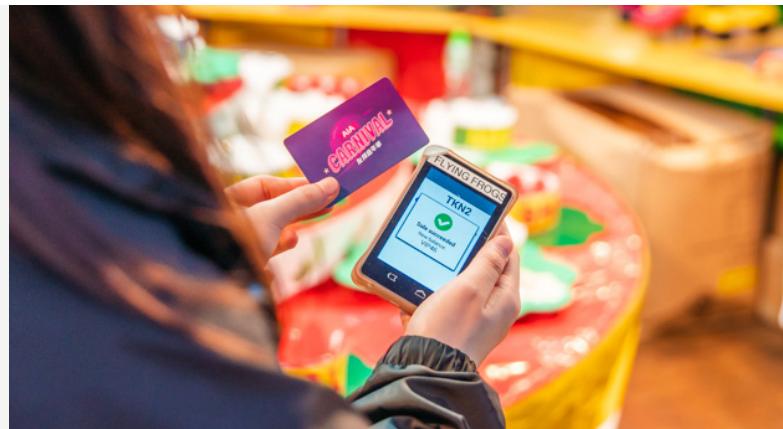


Case study

Zicket utilises the Famoco solution to boost their efficiency at events



“Famoco has quickly become our go-to mobile device for large-scale event operations. The core features of the MDM & FX range make them the perfect pairing for quick, secure and reliable roll outs in any situation.”

- Aidan Pawson, Managing Director

Company Background

Through a reputation for successful major event delivery, Zicket.co (TTCL) aims to enrich both clients and customers event experiences through innovation and technology.

‘We empower clients and deliver best-in-class technology solutions for event management and event operations’

To meet the rapid and varied demands of the growing GEG Group, Zicket enlisted best-in-class ticketing & RFID payment systems to create a full spectrum, white-label solution for internal and external properties.

Launched in August 2018 at the Hong Kong Observation Wheel, Zicket quickly amassed key clients & events and racked up impressive operational numbers to become one of the top ticketing & RFID service providers in Hong Kong. Zicket currently operates in Hong Kong & Singapore and offers ticketing, access control and RFID services.

The Business Challenge

By providing a complete solution to its customers, Zicket also provides a range of secure devices to equip each venues' staff to ensure a seamless experience for the attendees. Zicket's challenge was to find mobile RFID/NFC enabled devices which can be reliable, secure, and pocket-sized to be used in a wide range of event environments.

During events, the staff don't always have stable internet connectivity to perform transactions and therefore need to collect and store transactional information offline. Transactions need to be secured when interacting with a mobile device, both from a hardware and software standpoint.

Equipping major events required Zicket to come up with a simple solution to remotely and centrally manage large numbers of mobile devices in order to facilitate device configuration, application installation and updates as well as enabling a single-app usage (kiosk mode) on the mobile devices.

Industry: Event

Application: Cashless Payment

Region: South East Asia

- Product used

MDM plan: Advanced

Devices: FX100

Key Stats

7

million
RFID transactions

750

Famoco FX100

12

hours run per devices/day

3

months of venues



The Solution

To seamlessly roll out their solution, Zicket chose Famoco to equip event staff with secure Android mobile devices, that are controlled remotely from a web based platform, the Famoco Mobile Device Management (MDM). They chose the FX100 - a small, business-dedicated mobile device running Famoco's secure Android OS - to enable secure NFC transactions during the events. The FX100 enables Zicket to run their application and their payment transactions offline by storing transactional data inside the device. This allows Zicket to remain completely operational, even with poor mobile data connectivity.

Famoco's device solution is natively connected to the device management platform, allowing customers to remotely control a fleet of Android devices, push applications and settings over-the-air. The mobile device management (MDM) provides a new layer of security, allowing the customer to lock devices down around a number of business apps (kiosk mode) and herewith prevent users from installing consumer applications or modifying device parameters.

The Results

Having opted for the Famoco solution Zicket boosted its operational efficiency by securely processing over 7 million NFC transactions. Thanks to the device robustness, long battery life and offline functionality, the event staff was able to guarantee a high service availability for more than 12 hours per day over a period of three months.

With the Famoco solution, Zicket was able to run three large events simultaneously: Hong Kong Observation Wheel, AIA Carnival, Hong Kong & Prudential Marina Bay Carnival, Singapore. In total, Zicket deployed over 750 Famoco devices to enrich the customers event experience and drastically improve the operational and financial efficiency.

About Famoco

Famoco develops a business mobility solution and helps companies to optimize large-scale operations securely. It offers a range of business-dedicated mobile devices, running on a Famoco secure Android OS. They are natively connected to the Famoco Mobile Device Management (MDM), a web-based platform to control and configure mobile devices remotely, push applications and settings over-the-air. The solution facilitates application deployments and secures data capture for mobile workforce management, mobile payments, urban mobility, and identity verification (KYC). Among its customers and partners it counts prestigious companies such as Orange, ONET, Phoenix Group, Keolis, Alipay, Ingenico and Airtel. Famoco is a multi-award-winning company with offices across the globe: Paris, Brussels, Shenzhen, and Abidjan.