

Kingston Arts Cultivates Live Music Program with Momentus Software



The Customer

Kingston Arts is the vibrant arts hub and cultural centre of City of Kingston.

The Challenge

The organisation was using a legacy system that, while it met booking and event management needs, limited its teams' agility and ability to focus on areas that would generate growth.

Organization:

Kingston Arts

Website:

artskingston.ca

Industry:

arts hub and cultural centre

Headquarters:

City of Kingston

The Solution

The progressive council of City of Kingston that oversees the centre recognised the ability of cloud-based solutions to provide superior functionality and user-experiences, however, migration to Momentus's new browser-based platform needed to meet its specifications for architecture, data management and security.

The migration and rollout schedule were defined by Kingston Arts' key stakeholders in collaboration with the venue's dedicated Momentus team. A key component was to provide guidance and create simple customisations to help the team at Kingston Arts achieve organisational goals.

The Results

After completing the transition of their venue management to the cloud, the benefits of working with one single source of truth have been immediate.

Better Cost Projection

The team can plan more effectively as they have better control and visibility of their financial data including cost projections – a significant economic driver for the centre.

Collaborative Experience

The enhanced event scripting, tailored towards live music and theatre production, can easily be shared with stakeholders including managers and performers, keeping everyone on the same page throughout planning and performance schedules.

Improved User Experience

The platform supports the Kingston Arts live music vision as it enables the team to be far more proactive and agile by simplifying the process of engaging with agents and artists. Darren Whittingham, Venue Hire Coordinator and Programmer, reported that being able to access the browser-based CRM allows him to be more responsive as he can share real-time information as well as make updates on the fly.

A few other key benefits include greater productivity, efficiency and ease of use. The centre anticipates significant savings, as resources have been diverted to activities that add business value and support the organisation's strategy. Implementing an online space enquiries platform, for example, has allowed the centre to automate enquiries for its unstaffed "minor halls". Finally, the team at Kingston Arts really loved the guidance provided by their dedicated Momentus Software Consultant and Customer Success Manager. Momentus's hands-on team evaluated the venue's goals and initiatives, offering practical advice and solutions to help them overcome their business challenges. Whittingham complimented the team's can-do approach, highlighting their regular response to requests: "We can do that! Here's how we're going to get you there."



"I love the flexibility that the software gives me when I'm out on the road sourcing and liaising with prospective acts."

Darren Whittingham

Venue Hire Coordinator

Kingston Arts

Contact us today to explore opportunities to improve your venue and event management.

Contact Us

