

VenuesWest Begins Transformation of Their Venues to Smart Venues



The Customer

VenuesWest owns and manages Western Australia's biggest sporting and entertainment venues on behalf of the State Government.

Organization:

VenuesWest

Website:

venueswest.wa.gov.au

Industry:

Sporting and entertainment venues

Headquarters:

Australia

The Challenge

VenuesWest implemented Momentus Software across their seven self-managed venues to operate everything from concerts, sports courts, swimming lanes, sporting and corporate events, catering functions and everything in between for the Australian State Government. With a growing number of events every year involving a large range of stakeholders, VenuesWest identified the need to bring their event management system to the next level.

The Solution

Working closely with VenuesWest to understand their vision, Momentus transformed how staff were currently performing day-to-day tasks and delivered a range of new solutions which helped them reach an all new level of organisation. Their feedback at the time of Go Live has been overwhelming, with Lynn McDonnell, Project Manager at VenuesWest stating, “The framework adopted has set the standard for future upcoming software implementations as part of the overall digital transformation agenda”.

The Results

VenuesWest has taken a big step in the world of smart venues with the implementation of Momentus Software and some of their latest innovative solutions including Mobile Work Orders, a powerful tool for their operational team to update and complete orders on-the-move.

“Staff members now have real time access to all the latest information, including last minute changes, delivery confirmations and more. Mobile Work Orders, together with the use of views and dashboards, has reduced the need for VenuesWest to print countless documents. All the required information and details are available readily at their fingertips, helping drive their strategic goal of running environmentally sustainable operations,” said Sarin Kanhirapuzha, Software Consultant at Momentus.

Less than a month after going live with the Momentus platform, VenuesWest is looking at implementing additional Momentus Software functionalities that can drive their move to reengineering their event management, enhancing the overall staff and customer experience and ultimately digitally transforming into a smart venue.



“This is the smoothest software implementation we have experienced in recent years.”

Lynn McDonnell

Project Manager at VenuesWest

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

Contact Us

