

OPTIMISING VIP GUESTS' EXPERIENCE AT HM THE KING'S CORONATION THROUGH MICROSOFT TECHNOLOGY

Service requirements



To support international representation at His Majesty The King's Coronation, FCDO's in-house logistics tool required development to maximise current Microsoft functionality



Manage bespoke RSVP responses to 200 invitation questions from 200+ dignitaries, across 5 events



Live data to be made visible to FCDO staff

With over 450 VIP guests from 200 nations attending King Charles III's Coronation, the Foreign, Commonwealth & Development Office (FCDO) contracted Kainos for technical support in managing invitations, transport logistics and live event attendance.

Service results

FULLY TRANSPARENT, SECURE AND ACCURATE

status of the various events

SOLUTION CAN BE EASILY REPLICATED

for FCDO's next use case

BETTER STRUCTURE,

organisation and accuracy of unique attendee requirements

Enabled FCDO's Coronation staff to

MAKE CALM AND CONTROLLED DECISIONS

through a single

24/7 ACCESSIBLE

means

"This was an important engagement for FCDO to ensure the functionality delivered addressed end user concerns during the King's Coronation. Kainos proved themselves to be a trusted, reliable partner that delivered to a tight deadline in a pressured environment."

John Thurlow,

Head of Change and Labs, FCDO



The solution



Invitation Management

- A **bespoke** Microsoft Dynamics 365 Customer Voice and Power Automate solution was created to manage all VIP guest invitations
- The service handled the RSVP responses **integrating with Microsoft Teams** sharing guest data to FCDO's Coronation staff
- Added **complexity of multiple events** happening across the Coronation celebration meant managing multiple layers of attendee data



Transport Management

- **80%** of the events required high security guest vehicle arrival and departure tracking
- All data captured and updated via a **bespoke mobile/tablet Microsoft Power App** for FCDO staff to use at the venues



Live Dashboards

- **Power BI dashboards** at every stage were developed to display accurate information of RSVPs as they were received
- **Up-to-the-minute** statistics of all the live event venues
- **Bespoke reporting** to securely enable educated decision-making

"King Charles' Coronation was a once-in-a-lifetime event and seeing how Kainos rose to the challenge to support FCDO in achieving their goals through maximising Microsoft technology was something special. Kainos truly are an exceptional partner with unique capabilities."

Derrick McCourt,
General Manager, Customer Success Unit



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