

SUCCESS STORY: INFINITY CONFERENCE GROUP

A user-friendly system combined with outstanding customer service increases client satisfaction

CHALLENGE

Infinity needed event software that was more dynamic than the system they were using before Aventri. While looking at other options, they wanted a system that was user-friendly, had an easy registration setup and had high-quality reporting features. They found all of that with Aventri, says Erika Perez, Infinity's associate project director. On top of all that, Infinity found that working with the sales team at Aventri was always a positive experience. "The sales department is very conscious of our needs," Perez says. "They have been especially good at communicating with us."

"The Aventri customer service is great. I always get answers to my questions right away."

STAT BOX

Founded in **1991**

Based in Herndon,
Virginia

Plans events ranging
from **20 to 2,000**
attendees

SOLUTION

Infinity has particularly utilized the registration module's cloning feature to copy an event's standard criteria from one year to the next to save extra time. Infinity's clients were also excited that Aventri eliminated manual reporting. Through Aventri, Infinity now supplies a detailed summary report that clients can log back into to view real-time data.

Recently, Infinity used Aventri at the International Society of Exposure Science (ISES) Exposures in an Evolving Environment meeting in Henderson, Nevada, which attracted nearly 600 scientists of international acclaim. Using the registration module, Perez says setting up the event was effortless and attendees found that registering online was easy. "For any questions we did have, support online and over the phone made sure everything went well," she says. "Every time I called the help desk, everyone was very nice, patient, and friendly."

Overall, Infinity is extremely happy with their Aventri experience, as there have been no complaints from their clients and attendees. With easy setup and accessible customer service to back them up, Aventri was the perfect event registration solution for Infinity.

KEY HIGHLIGHTS



Industry
Meetings & events

Location
Herndon, Virginia

Products & Services

- **Registration**
- **Event cloning**
- **Automatic reporting**



Erika Perez
Associate Project
Director

Award-winning Infinity Conference Group offers a range of professional services provided by highly skilled and trained project and event managers. It has proven resources, planning multiple events nationwide and internationally, ranging in size from 20-2,000 participants each, while managing membership/business operations for non-profit and scientific organizations.

www.infinityconferences.com