

# Centium delivers @ CHOGM 2013

Boys at Colombo Orphanage

**NAME:** CHOGM 2013 (The 23rd Commonwealth Heads of Government Meeting) – November 15-17, 2013

**TYPE:** World event

**CLIENT:** Ministry of External Affairs, Sri Lanka

**NO. ON ORGANISING TEAM:**

Eight Centium Software core staff and 30 local Sri Lankan personnel

**PAX:** 46,000 registered attendees

**BUDGET:** Non-disclosed

**PURPOSE OF EVENT:** The Commonwealth Heads of Government Meeting (CHOGM) is held every two years to enable leaders of Commonwealth countries to come together to discuss global and Commonwealth issues, and to decide on collective policies and initiatives.

**WHAT YOU DID:** 1. Centium Software provided EventsPro, its event management technology system, to manage the online registration and accreditation for:

- a. Delegates
- b. Domestic and international media
- c. Workforce
- d. Security
- e. Police
- f. Military
- g. Venue Staff
- h. Parallel events including the Youth Forum, Business Forum and Peoples Forum

2. Centium also delivered onsite services in Sri Lanka, in the four-and-a-half months lead up to CHOGM, to process registrations and provide data to the accreditation, security, transportation, accommodation and government protocol teams. These services were supplied in conjunction with Touchpoint Meeting Services, a registration specialist company based in Sydney.

3. The third key aspect provided by Centium Software was AccessPoint, an access control system that checks registration credentials for security access. AccessPoint, fully developed by Centium, ran simultaneously at eight venues and included 21 high throughput lanes and 50 hand-held readers used at temporary access points. AccessPoint checked more than 150,000 accesses over the eight day CHOGM event.

**CHALLENGES:** With Centium Software commencing work on CHOGM only four-and-a-half months before the event, a key challenge was to rapidly establish a local team and provision a robust and secure online registration system with live integration to security agencies.

A further challenge was the system being built to accommodate an original forecast of 15,000 participants then having to scale to meet the final 46,000 registrations received. Notable was the surge of more than 15,000 registrations in the 10 day lead-up to the event.

Another challenge was providing the streamlined access control system for CHOGM in a technically challenging environment, especially at the Opening Ceremony. At one point during the morning of the Opening Ceremony, 2000 attendees passed through the access control point in just 15 minutes.





Centium Team

**OVERCOMING CHALLENGES:** With no time to recruit and train additional people in the compressing time frame, Centium's ethic to excellence came to the fore and underpinned their determination, including the work-around-the-clock commitment, to achieve the event's outcomes.

With only 24 hours to setup the access control points, heavy load simulations of AccessPoint were undertaken in the lead up to CHOGM to stress-test the network quality used to manage this integral part of the accreditation process. The pre-testing included a simulation of one million attendees passing through access points in an eight hour period.

**SPECIAL TOUCHES:** With the original registration brief estimated at 15,000 attendees, and scaling to a final 46,000 attendees (a remarkable 300 per cent increase), the seamless delivery of this world event is testament to the depth of experience and excellence provided by the Centium team, the tried and tested confidence in the EventsPro technology, and, the partnership relationships built with the local Sri Lankan team and members of the CHOGM Task Force.

**OUTCOME:** Centium delivered its event management and access control technology systems to achieve an incident-free outcome in a high-security environment. A highlight was a visit by Prime Minister Tony Abbott to view the Centium control room where he thanked the Centium team for the role they played in keeping the event safe.

As soon as CHOGM wrapped up, the Centium and Touchpoint teams rolled straight into producing the accreditation and event management system for the PM at the Brisbane G20 Leaders Summit, scheduled for November 2014.

In keeping with Centium's values of supporting local communities, Centium took the opportunity to give direct assistance to a small orphanage in Colombo, Sri Lanka's capital. There are 30 boys aged from four to 17 in the orphanage who receive very little support.

Centium CEO Trevor Gardiner visited the orphanage twice during visits to Colombo. On his last visit, Trevor delivered two PlayStation gaming consoles, two LED TVs and a variety of games for the boys, as well as new clothes and shoes. Centium has made an initial 12 month commitment to the orphanage to fund weekly English and computer tuition for all the boys.

**CLIENT'S COMMENT:** "You (Centium) have done a great job! Well done."

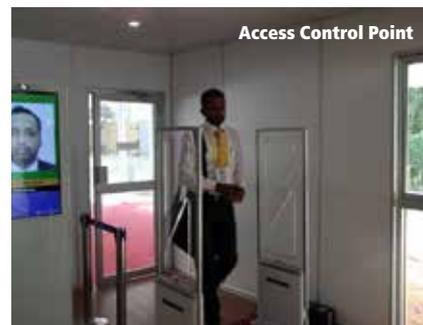
- Air Vice Marshal Alester Mohan De Zoysa, Director Task Force Secretariat for CHOGM 2013



Hand Held Reader



Tony Abbott with the EMS Team



Access Control Point