

# Ticketmaster: Front Row to Cloud Innovation

## A STORY OF OWNING CHANGE

Ticketmaster automates through  
modern Oracle Cloud solution.



## Ticketmaster Owns Change

Ticketmaster powers the products and solutions that transform the way fans access live entertainment. Fans around the world rely on them to make live happen—concerts, sports, festivals and more at thousands of venues in 32 countries. Processing 500M+ tickets each year with an expansive network of partners and sites, their systems need to perform through late nights and record-breaking weekends. The answer? A modern, scalable integrated cloud solution.

### THE CHALLENGE: DON'T MISS A BEAT

Find the rhythm of modern cloud and data analytics

Ticketmaster envisioned more integrated, automated processes to fuel their larger business value chain. Given their size, reach and volume, their data handling and transaction reprocessing are complex. They chose a suite of [Oracle Cloud solutions](#) to bring data agility into their process transformation, to improve the user experience and to integrate the process from contract to settlement. They wanted automated reporting and more visibility into performance to enable smart decision making. Ticketmaster sought a partner to help them make their vision a reality. Enter TEKsystems.

### OUR SOLUTION: CREATE HARMONY

Use Oracle Cloud solutions to improve business agility and scalability

We tuned in. We listened. We wanted to understand their cloud journey: where they were and where they wanted to go. Together, we:

- Implemented a modern [cloud-based end-to-end integrated solution](#) for their settlement process with the primary focus on reducing manual effort. The new

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“We work tirelessly to elevate our fan experience at every interaction, making their access to the events they love seamless. TEKsystems partnered with us with that focus in mind and helped create solutions behind the scenes that deliver business value.”

*Vivek Kalra, Senior Vice President  
Ticketmaster*

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error management and reprocessing solution helped the business resolve exception—without the fuss.

- Created a clutter free, self-intuitive, seamless [user experience](#) in partner and contract management powered by OCI Visual Builder. We designed and built a modern user interface for their contract and partner management application. Users delighted.
- Leveraged TEKsystems’ [data analytics expertise](#) for automated reporting. We used Oracle Cloud Infrastructure Data Integration and Oracle Analytics Cloud to extract, transform and load the data from variety of sources to downstream application for calculation, payment and financial posting. We built batch handling mechanisms and a mass update application to handle the volume. Automation realized.
- Delivered cloud [security and systems management](#) through Oracle Identity Cloud Service, single sign-on and role-based security features. Simple, secure access.



**POWERFUL PARTNERSHIP: SHOWSTOPPING CUSTOMIZATION**

Collaboration drives custom cloud and data solutions that deliver business value

Building critical interfaces, integrations and reports across multiple technologies, collaboration takes center stage. The teams from Ticketmaster and TEKsystems worked together to find the right solutions and customize based on business goals. We extended Oracle Fusion Sales cloud to create multiple custom objects in SaaS and tightly coupling with other applications, so all requirements are met on a single platform. We built a state-of-the-art, pixel perfect solution for contract and partner management to closely align with other applications, ensuring ease of user experience. And, together, we delivered on time.

**Real-World Results**

Ticketmaster experienced a cutback in the hours required per contract calculation, a reduction of the manual effort involved in settlement and a decrease in the time taken for period close. Plus, their application users enjoy the experience. Cue the applause.

**Technology Implemented**

- Oracle Fusion Sales Cloud
- Oracle Autonomous Datawarehouse
- Oracle Analytics Cloud
- Oracle Cloud Platform Integration
- Oracle Cloud Platform Application Development
- Oracle Data Integrator
- Oracle Cloud Platform Identity and Security Management
- Oracle Cloud Platform Systems Management



Cutback in hours required per contract calculation



Reduction of manual effort in settlement



Decreased time for period close

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**“When you consider the complexity of our business and the underlying data involved, the right partner needs to communicate, collaborate and customize—quickly and effectively. And TEKsystems did just that, proving their expertise and scale throughout our work together.”**

*Shawn Moon, Director, Ticketmaster*

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**About TEKsystems and TEKsystems Global Services**

We’re TEKsystems. We accelerate business transformation for our customers. We bring real-world expertise to solve complex technology, business and talent challenges—across the globe. We’re a team of 80,000 strong, working with over 6,000 customers, including 80% of the Fortune 500 across North America, Europe and Asia, who partner with us for our scale, full-stack capabilities and speed. We’re strategic thinkers, hands-on collaborators, helping customers capitalize on change. We’re building tomorrow by delivering business outcomes and driving positive impacts in our global communities. TEKsystems is an Allegis Group company.

Learn more at [TEKsystems.com](https://www.teksystems.com).