

# Case Study



**Supporting the expansion and development of business in Yorkshire, Yorkshire Forward needed a comprehensive solution to help them organise over 1000 events per year**

## The Issue

As part of a multi-million pound business support programme, Yorkshire Forward, in late 2007, started deployment of an internet based customer support platform called the Regional Knowledge System (RKS).

Designed to allow all business support partners across the Yorkshire and Humber region to access, and update, a common set of regional business information, RKS is a revolutionary development for the business support community.

A vital part of providing support to businesses of all shapes and sizes is the ability to run different types of events and event programmes across different partners, and to allow booking for these events to be made from a variety of web sites, face to face and via the telephone.

With over 1000 events planned for the next financial year, Yorkshire Forward needed a solution that offered comprehensive event and delegate management capability, available both internally and across the internet, and that could be easily integrated into the rest of the RKS framework.



## The Solution

Having performed a comprehensive review of the marketplace and undertaken an exhaustive procurement exercise, Yorkshire Forward, with the approval of its partners, selected evocos as the event and delegate management solution for RKS.



## The Solution (continued)

evocos was installed as part of RKS in March 2008 and went live on the 1st April 2008. Within the first week of operation over 500 individual and group bookings had been taken.

Kirstine Stones, the RKS Project Manager, says *"The first week of actual live usage by our partners was a breeze. Events were published in all of the right places and customers actually commented on the ease of use of the solution and it's comprehensive capabilities. To date over 100 events have been successfully managed by evocos and we have ambitious plans to extend its usage across the region. We are delighted with our choice."*



## About Yorkshire Forward

Yorkshire Forward was set up by Government to promote sustainable economic development throughout the Yorkshire and Humber region.

Yorkshire Forward supports the expansion and development of business in the region by encouraging public and private investment, and by connecting people to economic opportunity.



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evocos is a leading provider in [event management software](#). In the past year alone evocos event & delegate management software solution has created over 7000 events, managed approximately 75,000 delegates and has taken over 50,000 online bookings. evocos event management software ensures customers are able to seamlessly manage their events; gaining huge cost and efficiency benefits.