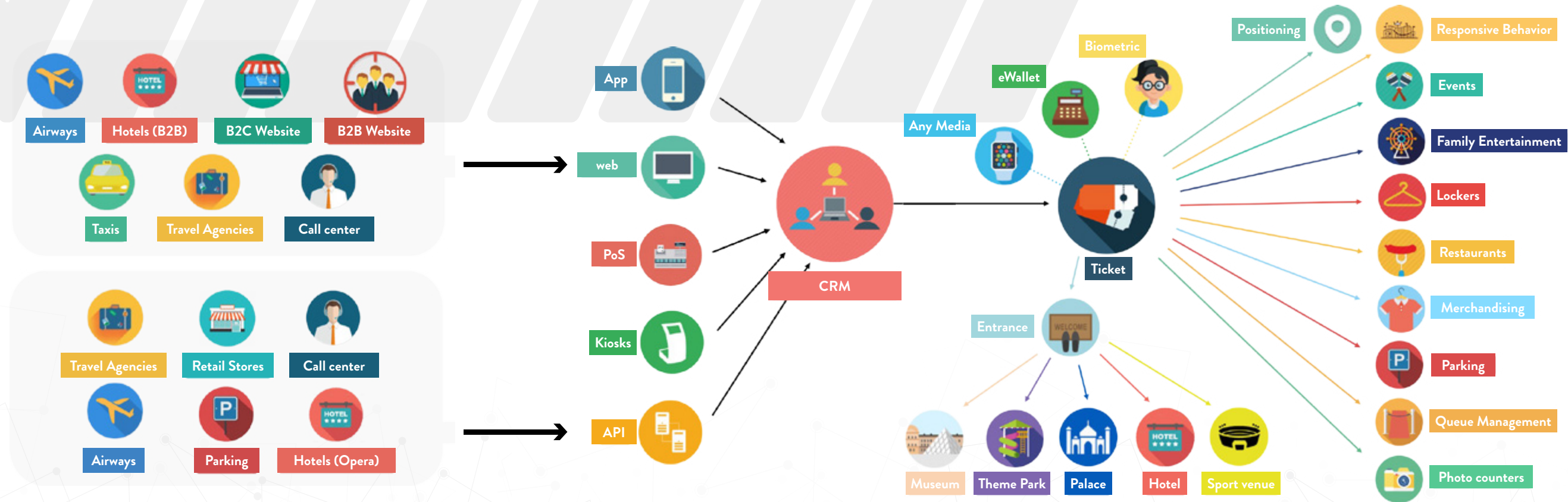- Access control point of sale

VENUE

MANAGEMENT

From the creation of the first RFID wristband for cashless payments in 2012, to the first NFC ticket in 2015, improving the user experience has always been the focus of Vivaticket's technological evolution. This effort has led to the evolution of our ticketing systems into true venue management systems, capable of following the customer through his entire journey.

From the decision making and registration phase, including via distributors or OTAs, to conversion, and then managing the entire user experience: parking, access control, retail, restaurants, additional services, family entertainment, events.

All this using the ticket as the only medium to access the multiplicity of offers, in the form preferred by the customer: paper ticket, e-wallet, wristband, hotel key, or, why not, even a simple glance in the camera.

Airways · Hotels (B2B) · B2C Website · B2B Website · Taxis · Travel Agencies · Call center

Travel Agencies · Retail Stores · Call center · Airways · Parking · Hotels (Opera)

App · web · PoS · Kiosks · API

CRM

Any Media · eWallet · Biometric · Positioning

Ticket

Entrance · Museum · Theme Park · Palace · Hotel · Sport venue

Responsive Behavior · Events · Family Entertainment · Lockers · Restaurants · Merchandising · Parking · Queue Management · Photo counters

CONTACTLESS

Deliver an amazing frictionless experience by leveraging facial recognition technology: multi-area access control, facial payments, dynamic promotions, accreditation, GDPR compliance, custom interfaces.

Vivaticket's Frictionless Engine® is the most advanced ticketing technology on the market to date and represents a huge step forward for the experience industry worldwide.

The contactless experience consists of 4 simple steps:

1. register your face on the app, at the POS or directly at the gate
2. associate your tickets to your theme parks, events, museums, venues
3. associate your credit card to the electronic wallet
4. enjoy the full experience, just by showing your face!

EXPERIENCE

Vivaticket's contactless experience is not limited to gate access, but also includes retail, food and beverage and all other venue services. Additionally, the venue is not the limit: the customer can leverage the same account in different venues, not necessarily hosted in the same infrastructure, not necessarily belonging to the same tenant.

The main features of Vivaticket's Frictionless Engine® are:

- multi-tenant
- multi-site
- multi-area access control
- face payments
- dedicated promotions
- accreditation
- full GDPR compliance
- customized interface (venue by venue)

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