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| Customer: Oliver Wyman | Event: OW healthcare Innovation Summit |
| Show Dates: 9/18-20/2023 | Load In Dates: 9/17/23 |
| Venue: Lowes Chicago Downtown |  |

**Links to key shared folders with event documentation:** [**https://psav.sharepoint.com/:f:/s/2023EncoreUS/EpC-dajRHwtNitj09U09uOcBcYFKupZbxTEWBRluyBxy5w?e=GKhFuG**](https://psav.sharepoint.com/%3Af%3A/s/2023EncoreUS/EpC-dajRHwtNitj09U09uOcBcYFKupZbxTEWBRluyBxy5w?e=GKhFuG)

**OWHIC/Encore Production Post Show Review**

**< 9/26/23 Via Teams>**

**Recording link:** [**https://psav-my.sharepoint.com/:v:/p/caprisha\_wilkins/EWLuqiH8SshJtREYN0GeuHYBqPHedw5sGHAt7\_IZdMD\_Ug**](https://psav-my.sharepoint.com/%3Av%3A/p/caprisha_wilkins/EWLuqiH8SshJtREYN0GeuHYBqPHedw5sGHAt7_IZdMD_Ug)

**Attendees:**

|  |  |
| --- | --- |
| **OWG Attendees** | **Encore Attendees** |
| Pam Wiener, Marissa Tejeda, Nandita Mohile | Rich Schreiber, Sean Bryant, Brian Wilder, Nick Luburic, Preston Williams, Sarah Brown, Caprisha Wilkins |

**Agenda**

* What went well?
* What could have been done better?
* Learnings for next year?
	+ (NM) Needs better clarity around cost. Budget was higher than expected. Want to control cost better for next year. Want same team for next year.
	+ (PW) can we add 4/5 for Saturday?
* Confirm Recordings have been reviewed?
* Final Billings
	+ Through Hotel Master
	+ Will follow up with summary and final order detail by End of week.

**Meeting Notes:**

* Nandita
	+ Significant improvement from last year
		- Helped having more dedicated resources & bringing people in earlier
		- Would like to have the same team for next year
	+ Shivani & Wesley felt GS was significantly better
		- Team was much more proactive
		- Working with David & testing video in advance helped the team feel more prepared going in
	+ Projection on cling was very crisp & clear
	+ Area for improvement
		- Needed to have better clarity around costs, a lot of last-minute things were added
* Pam
	+ IE – everything went well, onsite staff was good
	+ Areas for improvement
		- First session things were delayed, but not enough to affect the show in a huge way
		- Could have been cleaner
		- IPads were awful – Preston was able to source new ones by Sunday
			* Feedback from IE was “Janky” (equipment)
		- HMR took longer, so Encore had to pivot – originally planned to start AV setup at 12pm but HMR was not done until 3pm
			* Maybe next year build in an hour buffer
			* Considering maybe adding Saturday for Wrike 4 & 5 for the extra day of load-in if available
* Marissa
	+ Breakouts went really well – more than enough support for rooms
	+ Areas for improvement
		- Terrace
			* Keep in mind placement of speakers in relation to tables for Q&A pop up
			* Wind screens helped, better than last year but still feel sound could be improved
			* Would have preferred to have 3 gooseneck mics rather than what they had
			* “Pre-plant” people with specific questions relating to industry to create an “organized coincidence”
	+ Onsite flexibility & onsite support was greatly appreciated
* Rich
	+ Things to consider for next year
		- Getting things decided earlier
		- Engaging Hargrove earlier to try to nail down creative element for IE, but would push budget
	+ ER2 never returned to take down cling
	+ Having tech area in the hall worked well, there wouldn’t have been enough space backstage
	+ Was there feedback on greenroom being upstairs
		- Speaker greenroom became small with everything going on
		- Request to have stairs between the floors unlocked for next year
	+ Confirmed recordings were handed off – yes, handed to Chloe
* Nick
	+ Wesley & Shivani were pivotal in helping GS go smoothly, provided clear direction
* Preston
	+ Suggestions
		- Rotate space in Wrike 1-3 to have different entrance & orientation to make room wider, larger LED wall
		- Would prefer to use whole Wrike space for IE (1-5) if possible
		- Create something longer than 10 second looping video for lobby to showcase cling
* Sean
	+ Thankful for the partnership
	+ Looking forward to getting the Terrace right next year
	+ There is a wedding booked for Saturday next year already
* Sarah
	+ Can follow up with Kaelynn for next year to try to control hotel cost better

**Follow up Action Items:**

**Encore Action Items:**

* **Rich**
	+ Follow up by EOW with budget summary

**OWG Action Items:**

* Engage Encore for next year planning as early as possible