



iceworks

COMPANY PROFILE



ICEworks | Incentive Conference and Event Management

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About ICEworks

Our promise is to DELIVER Extraordinary experiences with a high personal touch. The collective experience of our staff is enviable in the Incentives, Conferences and Events (ICE) industry. Whether it's a simple themed event for 20 people or a fully fledged conference or incentive programme for 2000 people, we will deliver.

Our calendar is expertly managed so that we do not overlap programmes at the expense of others so you can be assured of ICEworks expertise for 100% of your programme. We will block the time that we ascertain will be required for your entire event.

2007 – 2011 international programmes will take our clients to France IRB World Cup, Tuscany, Fiji, Queenstown, Thailand, Beijing, New York, Langkawi, Las Vegas and The Maldives. Domestically we have incentive groups arriving from Poland, USA, Singapore, India and Argentina. Corporate functions and tradeshows compliment our specialist portfolio.

What Can We Do?

We manage all aspects of your Incentive, Conference or Event programme. Our desire is to make your programme as seamless as possible so that you can concentrate on your own business and people.

Services that we provide (often at no cost to you) will include:

- Programme design including concept, research, management and delivery
- Pre-programme interest such as announcements, launches and sub-programmes such as teasers, AV production and collateral for your programme
- Delegate Management that includes registration through our state of the art event manager software which can be online direct into our database
- Complete travel management service in conjunction with our travel partner HRG Worldwide including extension travel for pre and post programme arrangements
- Complete control of your flight and accommodation inventory, functions and activities. Indeed every aspect of your programme
- Onsite delivery of your programme by up to NINE of the ICEworks team depending on the size of your programme
- Management of sponsorship including design, communication and budget control
- Design and management of Audio Visual concepts appropriate to the relevant components of your programme
- Management of local suppliers who are our 'On the ground Team' contracted to deliver specific components of your programme
- Complete reporting at every stage of the programme including financial, on track and post event analysis
- Entertainment, Speakers and Talent – ICEworks will audition and approve to your requirements according to our proven criteria for a quality performance

Enhancements

ICEworks has a quality network of partners whose products and services assist us in producing quality collateral and enhancements to your programme. Through them, we are able to offer the following quality cost effective services in addition to our core ICE business:

- Brochure design and copyright, extension travel brochures and programme collateral – if required
- Print Management
- Audio & visual design concepts and production
- Source and recommend entertainment, talent, actors and speakers
- Teaser gift sourcing and distribution
- Gift ideas and sourcing
- Promotional concepts and design including clothing and an array of other promotional gear

Timeline

During the organisation of your programme, ICEworks proposes and undertakes to implement a timeline that allows us to manage it on time and within budget. Communication is the key to this process so we undertake to:

- Design a programme in consultation with you
- Provide a timeline that defines and updates you with a critical path for financial deadlines and important decisions.
- Online registration process
- Communicate with participants regularly to increase interest in your programme
- Report to you with updated lists from our state of the art event database these will include
 1. room lists (we can manage room share solutions and room preferences e.g. non smoking)
 2. flight lists
 3. transfer lists
 4. activity participation lists
 5. Function attendance lists
 6. non-attendance lists for any part of the programme
 7. optional activity registration lists
 8. Any kind of demographic list that you wish including e.g. shirt sizes, golf handicap, allergies...anything! That is captured during the registration process
- Onsite management
- Post event evaluation

Delivery

ICEworks can appoint up to NINE members of our team to manage your programme both before the programme and on-site. We will work with you to deliver the agreed programme, and manage an agreed reporting schedule. We undertake all operational functions for our client from registration to the final evaluation and maintaining our agreed communication throughout. Our team will be responsible for managing every component of your programme, liaising with suppliers, assisting guests, setting up events, arranging optional activities and of course keeping you informed. We will provide a hospitality desk near the conference room each day that will be staffed to assist your guests with any of their requirements during the programme. We'll manage room drops and all finances, check and authorise billing, and produce daily communication to all group members of the upcoming events. Our client and their guests will be fully informed onsite at all times.

Evaluation

Part of our service is to evaluate the programme so that ICEworks and our client can implement ways to improve and/or change their programme in future. Of course, ICEworks is constantly working to improve so we see the evaluation process as a joint opportunity to achieve excellent results in future. ICEworks will engage an evaluation process at the end of your programme that will quantify your investment in your programme and will allow you to evaluate future programmes. This is a process with four key elements pertaining to ICEworks, our partners and suppliers which are – **Transparency, Accountability, Measurability and Scalability**. This takes all the guesswork out of how we perform since it is provided by YOUR PEOPLE.

Our Charges

ICEworks fees are included as part of the total per person cost that we quote.





Technology

ICEworks has invested in and customised to our needs, a state of the art platform for managing conference and event delegate information. SUMMIT EVENT MANGAGER PRO is capable of seamlessly handling any details during the registration process either automatically online or manually for up to 25,000 delegates. It is an important tool in our client reposting process that includes professional travel itineraries, accommodation lists, flight lists, name tags, table seating plans, conference booth management and Financial reporting lists just to name a few. In short, SUMMIT EVENT MANAGER PRO ensures accuracy and results. Refer www.miesoftware.com

Rewards

The ICEworks rewards application platform is capable of managing multiple programmes for up to 250,000 participants each and runs seamlessly from ICEworks secure servers. It empowers clients with the creative and technical tools to design, manage and maintain programmes that meet their specific needs. Online Rewards NZ is planned to launch in 2009.

Industry Affiliations

PCO - Professional Conference Organisers Association
NZAEP – New Zealand Association of Event Professionals
SITE – Society of Incentive Travel Executives *pending*

Company Director Keri Davis holds CEM (Certified Event Manager) qualification and is a bona fide member of NZITT (NZ Institute of Travel.)

All ICEworks airline business is bonded under the Travel Agents Association of New Zealand (TAANZ) through our travel partner Atlantic Pacific American Express an IATA accredited member of the Stella Group worldwide.

Public Liability

ICEworks holds Public Liability Insurance of \$5 million. There is no excess applicable to this cover and it applies world wide

Travel Insurance

ICEworks offers a comprehensive corporate and group travel policy through IAG for NZ originating groups. We strongly recommend that travellers to New Zealand have a full travel insurance policy that is underwritten in their country of origin. Our Website – please visit us www.iceworks.co.nz