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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/:f:/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/:v:/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