



TRISTAR DELIVERS AT ONE OF THE WORLD'S LARGEST PHARMACEUTICAL CONFERENCES

REQUIREMENT

Tristar Worldwide was commissioned by an agency to provide ground transportation for three different clients attending one of the world's largest pharmaceutical conferences at London ExCeL.

TRISTAR'S SOLUTION

Each of the three clients required a slightly different solution, totalling more than 750 services across six London hotels over five days. We brought in additional resource specifically for the event to aid our office-based team and meet the demanding schedule.

PROJECT MANAGEMENT AND SUPPORT

Planning started in July, approximately one month prior to the conference. Our experienced events team carried out logistical checks through site visits, also including primary and secondary route planning sessions. We agreed meeting points for airports and the multiple train stations utilised, and carried out a full walk through at all locations.

To achieve consistency of excellent service, we documented all client-facing procedures, outlining our operational approach and resourcing, and fully briefed the team on event procedures.

FOR MORE INFORMATION

Please contact our Sales Team on +1 978 338 1242 or email us.sales@tristarworldwide.com



SERVICE DELIVERY

Tristar provided dedicated on-site coordination support at key event locations to work in tandem with our office-based team, the core of Tristar's solution. The team provided complete service assurance with manifest management, ensuring accuracy with updates and version control.

To ensure peace of mind for all passengers, our support team proactively notified our chauffeurs of all initial arrivals and estimated times of arrival.

Where required, we provided security trained chauffeurs for the key VIPs, and we supplied additional logistical support at each of the hotels for departures and off-site dinner schedules.

POST EVENT 'WRAP UP'

After the event, we carried out a review of all service delivery items per location with client as well as an internal review of our operational approach. Additionally, we arranged post event billing as per client request.

Tristar Worldwide managed the ground transportation of the event, ensuring it was a success.

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