Ticket Office Advisory Services

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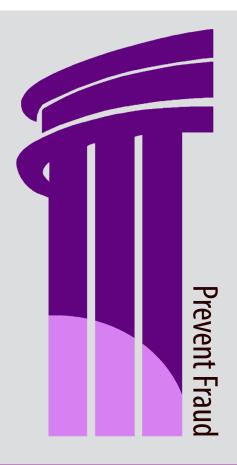Certified Public Accountants and Consultants

Prevent Fraud

Save Time

Increase Revenue

Prevent fraud by ...

• Reviewing internal control vulnerabilities within your processes

• Segregating duties between your ticket office and business office

• Evaluating IT controls within your ticketing software

• Reassigning responsibilities in times of talent shortages or downsizing

Save time by ...

• Improving business processes to maximize efficiency

• Developing a crosswalk between your ticketing software and general ledger

• Utilizing technology for timely financial reporting

• Breaking down silos across your department units and campus

Increase revenue by ...

• Redirecting saved time to revenue generating activities

• Leveraging data for targeted fan engagement

• Considering strategic partnerships to maximize efforts

• Learning best practices implemented across the industry

The Team Behind Your Team

NATIONALLY RECOGNIZED
We are an Inside Public Accounting Top 200 firm & Accounting Today's #1 accounting firm in the nation for women!

ATHLETICS EXPERTISE
We serve 20+ athletics clients in 10+ conferences coast to coast, and we are active in CABMA, LEAD1, and NACUBO.

RETURN ON INVESTMENT
We have captured $250,000+ in lost booster contributions and $100,000+ in missed NCAA revenue distributions.

GOLD STANDARD SERVICE
We have a net promoter score of 82, four times higher than the accounting industry average for client satisfaction.

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Approach to Advisory Services

We understand your needs go beyond financial reporting, so we provide solutions that go beyond what a traditional CPA offers. With your teams spread so thin these days, it's tough to find time for the tasks that keep your athletics department going. Partnering with us means we can tackle them for you.

That's where our Ticket Office Advisory services come in to play. Sometimes you just need the advice of an industry expert, or you may need help with a particular project. Regardless of which, we take a holistic approach to help you transform your organization and get sustainable results.

We define our approach to advisory as "one size fits one." We listen carefully to your priorities and customize our service delivery to bring the most value to you.

Each of our service packages is designed with three phases in mind to support our holistic approach: *Discover, Define,* and *Deliver*.

How much we do is up to you. We can offer you the basics, premium service, or meet you somewhere in the middle.

Service Packages

BASIC

Discover:

• Planning meeting to set goals (1 hour)

• Obtain understanding of processes and procedures

Define:

• Analyze controls over ticketing system security and management of third-party services

• Virtual meetings with key personnel to evaluate current operations and brainstorm improvement ideas (up to 2 hours)

Deliver:

• Risk/control matrix for ticketing system, summarizing control activities, test steps performed, and findings

• List of common reports utilized within your ticketing platform for efficient and accurate financial reporting

• Exit conference to review findings and recommendations for improvement (1 hour)

$3,000-$5,000

Services can be customized for special considerations ...

BOX OFFICE SETTLEMENTS	MOBILE TRANSACTIONS
BOOSTER CONTRIBUTIONS	PREMIUM SEATING
GROUP AND COMP TICKETS	TICKET PRICING STRATEGIES

Contact us for a custom quote.

PREMIUM

Discover:

• Planning meeting to set goals (1 hour)

• Obtain understanding of processes and procedures

Define:

• Process walkthroughs

• Facilitate a customized survey of key stakeholders

• Analyze controls over ticketing system security and management of third-party services

• Data analysis and tests of transactions

• Virtual or on-site meetings with key personnel to evaluate current operations, analyze gaps, brainstorm improvements, and develop an action plan (up to 8 hours)

Deliver:

• Written report of work performed, findings, recommendations for improvement, and tangible action plan for execution of improvements

• Notes from meetings

• Flowchart/map of current processes, with key controls and vulnerabilities identified

• Summary of survey results

• Risk/control matrix for ticketing system, summarizing control activities, test steps performed, and findings

• List of common reports utilized within your ticketing platform for efficient and accurate financial reporting

• Exit conference to review our comprehensive report (up to 2 hours)

$30,000-$50,000+