VIRTUAL STUDIO EVENTS

Show assurance

What your director, IT team and procurement will ask before a live event, answered on one page.

1 If both streams fail, you don't pay for the production

Our fee for the show covers crew, gallery, streaming and platform, and that is what comes back. Venue, travel and third-party services sit outside it. Two streams on separate lines are what make it a promise we can keep.

2 Two streams on every show

Every show goes out twice: a main and a backup stream, from separate encoders on separate lines. If the main drops, every viewer moves to the backup by themselves. Nobody has to resend a link.

3 Rehearsed and drilled

Before doors we run a tech run, a dress rehearsal and a failure drill. In the drill we pull the main stream while you watch, and the audience moves across to the backup.

4 Named people, one team

A named producer from the first call to the report, and James Jones as technical lead. The person you brief is the person on comms on the day.

5 A price fixed in writing

Every quote is fixed in writing before you book, with streaming for the audience you expect priced in. If more people watch on the day than you planned, the extra viewers are on us.

6 Insurance

Professional indemnity and cyber insurance with Hiscox. Certificates on request for your procurement file.

7 Data and security

Registered with the Information Commissioner's Office. The event platform runs on AWS in London, with video delivered from Ireland, built on ISO 27001 / SOC 2-certified infrastructure with controls aligned to ISO 27001. Registration data and every question and vote are yours, handed over after the show.

8 Track record

500+ shows since 2020, starting with an awards show streamed live to 75,000 people when the world shut down during the 2020 global pandemic. Town halls for national retailers, live to every store.

9 What we need from your IT team

A wired line for the gallery at the venue, or our bonded cellular backup where there isn't one. If remote speakers join from your network, we send the ports and settings ahead of the rehearsal.

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