



# City of Aschaffenburg

The Congress and Tourism Services of the city of Aschaffenburg optimizes its event processes with the help of Momentus Technologies

CASE STUDY



# The Customer

Aschaffenburg is a city in Bavaria, Germany, and it is a gateway to the Spessart Hills. The town combines tradition and modernity, shopping and culture, alongside a buzzing atmosphere and architectural splendor. The city hosts about 400 events every year — from exhibitions to cultural events such as concerts, comedy shows and theater performances.

# The Challenge

Aschaffenburg City Hall has been a customer of Momentus since 2004 and has digitized numerous venue and event management processes. However, the Congress and Tourism Services of Aschaffenburg was sharing all event data to its Technical department using an event log. Naturally, this process had its pitfalls as data was entered manually and summarized in a report that was provided to the Technical team in printed form.

Manual data entry caused an increased error rate of misinformation. Even more problematic was the fact that last-minute changes could not be mapped and implemented quickly. After all, the updated report first had to be printed out and forwarded internally.

“Customer requests are very different and often come with short notice. It took a while for last-minute changes to reach our Technical department,” says Dorian Büdel, head of the city hall Management division of Aschaffenburg.

The Finance department was also affected by this problem as invoices could only be created when the printed reports included all final bookings and services used. This was an especially difficult challenge to overcome in times of remote work.

Customer:

**Congress and Tourism Services of the city of Aschaffenburg**

Website:

**stadthalle-aschaffenburg.de**

Industry:

**Government and Councils | Venues**

Location:

**Aschaffenburg, Germany**

Employees:

**25 (15 of them in the City Hall of Aschaffenburg) | approx. 30 temporary employees**

## The Solution

A contemporary digital solution was needed to ensure more efficient processes and enable the Congress and Tourism Services of Aschaffenburg to react easily and quickly to short-term changes in customer requests, thus increasing customer satisfaction.

The Technical team needed to be able to access all event data and process it in real time, regardless of where the event was located in the venue. Aschaffenburg City Hall wanted to eliminate print versions to avoid errors, save costs and accelerate workflows.

The new digital solution also needed to benefit the Accounting department and provide the Commercial department with a complete overview of all booked items and services, including those added at the last minute, directly after the event.

After extensive consultation with their Momentus representative, Aschaffenburg City Hall decided to implement the “Mobile Work Orders” app from its Momentus Platform.



# The Result

The Mobile Work Orders app in the Momentus Platform replaced the printed event log that Aschaffenburg City Hall was utilizing. Furthermore, errors that previously occurred due to manual data entry were eliminated from the outset.

The Technical department can now access current event data in the innovative app from the entire venue via cell phone or tablet. This eliminated miscommunication of changes because all data is now accessed in real time via the app.

For example, if an additional microphone or podium is needed at short notice, these additional items are automatically updated in the Mobile Work Orders app so Aschaffenburg City Hall can invoice its customers correctly. Before using Mobile Work Orders, such information was sometimes lost because of manual processes.

Both the Technical and Finance departments benefit from the Momentus Mobile Work Orders app and the optimized internal processes. The entire team is very satisfied with the implementation.

Aschaffenburg City Hall is also developing its sustainability strategy. Therefore, in addition to Mobile Work Orders, the teams are using the Momentus Platform for its DocuSign capabilities to reduce usage of printed documents. As a result, Aschaffenburg City Hall is several steps closer to its goal of hosting more sustainable events.

To enhance the customer experience when inquiring or booking events via the website, Aschaffenburg City Hall plans to deploy additional solutions from Momentus Technologies in the future.



“Thanks to Mobile Work Orders from the Momentus Platform, information reaches those who execute the orders much faster than before. Additionally, plans can be attached right away. This also means more transparency for our customers: they can sign off on additional services and bookings more easily.”

**Dorian Büdel, Head of City Hall Management**  
City of Aschaffenburg's Congress and Tourism Services

[Contact Us](#)

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## About Momentus

Momentus Technologies is a global provider of industry-leading venue and event management solutions that empower organizations to create extraordinary moments. With over 60,000 users in more than 57 countries, Momentus serves the needs of convention and exhibition centers, higher education, corporate, stadiums and arenas, and arts and culture centers. Its powerful intuitive platform alongside intelligent data-driven solutions and unparalleled expertise provides customers a view of past, present and future event operations to increase end-to-end visibility, optimize efficiency and achieve business goals. Founded in 1985, Momentus is headquartered in the United States. The company's employees work across the globe in Momentus offices and remotely.

To learn more, visit [gomomentus.com](https://gomomentus.com).

