

Press Pack

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Factsheet

What is Ticket Zone?	Ticket Zone is an established specialist box office and ticketing service provider.
Purpose	With over 35 years' experience in the industry, Ticket Zone works on behalf of event and concert promoters, venues, tours, football clubs, software system providers, festivals, county shows and others. Working behind the scenes, they offer a choice of bespoke, tailored or full service ticketing solutions for both physical and electronic tickets.
Location	Ticket Zone is a global/national company, located in Barnstaple, Devon
Who	Set up by Domingo Tjornelund (MD)
History	Originally set up as the South West Concert Club in 1979, primarily offering coach travel to concerts. The company was renamed Ticket Zone in 1988 as the business moved towards non-travel based products and now offers a wide range of ticketing services.
Future	Continue working behind the scenes to offer a comprehensive portfolio of box office services through the combined use of technology and human interaction.
Services	<p>The company offers an experienced, knowledgeable and scalable contact centre workforce with a detailed understanding of ticketing, venues and ticketing sales policies.</p> <p>Services include:</p> <ul style="list-style-type: none">• Ticket fulfilment• API services• Tour box office control• Trade desk• Customer services and back office support• Social Media services• Web and Contact centre sales• Fully customisable White label services• Third party integration and support
Key facts	<ul style="list-style-type: none">• Ticket Zone process over 1 million tickets per year.• Ticket Zone worked for over 500 individual events in 2016 – set to exceed this number in 2017.• 200,000 calls and enquiries are processed each year.• Ticket Zone employ between 40 and 50 staff.
Key clients	Ticket Zone has worked with major shows and clients including Amazon Tickets, Eventim UK, Strictly Come Dancing Live Tour, Disney on Ice Tour, Scottish FA, Liverpool FC, Manchester Arena, Leeds Arena, Hammersmith Apollo, London Old Vic, The Isle of Wight Festival,
Media contact	Emma Parker Reynolds, emma@eprcommunications.co.uk
Website	www.ticketzoneforbusiness.co.uk

Company history

Ticket Zone has existed in various guises for nearly 40 years – throughout this time the company has grown from a small lifestyle business to becoming one of the top ticketing specialists in the country. Since inception, Ticket Zone has always written its own software and has grown organically, without outside investment. It is this independence that has allowed the company to grow and adapt in the rapidly changing, complex, ticketing industry, carving out specialisms along the way.

This timeline indicates some of the major milestones along the way.

1979	<ul style="list-style-type: none"> • Domingo Tjonelund and Steve Foster begin organising coach trips to concerts, for the social club at factory where they both work. • Popularity grows, and soon they begin organising coach trips for other employers in the area. • Domingo and business partner leave their jobs and start The South West Concert Club.
Early 1980's	<ul style="list-style-type: none"> • Realised that living in rural locations was a barrier to getting to see rock concerts. • The South West Concert Club provide a solution, getting customers transport to some of the top performers in the country. • Employers from the wider region begin using The South West Concert Club to arrange tickets / travel. • Focus shifts to selling both return coach travel and concert tickets. • Record shops begin working as agents for The South West Concert Club, selling tickets to customers on their behalf. • Develop bespoke software to process bookings. • Initially travelled on all tours to manage process: allowed team to build up immense knowledge of events process. • It was renamed the Concert Travel Company in 1982
Late 1980's	<ul style="list-style-type: none"> • The number of agents grows to over 100 across the country, including Our Price, Virgin and HMV. Stores in major cities. • Now selling tickets to around 100,000 people a year. • Process is done by post and payments made by cheque. • Gradual move away from coach travel towards ticket sales. • Call centre established in North Devon.
1988	<ul style="list-style-type: none"> • Domingo buys out business partner. • Company is renamed Ticket Zone. • Idea is to service a number of UK coach to concert companies in a centralised call centre.
1990s's	<ul style="list-style-type: none"> • Huge technological changes begin – launch own website mid 1990s. • Continue to develop own software. • Picked up several high profile contracts – with Solo, Phil McIntyre. • Run tour box office including official web sales, official national hotline for David Bowie, Rolling Stones, Phil Collins, Celine Dion, Genesis. • Operate complete box office for Isle of Wight Festival.

	<ul style="list-style-type: none"> • Focused on operating national UK tour box offices.
2000's	<ul style="list-style-type: none"> • Contact centre grows. • Technology continues to change industry – more emphasis on electronic bookings and tickets. • Become more specialised in green field sites. • Become call centre for football clubs including Liverpool, Chelsea, Southampton and Sunderland. Also Burnley and the Scottish FA.
2010's	<ul style="list-style-type: none"> • Take unbiased approach towards ticketing, through all channels: continue to offer box office and customer services provision. Develop expertise in ticket to customer fulfilment both for own customers and those of other major ticket sellers • Begin working for Southbank Centre, Old Vic, Roundhouse Theatres. • Also work with Amazon Tickets, Eventim UK, Strictly Come Dancing Live Tour, Disney on Ice Tour, Scottish FA, Liverpool FC, London Old Vic, Walking with Dinosaurs Live, Monty Pythons, Rickey Gervais, Little Britain, Batman Live and The Paw Patrol Tour. • One of Wembley's three approved partners offering ticketing services for football play off finals.
Future	<ul style="list-style-type: none"> • Continue working behind the scenes to offer a comprehensive portfolio of box office services through the combined use of technology and human interaction. • Continue to evaluate technology and what it can do – but without compromising on the basics of good event and ticketing management.

Biographies

Domingo Tjornelund, Chief Executive, Ticket Zone Limited.

Domingo Tjornelund was born in Fulham in 1960 and moved to North Devon in the late sixties. After leaving school he began work as an engineering apprentice at Alenco, a factory in Barnstaple.

It was here that Domingo began his business in 1979. He and a friend, Steve Foster, began organising coach trips to concerts, for the social club at his work. At the time, Domingo couldn't drive, so organising coach travel gave him a way to get to concerts. Over time, other factories and businesses in the area wanted the team to organise trips, so the Domingo and Steve left their jobs and officially started their business, originally called The South West Concert Club.

In the 1980's, Ticket Zone increasingly focused on providing tickets and less on coach travel. Domingo's business partner was bought out in 1988 and the business was renamed as Ticket Zone.

Domingo remains the Chief Executive of Ticket Zone, which now employs around 50 staff.

Domingo has two grown up children and lives in North Devon with his wife. He enjoys playing football and golf and is still passionate about music.



Wayne Munday, Chief Operating Officer, Ticket Zone Limited.

Wayne Munday graduated from the University of Leicester with a BSc in Earth Science and also gained a Masters from the University of Keele. In 1992, he was the recipient of the 1992 Sperring Advance Post-Graduate Award from the Plymouth Marine Laboratory to study at the Bermuda Biological Station for Research.

Wayne has held senior international sales, marketing and strategy positions at NavTeq, MapQuest.com and AOL Inc., living and working in Germany and The Netherlands for nearly six years.

Wayne then served as UK Managing Director for erento and Chief Revenue Officer and Co-Founder of OTPmedia, an industry recognised advertising sales agency based in London and acquired by Burst Media in 2010. In these roles, Munday focused on successfully growing and transforming these company's in highly competitive markets by building, valuing and delivering high performance teams, innovation, operational efficiency and execution.

He joined Ticket Zone in 2014, relocating to the South West of England from Oxfordshire, bring more than 20 years of sales, marketing and technology industry leadership and executive management to his role with the company. Since joining Ticket Zone, Wayne has worked to align Ticket Zone's strategy and vision with both employees and clients to collaboratively act on opportunities and address challenges with the ticketing industry.

Wayne currently lives in the Exeter area with his wife, son and two dogs.



Images are available in high resolution, please contact emma@eprcommunications.co.uk