



JACKSONVILLE SYMPHONY

Case Study

The following Case Study was conducted with Sally Pettegrew, Vice President of Administration.

Ms. Pettegrew handles HR and Office Management.



The Jacksonville Symphony Association

The Jacksonville Symphony Association uses Kustura Technologies because we offer a “personal touch” with our dependable IT services...

► INTRO

The Jacksonville Symphony Association is the largest performing arts organization and the only professional orchestra in Northeast Florida. They handle their own ticketing for events and perform over 200 concerts each year. They have been a client of Kustura Technologies since January of 2010.

► CHALLENGES

The Symphony was experiencing problems with their ticketing system. At that time, they found a system that similar organizations use, but after converting they began to experience connectivity issues. These issues became a critical concern for them. If they were unable to connect to the system, they were unable to sell tickets.

► SOLUTIONS

During this difficult time, Kustura Technologies had a technician periodically sitting in the box office during business hours to gain a better understanding of what was causing the connectivity issues.

► RESULTS

This allowed the dedicated technicians at Kustura to communicate the issues with the software company and work with that vendor and the Symphony to help find a solution.

► WHY KUSTURA?

“Someone is always available - whether it's after hours or if someone on staff has a critical need...tech support is there...Kustura has us covered 24/7”

After reviewing this Case Study, it's easy to see why the Jacksonville Symphony Association uses Kustura Technologies. We always provide our clients round-the-clock service. Businesses know they can depend on our friendly, knowledgeable team during stressful situations.

Kustura Technologies believes your success is our success. If you would like more information about our IT services please call 904-855-8885 or email Stacey.h@Kustura.com

For more information about The Jacksonville Symphony Association visit JaxSymphony.org

